



Get Ready ^{for} the Aging Boom!

*Building Communities
for Successful Aging*



FORUM ON AGING
May 14, 2009
*Washington State University
Vancouver Campus*



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“This generation of older adults will be the healthiest, most educated, most skilled and most affluent in history. Aging adults have the knowledge and skills to contribute to our communities. They have also indicated a fervent desire to continue to actively participate in society through employment and civic engagement.”

– Harvard School of Public Health

“Reinventing Aging: Baby Boomers and Civic Engagement

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“The rapidly graying of America will fundamentally change our culture and present us with some of the most critical policy issues of our times.”

– Paul Hodge, Generations Policy Program, Harvard University

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NOTE: Presentations of the Keynote Speaker and the Panel Discussions are summarized in this document. The entire content of these presentations and discussions can be viewed in full length at www.helpingelders.org.

www.helpingelders.org

Forum on Aging

GET READY FOR THE AGING BOOM!

Building Communities for Successful Aging

May 14, 2009

9:00am to 3:15pm

Washington State University Vancouver

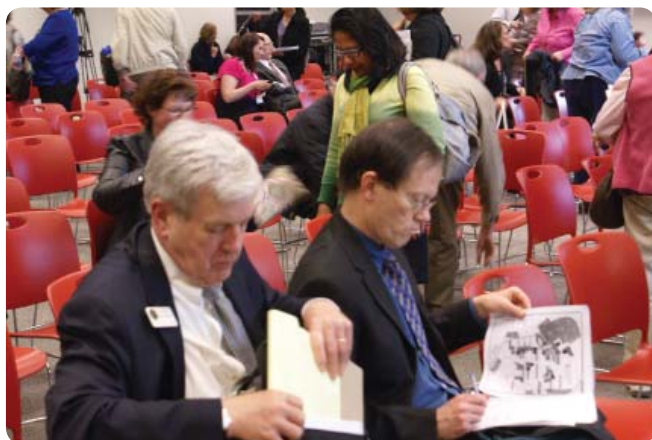
Sponsors:

- Southwest Washington Agency on Aging & Disabilities (SWAAD)
- Washington State University Vancouver
- State Council on Aging (SCOA)
- Washington Association of Area Agencies on Aging (W4A)

“It is not all about denying the very real problems associated with aging. It is all about denying the very real potential associated with aging.”

– Dr. Gene Cohen

Positive Aging Conference - December 6, 2007
“Beyond the Cutting Edge”



AGENDA

- 9:00 Refreshments
- 9:15 Welcome
 - Carolyn Long, Ph.D., Assoc. Professor
WSU Vancouver
 - David Kelly, Director
SWAAD
 - Bob Stevenson, Chair
State Council on Aging
- 9:30 Keynote
 - Bob Blancato, Washington D.C.
The Aging Boom In Our Communities
- 10:30 Panel Discussions
 - Workforce Development
 - Transportation
- 12:00 Lunch and Presentation
 - Bob Blancato, Washington D.C.
Building Aging Friendly Communities
- 1:15 Panel Discussions
 - Health & Long-Term Care
 - Housing
- 2:45 Summary and Next Steps
- 3:15 Adjourn

Introduction



“Welcome to this very important discussion on aging.”

DAVID KELLY | Director
Southwest Washington Agency on Aging
and Disabilities

The Southwest Washington Agency on Aging and Disabilities (SWAAD) is the federally designated agency on aging for the five southwest Washington counties of Clark, Cowlitz, Klickitat, Skamania, and Wahkiakum.

As a planning and management agency, it is SWAAD’s mission to promote independence, choice, well-being, and dignity for persons aged 60 and over, adults with disabilities and their families through a comprehensive, coordinated system of home and community-based services.

Everybody has heard about baby boomers. There are more than 78 million baby boomers in this country, about 180,000 (roughly the age group 45 – 64) live in SW Washington.

Here are some important demographics:

The 60+ population will more than double between 2005 and 2025.

Currently, 1 in 6 residents of SW Washington is 60 years of age or older.

This will change to 1 in 4 by the year 2025.

The very old population, 85 years of age and older will have increased by 75% in 2025 to more than 13,000 people.

The baby boomer generation is the healthiest, most educated, most skilled and most affluent generation in history.

This forum is an attempt to inform and energize local communities to begin addressing the impact of the baby boom population. Dealing with this impact is not only a challenge, but also an opportunity to start building communities for successful aging.

Our keynote speaker, Mr. Bob Blancato will guide us through the challenges and opportunities and will share with us what other communities throughout the country are doing to prepare for the aging boom.

Transportation, Health & Long Term Care, and Housing are issues of concern most often mentioned when we interact with the public during planning and advocacy efforts.



We have added Workforce Development to the list because we believe that baby boomer issues cannot be adequately addressed and resolved without considering the workforce.

We are grateful to our forum partners:

- WSU Vancouver
- State Council on Aging
- Washington Association of Area Agencies on Aging (W4A)

Special tribute also goes to the 13 members on the SWAAD Advisory Council and the five County Commissioners who govern SWAAD.

So, welcome to this important and ongoing discussion on aging.”

DAVID KELLY
Director of SWAAD

“Currently, 1 in 6 residents in SW Washington are 60 years of age or older. This will change to 1 in 4 by the year 2025.”

Each public agency within SW Washington has a great opportunity to include in their current and long term planning efforts issues which include the much talked about “Aging Boom.” As Chair of the SWAAD Advisory Council I am pleased to have a community forum that highlights seniors and brings together our entire community.

MAGGIE CULBERTSON
Chair of SWAAD Advisory Council

The SW Washington Agency on Aging and Disabilities celebrates the concept of our citizens “AGING WELL.” A primary purpose of our May 14, 2009 Aging Readiness Forum is to help focus the “baby boom effect” on vital planning functions within our communities. This forum and subsequent gatherings are designed to help augment public and private sector planning efforts throughout SW Washington as we all live out the upcoming aging boom years.

AXEL SWANSON
Cowlitz County Commissioner
Chair of Southwest Washington Council of Governments on Aging and Disabilities



State Council on Aging



“I would like to emphasize that the boom is already here. This is not something we can leisurely prepare for. It is time to begin working on action planning. It is time to act.”

BOB STEVENSON | Chair
State Council on Aging (SCOA)

The chore you have today is an exciting and an important task. The State has been eager to see these forums go on across the state. Our interest in cosponsoring this forum is to gather more information about seniors and changes coming to share with the governor.

The Council has the mandate to advise the governor and to advise the head of the Aging and Disabilities Services Administration about seniors issues. And we are to advocate for seniors. We take that seriously.

The Council on Aging was set up in 1981. We are an advisory council to:

- The Governor
- The Secretary to Social and Health Services
- The Aging and Disabilities Services Administration

The council consists of twenty members that are appointed by the governor

and 4 members who are state legislators are attached to the council although they have no vote. We have learned a great deal by having our legislators on the council. The members of the group have a wide array of expertise and experience. Over half the group has personally cared for a family member. These people are very committed to the cause of the council.

The last legislative session saw us play a much more active role in advocating for seniors. We are all aware of what a devastating year this budget session has been. Although there have been some painful cuts in aging services, seniors were not hurt as badly as other areas of the state. We work hard at meeting with and proactively staying in touch with our legislators. I would like to believe that those efforts along with others have helped them understand our priorities. The next session will be even more difficult and more critical.

“The chore you have today is an exciting and an important task.”



WASHINGTON STATE COUNCIL ON AGING

MISSION STATEMENT

To educate and advocate on social, health, and economic services and potentialities of older adults for current and future generations.

VISION STATEMENT

That all older adults will be able to remain in their home or a community-based setting for as long as possible and continue to be engaged with and contribute to their communities, and that those who have the most need will have access to services that provide choice, independence and dignity.

GUIDING PRINCIPLES/VALUES

In educating and advocating for the quality of life for older adults in Washington, the State Council is guided by the following principles and values:

- SCOA will advocate for providing an adequate level of culturally competent services for the most vulnerable older adults.
- SCOA will focus on all older adults with particular attention to those with the greatest economic and social needs including rural/geographically isolated residents.
- SCOA will support independence, dignity and security for older adults.
- SCOA will work to maintain and enhance Washington's record of leading the nation in providing older adults with the resources to retain independence and stay in their homes as they age.

The focus of this forum today is on the five counties represented here. It is essential that we all begin to focus on this task and begin to organize ourselves to address this aging boom. I would like to emphasize that the boom is already here. This is not something we can leisurely prepare for.

The SCOA hopes to be a coordinating body in this effort. We hope that we will be able to help coordinate the voice of various areas in the state to the state and federal government.

It is time to begin working on action planning. It is time to act.

I hope today's discussions are fruitful and I hope they help us meet the challenges that we are faced with.

“The Council has the mandate to advise and to advocate.

We hope that we will be able to coordinate the voice of various areas . . . to the state and federal governments.”

Keynote: Bob Blancato



“To be prepared for the aging boom is more than just being an aging friendly community. It is a major economic development issue as well and must provide incentives for people to age well.”

BOB BLANCATO | President
Matz, Blancato & Associates

Since 1996 Blancato has served as President of Matz, Blancato, and Associates, a Washington and New York firm which does lobbying, consulting, advocacy services, association management and public relations.

He has also held the positions of Staff Director, Subcommittee on Human Services, House Select Committee on Aging (1977-1988); Administrator, 19th Congressional District, New York (August 1988-January 1989); Executive Director, White House Conference on Aging (1994-1996) appointed by President Clinton, Senior Executive Service position; Member of the Policy Committee and the Executive Committee of the 2005 White House Conference on Aging appointed by Rep. Nancy Pelosi.

He was a member of the United States delegation to the United Nations World Assembly on Aging in 1982 in Vienna and was selected as a delegate to the 1998 White House Conference on Social Security.

The American Society on Aging (ASA) awarded him the ASA Award in 1999 for outstanding contributions to the field of aging.

He holds a Bachelor of Arts from Georgetown University and a Master of Public Administration from American University.

KEYNOTE ADDRESS

The Aging Boom in Our Communities

This is a relevant time to discuss the aging boom.

We are in it.

- 1 in 8 of population is an older American - an 11.2 percent jump from 1997-2007;
- 2.5 million people celebrated their 65th birthday in 2008;
- Life expectancy in the U.S. is 78.1 – the longest ever and 30 years longer than for a child born in 1900;
- There’s been a 117% increase in those 100+ since 1990 totaling more than 81,000.

And the Aging Boom will become louder in the future especially between now and 2020. There were about 35 million persons who were 65+ in 2000. That’s expected to grow to 55 million by 2020 – a 36% increase just between 2000-2020.

And the Minority populations are aging. There were 5.7 million minority elderly in 2000 which is 16% of elderly population. This will grow to 12.9 million and 24% by 2020.

Another group is the very old. Those who are 85 or over numbered 4.2 million in 2000, but

the numbers are expected to increase to 6.6 million in 2020.

In SW Washington you see similar trends. Your area plan that I read predicts 116% growth in those 60+ by 2025, led by Clark County. The greatest increase - 75% growth in numbers of very old - is projected for Wahkiakum County. There has also been an estimated 380% increase in Hispanic elderly and strong growth in numbers for the Russian and Ukrainian populations .

By 2030, one quarter of Washington will be sixty or over. Boomers are coming—fueling aging boom together with new immigrants since among the foreign born population of this nation about 20% are 55 or older.

The 2005 White House Council On Aging theme was Booming dynamics of aging. I learned a lot such as:

- 78.5 million Boomers - those born between 1946-64 – are twice the size of current 65+ population;
- Boomers are 30% of the U.S. population and this state’s population; and
- Boomers make up 41 percent of the households and control 83% of consumer spending at a value of over \$1 trillion before recession.

It’s not enough to know data and demographics. It is to understand their implications, but there are more to identify than there is time this morning.

More people aged 65 and over fell below the poverty line in 2007 than in 2006, and when the 2008 data comes out, it will show the recession has driven more into poverty.



Looking further at today’s seniors, the economy and the 5 major sources of income-

- Social Security
- Asset Income
- Private Pension
- Earnings
- Government Employee Pensions

Only the first and the last are relatively secure.

Growth in 85+ today and the future raises long term care issues, especially the need for more home and community based services. This is something well-recognized in this state.

Forty eight percent of women 75 and older live alone and this raises concerns about elder abuse since the average victim is an older woman (75 to 80) living alone.

In 2011 the first wave of boomers will become eligible for Medicare at a time when Medicare is fiscally weak.

We need to accelerate our examination of aging readiness as a nation, and past policies need to be reevaluated. We need to:

- Reconsider the premise of Medicare as a sick-only program and Medicaid as institutional care;
- Link the Older Americans Act to a wider world of services – it’s currently limited to social and human services;

- Look again at strengthening transportation as a core service;
- Look at seniors-only housing when and where it is highly desired;
- Focus on workforce investment especially the health care workforce; and
- Recognize, respect, and respond to diversity.

Keys to being ready for the aging boom vary from community to community and from state to state. Some, like this state and these counties, may be laboratories of great ideas.

Certain basics must be included:

- Policies that promote productive, high quality life with engagement throughout the life span.
- Support for building intergenerational communities.
- Strong safety net protections for the poor and vulnerable especially as they age. In our 1995 White House Conference on Aging we called it a national community that had economic and health care security and social well being as central features.
- A final key is advocacy. We will not benefit from the age boom by itself, and we need to be involved in influencing policies. You must work with your elected officials at all levels. Be involved.

Thank you and enjoy this day of learning and idea sharing.

BOB BLANCATO'S RECOMMENDED WEBSITES

1. **BOB BLANCATO**
<http://www.matzblancato.com>
1. **CENSUS BUREAU** (demographic data)
<http://www.census.gov>
2. **ADMINISTRATION ON AGING** (data and the 2005 White House Conference on Aging)
<http://www.aoa.gov>
3. **CENTERS FOR MEDICARE AND MEDICAID SERVICES** | <http://www.cms.hhs.gov>
4. **SOCIAL SECURITY ADMINISTRATION**
<http://www.ssa.gov>
5. **NATIONAL ASSOCIATION OF AREA AGENCIES ON AGING** | <http://www.n4a.org>
6. **NATIONAL ASSOCIATION OF STATE UNITS ON AGING** | <http://www.nasua.org>
7. **GENERATIONS UNITED** (grandparents raising grandchildren) | <http://www.gu.org>
8. **FAMILY CAREGIVER ALLIANCE: NATIONAL CENTER ON CAREGIVING**
<http://www.caregiver.org/caregiver/jsp/home.jsp>
9. **THE NATIONAL CAUCUS AND CENTER ON BLACK AGED, INC.** | <http://www.ncba-aged.org/>
10. **NATIONAL HISPANIC COUNCIL ON AGING**
<http://www.nhcoa.org/>
11. **NATIONAL ASIAN PACIFIC CENTER ON AGING**
<http://www.napca.org/>
12. **NATIONAL INDIAN COUNCIL ON AGING**
<http://www.nicoa.org/>
13. **THE URBAN INSTITUTE**
<http://www.urban.org/>

SOUTHWEST WASHINGTON POPULATION

Ages 60+ and 85+ by County

COUNTY	POPULATION	60+	%	85+	%
Clark	424,200	63,019	15%	6,070	1.43%
Cowlitz	99,000	19,676	20%	2,185	2.21%
Klickitat	20,100	4,280	21%	432	2.15%
Skamania	10,700	1,895	18%	151	1.41%
Wahkiakum	4,100	1,142	27%	91	2.22%
TOTAL	558,100	90,012	16.11%	8,929	1.60%

SOUTHWEST WASHINGTON POPULATION

Projected Growth in Population 60+ by County | 2008 to 2025

COUNTY	2008	2010	2015	2020	2025	INCREASE	%
Clark	63,019	70,367	88,708	108,385	126,820	63,801	101%
Cowlitz	19,676	20,476	23,625	27,135	29,990	10,314	52%
Klickitat	4,280	4,856	5,783	6,751	7,425	3,145	73%
Skamania	1,895	2,144	2,656	3,188	3,656	1,761	93%
Wahkiakum	1,142	1,258	1,386	1,492	1,627	485	42%
TOTAL	92,020	101,111	124,173	148,971	171,543	79,523	86%
60+	92,020	101,111	124,173	148,971	171,543	79,523	86%
85+	8,929	8,475	9,240	10,156	12,224	3,295	37%

POVERTY AND AGING

Those 60+ and 85+ in SW Washington

PERCENT OF THOSE 60+ THAT ARE AT OR BELOW THE POVERTY LEVEL

Washington State 8% US 9.7%

PERCENT OF THOSE 60+ THAT ARE AT 125% OF THE POVERTY LEVEL

Washington State 12.1% US 16.1%

SOUTHWEST WASHINGTON POPULATION

Gender and Ethnic Background for 60+ by County

COUNTY	60+ Pop	Male	Female	White w/o Hispanic	Asian Pacific Islands	Black	Hispanic	Native American	Two or More
Clark	63,019	28,686	34,333	53,415	2,793	1,229	3,333	578	1,671
Cowlitz	19,676	8,999	10,677	17,310	333	120	1,126	317	470
Klickitat	4,280	2,074	2,206	3,577	49	10	385	157	102
Skamania	1,895	921	974	1,707	10	7	85	47	39
Wahkiakum	1,142	554	588	1,055	6	3	30	18	30
TOTAL	90,012	41,234	48,778	77,064	181,742	1,369	4,959	1,117	2,312

<http://www.ofm.wa.gov/pop/race/summarytables08.asp>

<http://www.dshs.wa.gov/IPSS/tribalmmap.htm>

Adults age 45 and older account for 77% of financial assets in the United States, control 70% of the total wealth, and account for more than half of the nation's discretionary spending.

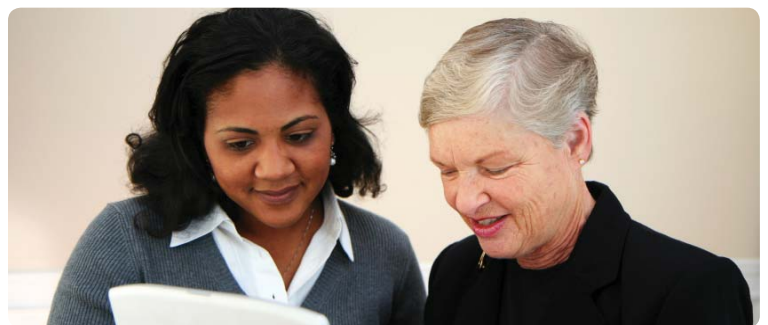
Dr. Mary Furlong

"Turning Silver Into Gold: How to Profit in the New Boomer Marketplace"

FT Press, 2007

AGEISM

Ageism is discrimination or prejudice against people of a particular age. Ageism is most evident against older adults and can be found in our workplace policies, the media and our culture generally.



Lunch Speech: Bob Blancato

Building Aging Friendly Communities

A community built for successful aging must do as this agency does – strengthen community partnerships, do strong advocacy itself, and support the efforts of the advisory council.

As positive as the work of this agency is, it is still not reflective of the majority of American communities. A study done in part by the National Association of Area Agencies on Aging noted that only 46% of US communities had begun planning efforts to prepare for the aging population and most of them were single issue focuses versus a more holistic focus as is done here.

One fundamental fact is that people overwhelmingly want to live in their own homes and communities as they age. The community must support this and not impose barriers, intended or unintended.

Central to this reality is the need to create livable communities which, at the very least, have appropriate and affordable housing, adequate options of mobility, community features, and



programs that promote personal independence and continued engagement of people as they age in their community. In addition, the community must be safe.

I have visited many locations which were planning and preparing and innovating for an aging population. Let me run through a few of these as examples:

- **STRATHAM, NEW HAMPSHIRE** modified its zoning ordinances to provide affordable Senior Housing which includes minimum lot sizes to encourage the development of smaller structures for empty nesters; accessory apartments, retirement planned community zoning, and “elder affordability” under the Multi-Family Housing Section.
- **ARVADA, COLORADO** adopted an ordinance which mandates that 15% of new home construction of all types include universal design components.
- **DETROIT, MICHIGAN** joined forces (the city, the council, and the department of transportation) to develop standards for pavement markings, install brighter stop lights, and enlarge street name signs.
- **SCOTTSDALE, ARIZONA**, in partnership with realtors, provides lock boxes that seniors can secure outside their homes with a key that only police and fire personnel can access in case of emergency.
- **ST. LOUIS PARK, MINNEAPOLIS** revised its comprehensive land use plan to embrace the vision of a “community so special that people will consciously choose to make it their lifelong home.”

In closing, aging is a reality across our great country. Denial about it is not really an option.

It is a challenge if you let the age boom catch you unprepared and you cannot respond. It is an opportunity, however, to let the age boom become a strong tool for local economic development.

It takes engagement of the community, and leadership, and collaboration between traditional and even some non- traditional networks. Citizens need to be involved early and often in the same way they used to vote in Chicago. Citizens need to keep it relevant while being aware of the political and fiscal environment.

Citizens must also keep the pressure on DC. Aging is an inescapable part of our future agenda, and we must make more people get it, just as your Senators get it.

I have concerns about the impact the recession might have on individual efforts on aging



readiness. The advocacy job is to demonstrate the cost effectiveness of investing in planning for aging society and to work to avoid elder flight which depresses communities.

Stay on a timetable and have benchmarks to monitor progress. Also stay 30,000 feet up and also grounded. And keep momentum up.

At the end of the day there are deeply personal questions we ask as we age

- Would I want my parents to live and age here?
- Do I want to grow older in my community?
- If I do, what can I do to help make it better?

I believe in the value of community infiltration. Citizens should join boards and attend meetings held by commissions. Those entities are making decisions that affect your future.

I wish your five counties continued success as you move forward and embrace the aging boom.

“Keys to being ready for the aging boom vary from state to state. Some, like this state and these counties, may be laboratories of great ideas.”

- Bob Blancato

Workforce Development



“It’s like the 1970s, when women were streaming into the workplace. Employers who paid attention and changed their policies to be friendly to women had a powerful edge. The same things is going to happen as boomers age. There are great opportunities for employers who can make their polices diverse enough to accommodate everyone.”

– Deborah Russell, Director of Economic Research, AARP

PANEL MEMBERS

Moderator

CAROLYN LONG, PHD.

Associate Professor
Department of Political Science
WSU Vancouver

SCOTT BAILEY

Regional Economist
Washington State Employment
Security Department

LAURA BRENER

Vice President of Instruction
Lower Columbia Community
College

RONALD KRAMER, SPHR

Human Resource Manager
Georgia-Pacific Corporation,
Wauna Mill

LISA NISENFELD

Executive Director
Southwest Washington Workforce
Development Council

TRACY RILEY-KELLY

Continuing Education
Program Manager
Clark College

KELLY SILLS

Economic Development Manager
Board of Clark County
Commissioners

PANEL SUMMARY

Replacing the retiring talent with a much smaller population of younger workers will be a large challenge to employers. They will need to find ways to either retain the older workers beyond retirement or bring them back after retirement. This is just one of many interesting challenges and opportunities facing our communities.

An interesting statistic cited by **SCOTT BAILEY** is that in 1950, 27% of the workforce was over the age of 65. Today that percentage is only 17%. That should provide some assurance that employing an aging workforce certainly is possible.

RON KRAMER, among others, pointed out that technology has had and will have a major impact on the ability of the aging workforce to contribute and compete. First, technology is much different today and continues to change at a rapid pace. The aging workforce must be able to learn and apply new technology quickly. Second, technology has lifted the actual physical burden placed on workers. “We are not wearing the worker out as much as we used to. Technology and automation has made it possible for workers to do their job without breaking their back.”

LISA NISENFELD indicated that we are moving to a knowledge economy and it is critical that we identify effective ways of passing on that knowledge. New entrants to the workforce may feel that baby boomers are not moving out quickly enough. Boomers are experiencing significant layoffs and feel age discrimination still exists. They feel that they are not considered for less technical positions because of their previous experience.

Education will play a key role in re-engaging and sustaining

the older worker. **LAURA BRENER** offered that the older generation is the most heterogeneous of the country's history. The current older generation is more educated than the preceding group. She reported that 30% of people age 50 or older have a college degree. According to statistics; adults over 50 are more likely to be served by community colleges than people 25 and under. Additionally, 50% of college students 50 or older attend community colleges and they are a diverse group. The older generation typically has three motivations for attending college:

1. Because they are life-long learners.
2. To connect with community and to build friendships.
3. To enhance work skills.

TRACEY RILEY-KELLY invited attendees to view the website; <http://plus50.aacc.nche.edu/>. She felt that community colleges are great locations to address the training needs of returning workers and shared that the American Association of Community Colleges and Atlantic Philanthropies are funding 15 colleges for plus 50 initiatives. Three of these colleges are in Washington: Spokane, Clover and Clark.

Riley-Kelly said community colleges could address needs of learners in every way to include web based learning for rural residents, home bound individuals and individuals with hearing impairments. She shared that Washington has the largest number of people over 50 attending community college.

KELLY SILLS shared the economy has severely impacted our readiness. Both construction and county government employment has diminished. Baby boomers retiring will remove a significant talent from the work force. Generation X is an

anomaly in that they are the first generation to have larger generations preceding and following them. This will create a labor force gap between now and 2040. Baby boomers are the logical choice to fill that gap. To attract baby boomers, employers need to identify how to accommodate older workers and their needs. Employers will need to offer baby boomers flexibility. Sills also identified succession planning as being critical.

The community will benefit greatly if they become directly engaged with the success of the baby boomer to live a life that is safe, secure and meaningful.

Collaboration is the key. Developing a plan will require collaboration from every avenue of the community.

RECOMMENDATIONS

- Make changes to the work environment to accommodate older workers.
- Provide flexibility in work schedules for older workers.
- Allow the older worker to come back with an emphasis on health care insurance without losing social security or Medicaid benefits.
- Remove informal discrimination of older workers within the work environment.
- Recognize that older workers may agree to a lesser wage than a loss of work due to being a higher salary earner due to longevity.
- Find ways of doing the job smarter while diminishing physical challenges.
- Offer educational opportunities to encourage older workers to stay engaged in the technological growth of the workforce today

- Encourage older workers to pass on their knowledge and experience to the younger workers.
- Recognize the desire for the older worker to find work that is meaningful.
- Help the older worker to stay physically fit, mentally fit, and technologically fit.
- Make education more accessible and accommodating to seniors and their specific needs.
- Encourage collaboration between agencies, schools, political groups, local communities and governments at all levels to build a workforce that sustains our economy on a healthy forward path.

OTHER IMPORTANT FACTS

- Bureau of Business Management rates older worker quality orientation “excellent” 82% of the time and rates their job performance “excellent” 71% of the time.
- National Council on Aging (NCA) survey found 97% of employers with older workers think they’re thorough and reliable.
- 70% of older adults will want to work in some capacity in their later years.*
- 42% want second careers where they can share or pass on their knowledge to others.*
- 58% of adults ages 50 to 70 years old would consider taking jobs now or in the future to benefit their communities.*
- 78% of these individuals are interested in working to help the poor, the elderly, and other people in need.*
- Employees who have greater job flexibility report higher levels of job satisfaction, stronger commitment to the job, higher levels of engagement and better health.**



* MetLife/Civic Ventures. “New Face of Work Survey” 2005
www.civicventures.org

** Journal of Occupational and Environmental Medicine.
 December 2007.

Transportation



“We need to find ways to strengthen our communities to make it easier to provide a trip for a fragile individual.”

– Jeff Hamm, C-TRAN

PANEL MEMBERS

Moderator

PAUL THIERS, PH.D.

Associate Professor

Program Director in Public Affairs

WSU Vancouver

ROSEMARY BRINSON SIIPOLA

Transportation Planner/Manager

Cowlitz-Wahkiakum Council of Governments

Southwest Washington RTPO

SHARON CARTER

Director

Klickitat County Senior Services

JEFF HAMM

Executive Director

C-TRAN

COLLEEN KUHN

Executive Director

Human Services Council

PANEL SUMMARY

The transportation issues faced by rural and urban communities are similar: Elderly people need to get around, whether they are going to the grocery store or to a key medical appointment. As the population ages, public transportation will face an increase in demand for services. How rural and urban areas will meet the needs is somewhat different.

Panelists at the Transportation Discussion agreed that land use, funding, and volunteers will all play pivotal roles in the coming years.

In **CLARK COUNTY**, according to **HAMM**, an aging population will place increased demand on the county’s costlier C-VAN service, which currently accounts for 15% of the agency’s budget but is expected to grow to 22% in the coming years. Over the next 20 years, better land use, including placing housing and services such as shopping and medical facilities closer together, as well as mandating the building of “complete streets” to aid mobility. He also said more volunteers may be needed to help the agency meet demand, especially among people to need “door-to-door” transportation services.. “We need to find ways to strengthen our communities to make it easier to provide a trip for a fragile individual,” he said.

COWLITZ and **WAHAKIAKUM** countries, which include Longview and Kalama, are hoping better land use policies will help senior populations, said **BRINSON SIIPOLA**. More sidewalks and major arterials will make it easier for residents to get around. “It’s about your access to the community,” she said. Equally important will be adequate funding through Washington’s

highway transportation fund, she said. “I do worry about how we are going to fund these things,” she said.

In **KLICKITAT COUNTY**, said **CARTER**, volunteers and public partnerships play a pivotal role. Her group serves about 21,000 residents, many of whom are in rural locations, with 14 vehicles and a staff of volunteer drivers, some of whom provide their own cars to take seniors to Portland for medical appointments. As that county’s population ages, she will be looking to increased state or federal funding, grants, and partnerships with agencies in surrounding counties. “We don’t have a clear answer other than more funds and other partnerships,” she said.

According to **COLLEEN KUHN** of the Human Services Council (HSC), which operates the Medicaid Transportation Brokerage, the projected increase in the senior population in the areas served by the HSC is expected to increase from about 15% currently to 24% by 2025. More than 50% of people over the age of 65 stay at home every day because they have no transportation. We want to help keep seniors living independently to preserve their quality of life and to save on the costs of nursing home, skilled care, and assisted living facilities. We must be able to meet the needs of this population in a way that is both cost effective and individualized based on the person’s needs.



RECOMMENDATIONS

1. Make some major changes in policy and allocation of resources in areas of land use and transportation infrastructure.
2. Encourage smart growth and transit-oriented development.
3. Increase the number of mix-use communities: higher densities, residence/job balance, shopping, recreation, etc.
4. Locate medical facilities, educational institutions, group homes, social and senior services on transit lines. Example: WSUV campus is miserable for transit to serve.
5. Design communities so walking/biking and direct access to transit is possible - with mandated complete streets - walkable, bikeable, and safe.
6. Increase funding for public or semi public transportation.
7. Find ways to strengthen sense of community in all areas. Neighborhood watch for the fragile citizen two doors down who could use a ride to church or doctor and you give it to them without liability.
8. Communities and transportation providers need to look at options for developing Mobility Management programs as a one-stop type center for providing the community information about all of their transportation options and determining what approach is best for the customer.
9. Begin looking at ways to develop carpooling and share trip opportunities in senior communities and where it makes sense.
10. Ask families and friends to help provide solutions or to set up individual sponsorship accounts in programs such as the Sponsor-A-Ride program.
11. All organizations with a stake should include in their planning or advisory bodies representatives of older and disabled persons.

OTHER IMPORTANT FACTS

“We need to find ways to strengthen our communities to make it easier to provide a trip for a fragile individual.”
- Jeff Hamm



TRANSPORTATION COLLISIONS

Southwest Washington | People 60+ | 2008

COUNTY	59 AND UNDER	60 TO 84	85 AND OLDER	NOT STATED
Clark	7,334	1,026	58	1,335
Cowlitz	2,440	414	15	303
Klickitat	324	57	30	15
Skamania	159	30	1	0
Wahkiakum	63	15	0	11

David Giles | WSDOT - Transportation Data Office | Collision Data and Analysis Branch | 360-570-2457

THE JOURNEY TO AND FROM WORK

Mode of Transportation of Workers 65+ | 2008

COUNTY	POPULATION	MASS TRANS	TAXI	WALKS	WORKS AT HOME	DRIVES SELF
Clark	42,357	2,211	47	1,194	2,563	31,149
Cowlitz	13,721	716	15	387	830	10,090
Klickitat	2,894	151	3	82	175	2,128
Skamania	1,235	64	1	35	75	908
Wahkiakum	766	40	1	22	46	563
TOTAL	60,973	3,183	67	1,719	3,689	44,840

Based on 2007 National percentages for 2008 SWW population totals. | <http://www.census.gov/hhes/www/housing/ahs/ahs07/ahs07.html>

Health and Long-Term Care



“Access to affordable health care and preventive services is a growing concern among older adults who have a greater risk of suffering from acute and chronic diseases”

– The Maturing of America (N4A)
National Association of Area Agencies on Aging

PANEL MEMBERS

Moderator

MARK STEPHAN

Associate Professor
Department of Political Science
WSU Vancouver

MARC BERG

Director
Homecare & Hospice Southwest
Southwest Washington Medical
Center

JAN CLIFFORD

Community Services Director
Lower Columbia Community
Action Program

DUNCAN CRUICKSHANK

Administrator
Columbia View Care Center

CONNIE MOM-CHHING, MPA

Clark RSN Administrator
Department of Community Services
Clark County

SHANTI POTTS

Family Caregiver Alliance, Vancouver
Director of Resident Services,
Caretique, Inc.



PANEL SUMMARY

The panel on Health and Long-Term Care listed five key issues facing the aging population. They are:

1. There are limited resources and hard choices will need to be made for both professionals and families.
2. There are cross-cutting issues in health care. We need to work together instead of in competition.
3. Health and Long-Term Care is part of a larger family of issues relating to aging and senior services. That is one reason why this forum is so vital.
4. Capacity is a challenge. Are we doing enough? Health care and LTC providers? Educational facilities? Within families?
5. There is a growing concern about elder abuse. Better oversight of this issue is needed.

MARC BERG said that the public appetite for health care is insatiable. The rate of inflation for health care is higher than the general rate of inflation. He cited the 2009 Medicare annual report which states that The Medicare Hospital Insurance Trust Fund paid out more in hospital benefits and other expenditures than it receives in taxes and other dedicated revenues for the first time in 2008 and the same is expected for 2009 (<http://www.ssa.gov/OACT/TRSUM/index.html>).

This trend leaves us with unlimited ability but limited resources and the question of how to allocate these limited resources across services and populations.

President Obama wants to eliminate waste. This is possible but

hard choices have to be made. Lots of money is spent on end-of-life care and no expense is spared in trying to extend life.

The push for universal coverage will not mean universal access. Medicare payment rates are less than private insurance payment rates causing doctors to limit the number of Medicare patients they accept. This factor also effects staffing as less people are entering the health care fields because of the potential for lower income.

JAN CLIFFORD said that there is a huge opportunity for volunteerism to address many needs within LTC. But there is a need to help people feel good about volunteering, see the opportunities, and know how to help.

There are significant challenges facing the nursing home system as well. **DUNCAN CRUICKSHANK** cited two big issues. First, the state sets the number of available beds. Second, the state controls capital improvements. Because of this, there have been no new nursing homes and no physical plant improvements. For more than 15 years in Cowlitz County, and more than 30 years in Wahkaikum County.

There is a need for more caregiver options. The state needs to help remove such obstacles as:

- Unnecessarily high educational requirements which restrict many otherwise qualified people from entering the health care field.
- A lack of teachers to grow health care educational programs within our colleges and universities.
- An unusually lengthy time line to get credentials and licensing in Washington.

Hospitals are becoming more and more specialized and each has to have the newest machines.

Mental health is another important issue.

CONNIE MOM-CHHING stated that the state has 13 Regional Support Networks that manage, plan and coordinate mental health services.

Some providers have implemented electronic medical records and goal is to implement statewide to facilitate coordination of primary care and mental health provider across network.

SHANTI POTTS emphasized the need to increase action and awareness. Awareness brings action. She listed three levels of issues:

1. Money and retirement. Baby boomers have lost 30% of their home values. Money will impact LTC.
2. Health costs. Prescriptions, services not covered, private insurance, LTC costs, and the economics of LTC will impact the individual and their family.
3. Mass exodus of skilled health care workers.

The baby boomers should be renamed to the “Why Not” generation. They will have the influence and the energy to change the way LTC is shaped and managed. They will be a catalyst for change. They will not just wait for someone to make changes for them. Now is the time to prepare for the changes they will demand.



RECOMMENDATIONS

1. Share information with each other, between agencies and organizations.
2. Focus on prevention – preventive medicine, preventive education, preventive care, incentives that promote prevention, preventive policy.
3. Be innovative. One example is the robot nurse for in-home care.
4. Foster a community focus similar to the neighborhood watch model and utilize visiting nurses, social workers, and neighbors.
5. Fight ageism through education and legislation.
6. Increase senior lobbying – make phone calls to your legislators.
7. Lobby for a continuum of service instead of lobbying for one service at the expense of another – stop battling with each other for dollars.
8. Amend the Family Medical Leave Act (FMLA) to support senior care needs.
9. Fund respite care solutions.
10. Increase educational loan repayment provisions to attract health care workers.
11. Influence legislation to look at staffing levels and funding.
12. Increase funding for treatments of dementia, Parkinson's, etc.
13. Encourage purchase of LTC insurance through the medical spending account and tax incentives.

OTHER IMPORTANT FACTS

- Of the 6,183 senior and adults with disabilities currently receiving state paid long-term care services in Southwest Washington, 2780 receive services in their own homes, 2792 in Adult Family Homes or Boarding Homes, and 611 in Nursing Homes.
- More than 50 million people provide care for a chronically ill, disabled or aged family member or friend during any given year. (US Dept. of Health and Human Services. "Informal Caregiving: Compassion in Action.")

“Poor health is not an inevitable consequence of aging.”

- Center for Disease Control and Prevention

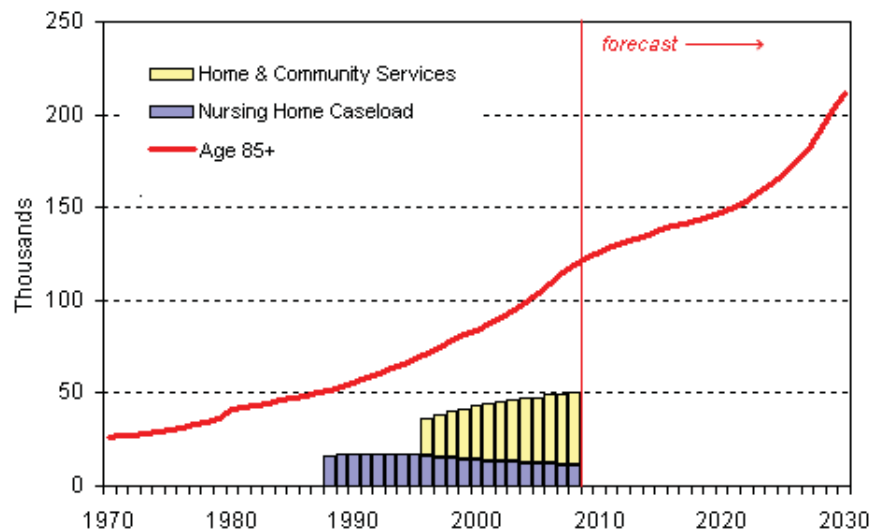


STATE-SUPPORTED NURSING HOME CASELOAD

Compared to the Elderly Population

<http://www.ofm.wa.gov/trends/tables/fig406.asp>

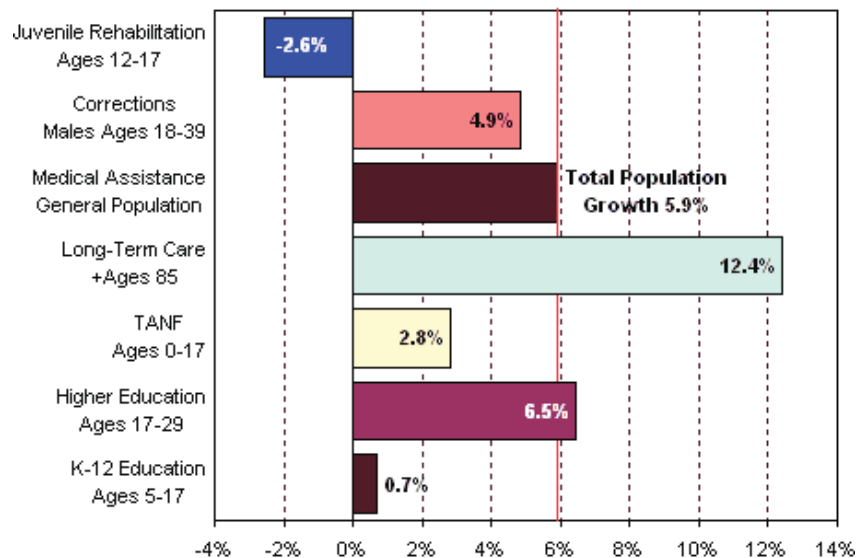
- The number of state-supported nursing home residents decreased despite the growth of the age 85+ population.
- State-supported nursing home beds are limited by policy.
- State-supported nursing home beds have not kept pace with the growth of the population aged 85+. However, increasingly the elderly population is being served by in-home and community-based programs.



PROJECTED CHANGE IN BUDGET DRIVER POPULATIONS

2007 to 2011

- Among the populations that receive a significant share of state funds.



Housing



“Studies have shown that older adults prefer to “age in place” in their existing homes and communities, but may need to modify their existing home or move to another residence that is more accessible, more affordable or more appropriate in size to accommodate their changing needs”

– The Maturing of America

National Association of Area Agencies on Aging (N4A)

PANEL MEMBERS

Moderator

CAROLYN LONG, PH.D.

Associate Professor

Department of Political Science

WSU Vancouver

MARILYN BUTLER

Director

Skamania County Senior Services

CAROL CURTIS

Associate Broker

Windermere Real Estate

ROY JOHNSON

Executive Director

Vancouver Housing Authority

PANEL SUMMARY

With the aging Baby Boomer population of the counties of Southwest Washington, leaders within the housing sector agree that “age in place” will be an important issue for government and business in the coming years. In addition, the increasing number of elderly will be joined by an increasing number of special-needs and homeless who will put greater strain on an already overburdened social services.

That was the consensus among panelist of the housing panel discussion at this year’s Southwest Washington aging conference at the WSU Vancouver campus May 14.

Meeting the needs of this group will mean greater cooperation among civic and business leaders and creative thinking for solutions.

In Skamamia County, according to **MARILYN BUTLER** of Skamania County Senior Services, wages are low and housing costs are high, meaning many people will stay in their existing homes, or “age in place.” Eventually they will need some sort of assisted living. Since the county only has one assisted living facility to serve its 10,000 residents, the county will need to search for creative solutions. She pointed to Hilo, Hawaii, which recently leased county land at \$100 per year to attract an assisted living facility. “You need to build partnerships to have other people who have pieces of this puzzle,” she said.

In Clark County, the Vancouver Housing Authority is currently 1,000 units short for the demand for elderly housing, according to Executive Director **ROY JOHNSON**. The waiting list for people who want housing or government vouchers for rent is about

3,000 people, even though that list has been closed for five years. “The number of people who need this housing is growing,” he said. Since the county Housing Authority is limited in the number of units it can offer there is not much it can do to ease the burden, he said. And since as many as 60% of those who need assistance are those with special needs or extreme medical problems, the housing authority will be looking for solutions to meet their needs. “We need to find an intermediary group to counsel those people who have extreme medical problems,” he said.

Clark County will face another challenge in meeting the needs of aging affluent boomers, those who are used to getting what they want. **CAROL CURTIS** of Windermere Real Estate said Clark County used to serve the needs of those who were looking for larger yards and less expensive land. Now, as boomers age, they want smaller yards, single-level and slightly smaller homes but want the same luxury amenities as larger homes and easy access to services, such as grocery stores and medical facilities. They will not want the large multi-level homes on small lots that characterized Clark County development over the past 10-15 years. Curtis said builders and developers need to be brought into the discussion of an aging population or they will not build units to meet the demand of boomers. That could lead to trouble. “If we do not address the housing needs of this generation then they will leave this area,” she said.

RECOMMENDATIONS

1. We must create an environment where builders are compelled to, and can make profit in, building senior housing.
2. May need to adjust planning rules.
3. We should consider ways to rent out unused space in current structures and remodel unused existing spaces.
4. There needs to be a very thoughtful dialogue between builders, developers, realtors, consumers, and policy makers in this community if we are going to take this opportunity of “quiet time” in our market to address the needs of our aging population.
5. While many companies are taking this opportunity to revisit their mission statement, their business plan and their product – we, as a community, need to take this opportunity to look at our landscape and strive to make the necessary adjustments to address the housing needs of our baby-boomers.
6. Other communities have catered to this aging population. Just because we aren’t in the “sun belt” and aren’t a resort community does not mean that we shouldn’t be planning for this. More and more retirees are going to come here because of our affordable homes, our livability, favorable tax structure for retirees, and our Northwest environment that is ideal for year-around living.

7. Counties and cities need to look at their zoning requirements and open up the possibility of more “neighborhood” shopping opportunities and mixed use, accessory dwelling, that make even some our less urban areas appeal to this aging population.
8. Baby boomers don’t want “senior centers” they want “active adult” communities.
9. Emphasize social and recreation programs, fitness facilities, computer labs, hobby facilities, gardening plots, library, cultural events, and arts programs.
10. Good housing options for seniors translates to retention of seniors in the community which translates to retention of tax revenues.

OTHER IMPORTANT FACTS

“Spending government money wisely by creating and supporting programs that allow our elderly population to remain independent at home with support services where needed is much less expensive than paying for full time care in a long term facility.”

- DSHS Aging and Disabilities Administration

SOUTHWEST WASHINGTON HOUSING COSTS

For Heads of Households 65+ In Relation to Their Income

COUNTY	POPULATION	40-49%	50-59%	60-69%	70% +
Clark	42,357	2,541	1,694	1,271	6,777
Cowlitz	13,721	823	549	412	2,195
Klickitat	2,894	174	116	87	463
Skamania	1,235	74	49	37	198
Wahkiakum	766	46	31	23	123
TOTAL	60,973	3,658	2,439	1,829	9,756
PERCENTAGE	100%	6%	4%	3%	16%

Based on National Percentages for 2007 as applied to 2008 county populations.

<http://www.census.gov/hhes/www/housing/ahs/ahs07/aha07.html>

Conclusion

WASHINGTON STATE UNIVERSITY VANCOUVER is very happy to be hosting this Forum on Aging.

Thank you to all those who have contributed to the success of this important event.

These are ongoing issues. They are central to the vitality of our communities. Today is a great start. But the dialogue, the problem solving, and action planning must continue.

We who are seniors, or soon will be seniors, need to become more politically active. That is how we can make a difference.

We are already looking forward to and planning future events that will carry the dialogue forward.

The **STATE COUNCIL ON AGING** is going to collect the great wisdom and ideas that have been shared here today and present them to the Governor in hopes that we can hold our own state conference on aging, to address the needs and achieve the results we are after.

The **SOUTHWEST WASHINGTON AGENCY ON AGING AND DISABILITIES (SWAAD)** is accountable to take the information provided today, document it, and make available to you and others that are interested in these issues.

SWAAD has the aim to be a catalyst and resource for addressing the needs and opportunities of the aging population. We look forward to partnering with organizations, both public and private, to make our communities truly inviting and friendly to the aging boom.

Thank you again for your contribution in this important effort.



CAROLYN LONG, PH.D. | Associate Professor
Department of Political Science
WSU Vancouver

“Today is a great start. But the dialogue, the problem solving, and action planning must continue.”

BOB STEVENSON | Chair
State Council on Aging (SCOA)



DAVID KELLY | Director
Southwest Washington Agency on Aging
and Disabilities

SWAAD Programs

Southwest Washington Agency on Aging and Disabilities (SWAAD) provides the following key programs to serve the five counties in Southwest Washington. Additional information can be found at:

www.helpingelders.org



SENIOR INFORMATION AND ASSISTANCE

Senior Information & Assistance provides free information on programs and services for persons aged 60 and over, adults with disabilities, and their families. Information and assistance can be provided on the phone, in person, by email, or regular mail. In addition to a computerized resource database, Senior I&A maintains a library of printed resources that can be mailed upon request.

FUNCTIONS OF SENIOR INFORMATION AND ASSISTANCE INCLUDE:

- Information giving
- Service referrals
- Advocacy
- Assistance
- Caregiver services
- Program outreach
- Eligibility screening

EXAMPLES OF AVAILABLE RESOURCES INCLUDE:

- Caregiving resources
- Support groups
- Home and health care options
- Medical and dental referrals
- Nutrition programs
- Housing options
- Senior centers and activities
- Transportation
- Adult/Child Protective Services
- Other services depending on need and request

HOW TO CONTACT SENIOR INFORMATION AND ASSISTANCE:

Clark County

360-694-8144 | 888-637-6060

IAClark@dshs.wa.gov (confidential email)

Cowlitz & Wahkiakum Counties

360-577-4929 | 800-682-2406

IAKelso@dshs.wa.gov (confidential email)

Klickitat County

White Salmon - 509-493-3068

Goldendale - 509-773-3757

Skamania County

509-427-3990

CASE MANAGEMENT SERVICES

SWAAD administers CM services to a five county service area: Clark, Cowlitz, Wahkiakum, Skamania and Klickitat counties. Case management staff assesses eligibility, authorizes and provides ongoing case management services for clients who live in their own homes and participate in Medicaid and Older Americans Act programs.

SWAAD's Vancouver office serves over 2,200 clients and the Kelso serves another 800 clients.

SWAAD sub-contracts CM services for Skamania and Klickitat Counties with Skamania County Senior Services (SCSS) and Klickitat County Senior Services (KCSS) respectively.

SCSS has 72 clients and KCSS has approximately 131 clients.

IN-HOME SERVICES

In-home services are available under a number of different programs. Designed to help persons 60 and over, and adults with disabilities to remain safely in their own homes they provide assistance with personal care tasks, such as:

- Bathing
- Dressing
- Personal hygiene
- Assistance with walking and transferring
- Toileting
- Eating
- Medication management
- Housekeeping
- Transportation
- Respite

Additionally, there is an array of in-home services options available including:

- Home Delivered Meals
- Personal Emergency Response Systems
- Adult Day Care and Adult Day Health
- Environmental Modifications
- Specialized Medical Equipment and Supplies
- Nurse Delegated Services
- Client and Caregiver Training

Working with case managers, clients have the choice to receive personal care services either from a state-contracted Individual Provider or a SWAAD-contracted home care agency.

FAMILY CAREGIVER SUPPORT PROGRAM (FCSP)

According to the National Association of State Units on Aging and the National Conference of State Legislatures with support from the U.S. Administration on Aging in 2006:

- There are approximately 600,000 informal caregivers in Washington.
- They spend approximately 611 million hours per year caregiving.
- The market value for that informal care is \$5.4 billion.

FCSP in Southwest Washington offers services to unpaid caregivers who have primary responsibility for the care or supervision of an adult with one or more functional disabilities. These services may include:

- Information about long-term care and caregiver services;
- Assistance in gaining access to services;
- Caregiver support groups, training, and counseling;
- Respite Care (provides a break from caregiving);
- Supplemental Services such as minor home modifications,
- Incontinence supplies and assistive devices.

Additionally, FCSP Services to Grandparents/Relatives provide information & assistance, support groups, caregiver training, counseling/consultation, respite care, support services plus assessment and service coordination to a grandparent, a step-grandparent or other adult related by blood who is aged 55 or more and who is caring for and living with a child under age 19.

“There are only four kinds of people in the world – those who have been caregivers, those who are currently caregivers, those who will be caregivers and those who will need caregivers.”

-Rosalyn Carter

KINSHIP CAREGIVER SUPPORT PROGRAM (KCSP)

The Kinship Caregiver Support Program provides relatives who are primary caregivers for children age 18 or younger with information, support and assistance on available services and programs available. Limited financial assistance may be available for:

- Food, clothing, transportation, household items;
- School uniforms, supplies, field trips, band instruments or sports registrations;
- Tutoring or transition counseling.

Additionally, a Kinship Navigator is available through Children’s Home Society of Washington to provide information and assistance to kinship caregivers about a range of services and resources.

CONGREGATE MEALS AND HOME DELIVERED MEALS

The Senior Nutrition Program consists of both Congregate and Home-Delivered Nutrition Services to help increase the nutrient intake of older individuals who might not eat adequately, and through better nutrition, assist them to remain healthy and independent in their communities. Hot or other appropriate meals are served five or more days a week, where feasible.

Congregate Nutrition Services are offered in a variety of settings across SWAAD’s five county service area, such as senior and community centers, churches and schools. In these settings, participants are given the opportunity to form new friendships and to interact in a social environment. In addition to a hot nutritious meal, supportive services such as transportation, physical activity programs, health screenings and health promotion programs are also available. In

“There is abundant evidence to show that an optimal level of nutrition can extend the lifespan and improve the quality of life.”

- Susan Havala, M.S., R.D.

A Senior’s Guide to Good Nutrition

all, there are 22 congregate meal sites serving Southwest Washington.

Home-Delivered Nutrition Services (a.k.a. Meals on Wheels) provide nutritious meals to persons aged 60 and over who are homebound as a result of illness, disability, or lack of transportation. All meals are approved by a registered dietician and modified for specific health concerns such as diabetes and high blood pressure. As important as the nutritious meal, is the routine contact from the delivery driver to “check-in” on the homebound senior.

2008 SENIOR NUTRITION STATISTICS

COUNTY	CONGREGATE MEALS SERVED	HOME-DELIVERED MEALS SERVED	TOTAL MEALS SERVED
Clark	47,465	71,842	119,307
Cowlitz	12,566	32,284	44,850
Wahkiakum	3,446	1,125	4,571
Klickitat	17,466	994	18,460
Skamania	6,834	2,219	9,053
TOTAL	87,777	108,464	196,241

SENIOR TRANSPORTATION SERVICES

Transportation is available to people 60 years of age and over who are unable to use existing transportation services or who are without means of transportation. Services are available to transport persons to and from social services, medical and health care services, meal programs, senior centers, essential shopping, and recreational activities. Personal assistance can be provided for those with limited physical mobility.

SENIOR DRUG EDUCATION SERVICES

This state-funded program is available to inform and train persons who are 65 years of age and older in the safe and appropriate use of prescription and non-prescription medications. The program includes the following:

- Community presentations at locations such as senior and community centers, community fairs and senior housing to provide information, introduce guest speakers, and assist persons to connect with other community services;
- Follow up with seniors who have significant medication concerns; and
- Educational materials on the use of medications and the Medicare D program.

LEGAL SERVICES

Legal assistance is available for eligible persons aged 60 years or older to advocate for their rights, benefits and entitlements. Services in non-criminal matters are provided by attorneys, paralegals, mediators and range from advice and drafting of simple legal documents to representation in complex litigation. Services include disseminating information about legal issues to older persons, service groups and bar associations through lectures, group discussions, and the media.

LONG-TERM CARE OMBUDSMAN PROGRAM

SWAAD also supports the Long-Term Care Ombudsman program in Washington State which provides information, outreach, and advocacy for individuals living in long-term care residential settings, including nursing homes, adult family homes, and assisted living facilities. Ombudsman Services include the following:

- Investigating and resolving complaints;
- Recommending changes in federal, state and local legislation, regulations and policies to correct identified problems; and
- Assisting with the development of resident councils, family councils, and citizen organizations concerned about the quality of life in long-term care facilities.

List of Key Agencies and Resources

AARP WASHINGTON STATE OFFICE

866-227-7457 | 206-517-9350 fax
9750 3rd Avenue N.E.
Suite 450
Seattle, WA 98115
http://www.aarp.org/states/wa/local_resources/

AGING & DISABILITY SERVICES

ADMINISTRATION (ADSA)

360-725-2460
640 Woodland Sq Lp
Lacey, WA 98503
www.aasa.dshs.wa.gov/

CLARK COLLEGE

360-992-2163
1933 Fort Vancouver Way
Vancouver, WA 98663
<http://www.clark.edu/>

CLARK COUNTY, DEPT OF COMMUNITY SERVICES

360-397-2130 | 360-397-6028
1601 E Fourth Plain Blvd Ste C214
Vancouver, WA 98666
<http://www.co.clark.wa.us/commserv/>

C-TRAN

360-696-4494
2425 NE 65th Ave
Vancouver, WA 98668
<http://www.c-tran.com/>

FAMILY CAREGIVER ALLIANCE

360-735-5728
Christina MaRueris
Southwest Washington Agency
on Aging & Disabilities
201 NE 73rd Street
Suite #201
Vancouver, WA 98665

HUMAN SERVICES COUNCIL

360-694-6577
201 NE 73rd St Ste 101
Vancouver, WA 98665
<http://www.hsc-wa.org/>

HOMECARE & HOSPICE SOUTHWEST - SOUTHWEST WA MEDICAL CENTER

360-759-1504
100 E 33rd St #201
Vancouver, WA 98663
<http://www.swmedicalcenter.org/>

KLICKITAT COUNTY SENIOR SERVICES

509-773-3757 | 509-773-6965
115 West Court St - MS-CH-21
Goldendale, WA 98620
<http://www.klickitatcounty.org/senior/>

LOWER COLUMBIA COMMUNITY ACTION PROGRAM

360-425-3430
1526 Commerce Avenue
Longview, WA 98632
<http://www.lowercolumbiacap.org/>

LOWER COLUMBIA COMMUNITY COLLEGE

360-442-2311
1600 Maple Street
Longview, WA 98632
<http://lowercolumbia.edu/>

SKAMANIA COUNTY SENIOR SERVICES

509-427-3990 | 509-427-3992
PO Box 369
Stevenson, WA 98648
http://www.skamaniacounty.org/senior_services.htm

**SOUTHWEST WASHINGTON AGENCY
ON AGING & DISABILITIES (SWAAD)**

360-735-5720 | 360-696-4905 fax
201 NE 73rd St #201
Vancouver, WA 98665
<http://www.helpingelders.org/>

**SOUTHWEST WASHINGTON WORKFORCE
DEVELOPMENT COUNCIL**

360-567-1070 | 360-567-1054 fax
805 Broadway St Ste 412
Vancouver, WA 98660
<http://www.swwdc.org/>

SOUTHWEST WASHINGTON RTPO

360-397-6067 | 360-397-6132
1300 Franklin St Floor 4
Vancouver, WA 98666
<http://www.rtc.wa.gov/>

STATE COUNCIL ON AGING

360-725-2455
3603 Mud Bay Road
Olympia, WA 98502
http://www.agingwashington.org/state_council.htm

VANCOUVER HOUSING AUTHORITY

360-694-2501
2500 Main St
Vancouver, WA 98660
www.vhausa.com

**WASHINGTON ASSOCIATION OF AREA
AGENCIES ON AGING (W4A)**

360-485-9761
3603 Mud Bay Road
Olympia, WA 98502
<http://www.agingwashington.org/>

**WASHINGTON STATE EMPLOYMENT
SECURITY DEPARTMENT**

360-902-9500
212 Maple Park Ave SE
Olympia, WA 98507
<http://www.esd.wa.gov>

WSU VANCOUVER

360-546-9788
14204 NE Salmon Creek Ave
Vancouver, WA 98686
<http://www.vancouver.wsu.edu/>

For more information on resources go to

www.helpingelders.org

and click on Important Links.

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