

AGING INTO THE FUTURE

PIERCE COUNTY 2020-2030

2019 PECHAKUCHA REPORT



AGING & DISABILITY RESOURCES

(253) 798-4600

www.pierceADRC.org



Pierce County

Human Services

INTRODUCTION

Aging and Disability Resources (ADR) is a division of Pierce County Human Services. Human Services also includes Homelessness and Housing Programs, Developmental Disabilities, Community Development and Community Action programs and more.

ADR is one of 13 designated Area Agencies on Aging in Washington State. As an Area Agency on Aging, ADR is responsible for local planning and administration of Federal and State funds targeted to provide a range of community-based supports and services. These services are designed to address the long-term care needs of frail older adults and adults with disabilities residing in Pierce County.

Aging into the Future: Pierce County 2020-2030 was sponsored by Pierce County Human Services ADR as a part of our background research for the 2020-2023 Area Plan. This Four-Year Area Plan encompasses the goals and objectives of ADR and outlines proposed strategies to be executed over the 2020-2023 time frame.

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PECHAKUCHA

PechaKuchas are informal, fun gatherings where creative people get together and share their ideas, works, thoughts, hopes and dreams.

Quite simply, PechaKucha is a presentation format in which each presenter shows 20 slides, each for 20 seconds. The images advance automatically.

We selected the PechaKucha format because the presentations were meant to be lively and concise with the ultimate purpose of inspiring, planting seeds, prodding and moving the audience into the future.

PechaKuchas began in Tokyo in 2003 by a couple of architects who knew they talked too much. They needed a way to discipline themselves and respect their audience.

Where did the name PechaKucha come from? We've been told that it comes from Japanese, meaning "chit-chat." It appealed to us because we didn't want long, drawn-out lectures. We wanted to use these little "chit-chats" to move us into some "deep futuring."



PechaKucha.org



ABOUT THE EVENT

Aging into the Future: Pierce County 2020-2030 was held Saturday, March 23 at the McGavick Conference Center on the campus of Clover Park Technical College in Lakewood, WA. An audience of over 225 people joined us to spend four hours looking into the future and planning for services, supports, programs and resources that would meet the needs of older adults and individuals with disabilities in the coming decade.

A series of eight presentations on selected topics was provided.

The format did not allow for a Q&A session with the presenters. Instead, each presentation was followed by several multiple-choice questions to which the audience responded via instantaneous electronic polling. Participants could choose only one answer – the most important response to them at that point in time. Multiple responses were not allowed. The audience and the presenters were able to see the results immediately. Discussion of responses was not a part of the agenda for Aging into the Future.



WE RECOGNIZED OUR AUDIENCE WOULD LIKELY HAVE IMMEDIATE NEEDS THAT WERE AT THE FRONT OF THEIR MINDS AT THE EVENT.

To help address those needs we invited local service providers to attend as exhibitors. The audience was able to meet with exhibitors before the event began, during the mid-point break and at the conclusion of the event.

KEY TAKE-AWAYS



INFRASTRUCTURE

People are keen on aging in place. While family and friends will play a key role, utilization of technological supports may also be instrumental.



TRANSPORTATION

The transportation system in Pierce County is woefully inadequate to meet the needs of seniors and people with disabilities. In the coming decade mass transit must serve a larger geographic area of the county.



LONG-TERM CARE

The need for long-term care will overwhelm many families. Until cures are found for the most dramatic diseases, at-home caregiving remains the primary goal. However, family support is increasingly difficult as adult children move further from their parents. In addition, people generally underestimate the scope and high cost of long-term care.



PERSONAL WELLNESS

Our audience understands the need for self-care to remain safe and independent at home. Exercise and diet are essential to their wellbeing.

HOUSING

The stock of affordable housing in mixed developments is crucial. People living with disabilities and seniors are concerned about the ever-growing cost of living at home.

LEGISLATIVE

While our audience did express some mistrust of elected officials, they do realize the necessity / advantage of working together to develop needed supports.

THREATS

People recognize the threats that are targeting them, e.g., scams, fraud, ID theft, etc. The primary protections against those threats were spouse and family. But for those who are single or living without family close by, those protections may not be realistic.

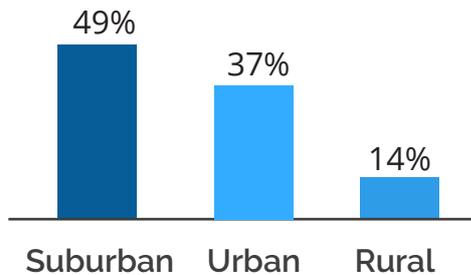
ECONOMICS

Seniors and people living with disabilities rely heavily on Medicare and Social Security. However, they will also rely on local services and supports to maintain their independence and safety.



THE FINDINGS

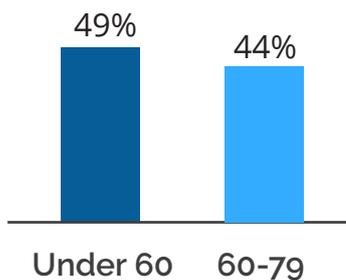
LOCATION



The majority of the audience lived in suburban areas of Pierce County. The next largest grouping was urban residents.

Only 14% of the audience identified themselves as rural residents.

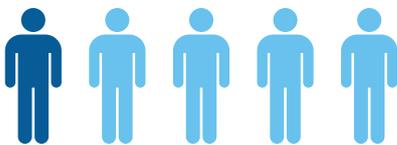
AGE



The audience under 60 were especially concerned about how Pierce County might include the services that would best meet their anticipated needs.

Participants between 60 and 79 years of age were most concerned about meeting their current and future needs.

DISABILITY



22% of the audience self-identified as having a disability. This reflects how most statistical surveys profile the county.

LANGUAGE



Most of the audience said English was their primary language.

Anecdotally: The audience could have been skewed by transportation issues, distance from other parts of the county and our English-only format. We did not receive requests for other languages (other than ASL and CART) but marketing to non-English speaking people in the county was limited.

OUR AUDIENCE



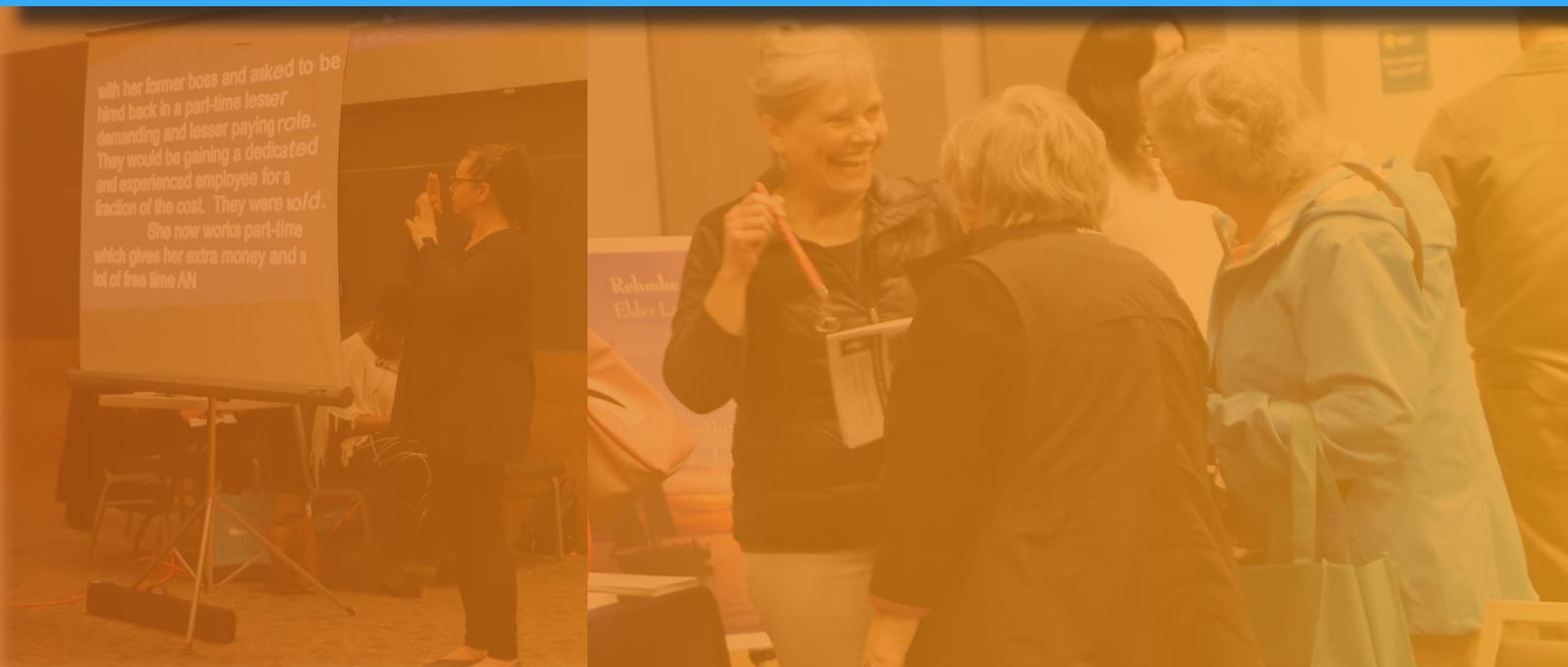
The crowd moved and grooved while getting 'geri-active' during the midday break from presentations.



Interpreters performed ASL and CART services.



30+ vendors offered education and support.



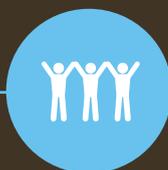
THE FINDINGS

AGING IN PLACE INFRASTRUCTURE BUILT ENVIRONMENT



AGING IN PLACE

People want to remain independent at home as long as possible. How that can be accomplished in the coming decade remains a challenge.



WHO DO WE RELY ON?

The majority of our audience (**51%**) plan to rely on family and friends, which shows the importance of connectedness and social networks. **19%** weren't sure how they can remain at home safely.



CHANGES OVER TIME

Today, baby boomers are having fewer children and adult children are more likely to move away from their aging parents to pursue family and career interests.

What about the current housing crisis in Pierce County?



78% of participants believe apartment complexes should have a minimum requirement of low-income units.



91% of participants believe building complexes should have a minimum requirement of ADA-approved apartments.

People want to be assured that they will have access to housing that meets their physical and financial abilities.

“

COULD THERE BE A WRISTBAND THAT DETECTS IF CANCER IS GROWING IN YOUR BODY? IMAGINE WHAT THE FUTURE OF HEALTHCARE COULD LOOK LIKE.

”

-KELSIE MOJEAN, ADR CASE MANAGER



TECHNOLOGY

To compensate, cameras and sensors might be a valuable alternative – but only if the individual knew the location and who has access to them. Only **7%** of people stated they would rely on this technology.



INDEPENDENT LIVING

When asked what was necessary to remain independent as they age, the audience chose affordable housing (**28%**), being close to services (**27%**), and family and friends (**25%**) as their top answers.



BARRIERS

Our audience was concerned that properly managing money (**32%**) and their own physical and cognitive abilities (**48%**) would be the most significant threats to future independence.



Technology won't solve everything.



Some technology could be too expensive for most people to access (purchase, fees, subscriptions, etc.).



There will be a learning curve for consumers with products becoming more high-tech each year.



Technology may not be available during power outages or natural disasters, which could have dramatic consequences.

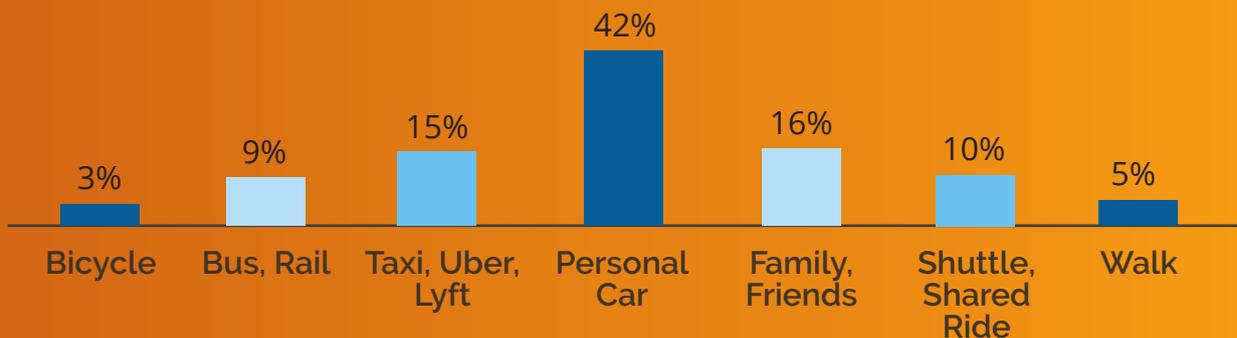
THE FINDINGS

TRANSPORTATION



GETTING AROUND PIERCE COUNTY IS NOT EASY.

Favorite Mode of Transportation in the Future

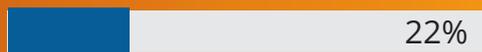


Why don't you use public transportation?

Takes too long



No bus stop nearby



I do use it!



Safety concerns



Public Transportation

The audience reported public transportation could be a viable alternative to their preferred mode of travel, but significant changes must be made. Other reasons for not accessing public transportation include inconvenient route times (7%) or not knowing how to ride the bus (5%).

The good news? **68%** of our audience knew what transportation options were available aside from driving their own car.

What do you see as the biggest obstacle for getting around Pierce County in the future?

49%

Traffic Congestion

How should transportation be provided to seniors and people with disabilities?

53%

Automatic Discount

92

The percentage of audience members saying improvements to transportation are needed.

30% report transportation does not go where they need to go. **18%** say information about choices or availability are lacking. Lastly, **16%** said there were not enough simplified connections.

How can we improve public transportation in the future?

Access to healthcare



Connections in rural areas



Services between transit systems



Change needs to come to the County's transportation system.

- ✓ Infrequent route service and time-consuming trips discourage use of Pierce County transit systems.
- ✓ Bus routes should be adjusted to be close to senior living facilities and neighborhoods.
- ✓ There is limited seating at bus stops. People living with disabilities and older adults find it prohibitively difficult to stand at bus stops.
- ✓ Many ride share services depend on use of smart phones and bank cards which lower income individuals may not have.

THE FINDINGS

LONG-TERM HEALTH CARE

The audience can speak from firsthand knowledge.

People are concerned about long-term conditions for themselves and those they love. Long-Term Conditions, such as Parkinson's and Alzheimer's, cannot be cured, but can be controlled by medication and other therapies.

Have been, are, or will be caring for someone in the future.



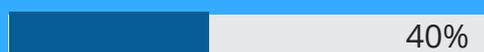
Have family members with long-term health concerns such as dementia, Multiple Sclerosis, or ALS/Lou Gehrig's Disease.



Have spoken about end of life wishes with family members or power of attorneys.



Believe genetic testing for Long-Term Conditions will help them plan for the future.



Believe genetic testing for Long-Term Conditions will help them better advocate for themselves or their care receiver.



38 The percentage of audience members who consider themselves financially prepared to provide care. Only 8% can afford LTC lasting 12+ months.

68 The percentage of audience members who can only afford \$2,000 or less per month for long-term care.

LESS THAN 10% OF WASHINGTONIANS HAVE LONG-TERM CARE INSURANCE

Insurance is most affordable for adults in their 30s and 40s, but they don't think of it. Adults in their 50s and 60s find it too expensive. Adults who retire – and their income drops – are tempted to cut expenses where they can and long-term care insurance policies are often the first to go.

MONTHLY LTC COSTS

\$1,317

Adult Day Health

\$5,750

Assisted Living

\$9,600

Skilled Nursing



In-home caregiving is nearing a crisis.

The pool of caregivers (family members, paid caregivers) is shrinking. Wages for in-home caregivers are woefully low. As state and municipal minimum wages rise, pressure is created for entry-level caregiver wages to rise also.

There will be an “impasse” of sorts as employers and families aim to keep pay commensurate with other entry-level jobs to attract caregivers. Additionally, it is important to keep the private pay rates for in-home care low enough so the population who must pay for in-home care services are not priced out of the market.

THE FINDINGS

PERSONAL WELLNESS



Health care and access to health care is an important issue for older adults and people with disabilities.

Access to primary care provider



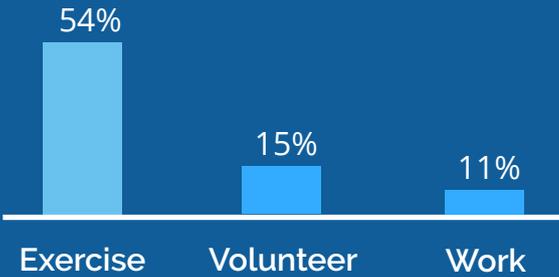
Health insurance meets needs



Co-pays/deductibles affordable



What are your favorite activities for managing your health and wellness?



Our audience is very cognizant of the need for them to “do the right things” if they are to remain safe and independent in the future.

People depend on community gathering spaces to stay active and engaged. They connect at libraries, coffee shops, senior/community centers and malls.

To have a healthy population of older adults and individuals living with disabilities, the audience identified “activities” as the best motivator to get out more.

What are the best ways to stay mentally healthy as we age? *We have a tie for 1st!*

27%

Volunteering

27%

Exercise/Diet

68%

Believe community and senior centers are the best way to stay connected socially as we age.

“Geri-active”

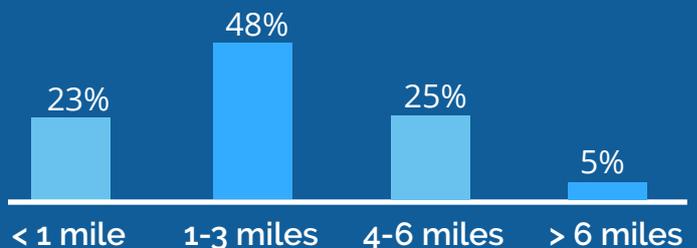
best describes the life people want to experience as they age.



Some individuals may find traveling to get groceries to be a challenge. Access to wholesome food and fresh fruit and vegetables is important, whether it is through a local grocer or home delivery service.

Pierce County’s “Meals on Wheels/ Home Delivered Meals” programs do not offer this option.

How far do you travel for groceries?



THE FINDINGS

HOUSING

75%

HOME SWEET HOME

Plan to remain in Pierce County for the next 10 years. **10%** plan to move somewhere else in the state and **15%** plan to move out of Washington.

87%

HOUSING

Believe pricey home costs such as property taxes, utilities, and uncontrolled rent pose the biggest obstacles for obtaining housing in the coming decade.

People are concerned about where they will live in the future.





58%

MIXING IT UP

Believe that communities should allow for and promote developments that include a mix of home sizes. Despite the housing crisis, our audience sees solutions for the future.

35%

FUTURISTIC LIVING

Prefer to stay at their current home, as opposed to a gated community or assisted living facility. Interestingly, **24%** would prefer to live in an intergenerational environment.

We need housing solutions that support the entire community.

- ✓ Too many people are unaware of property tax exemptions and/or deferrals. Eligibility is too low for families in the lower middle class.
- ✓ New housing might include mother-in-law units as well as prefab or modular homes that can be integrated into the community.
- ✓ Developers and builders need to be more in tune with the principles of universal design to accommodate everyone's needs.
- ✓ Updated building codes are the best way to accomplish this.

THE FINDINGS

LEGISLATIVE

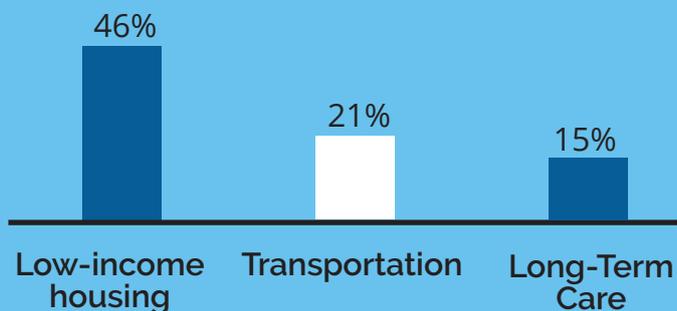
While the audience indicated some doubt about whether the state legislature is attuned to the needs of people living with disabilities and older adults (only **18%** think so), there is clear indication that issues need to be presented and addressed.

40%

Say statewide legislation is needed to provide affordable long-term care.

The rest of the audience chose access to care (**16%**), protecting rights (**15%**) and housing (**13%**) as other top priorities for state legislation.

What legislation is needed in Pierce County for the future?



Getting involved in the legislative process is challenging for people.

Involvement in the legislative process appears to threaten the formation of a political agenda into 2030. Participants identified the role of paid lobbyists (**36%**), mistrust (**26%**), and insufficient information (**17%**) as major obstacles to the political process in Olympia.

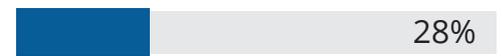
41%

Believe working with large advocacy groups will have the greatest impact on affecting legislation.

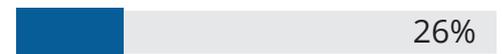
Attending meetings (**19%**), seeking reliable news sources (**17%**) and research (**15%**) are other effective ways to overcome legislative obstacles.

What is the best way to have a voice in legislation?

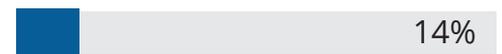
Send emails



Coalitions



Phone calls



There is a disconnect between most seniors and people living with disabilities and their legislators.

- ✓ Older adults and people living with disabilities rarely have contact with their representatives other than at campaign season.
- ✓ There is a feeling of helplessness when it comes to impacting local, state and federal officials.

THE FINDINGS

THREATS TO INDEPENDENCE

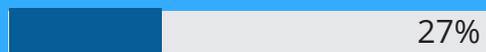
If there is one thing that unites people, it's their distaste of scammers.

Have you ever been approached by a scammer?

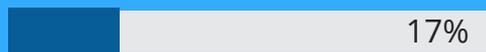


How are scammers reaching you? Where are the threats?

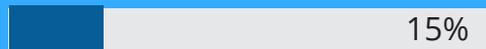
Telephone



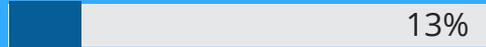
Email



Contractors



Caregivers



One third of audience members (32%) have been victimized by scammers.



SENIOR CITIZENS ARE MOST LIKELY TO OWN THEIR HOME, AND/OR TO HAVE EXCELLENT CREDIT—ALL OF WHICH MAKES THEM ATTRACTIVE TO CON ARTISTS.

- U.S FEDERAL BUREAU OF INVESTIGATION

78 The percentage of audience members who rely on their spouse and family for protection from these threats. 15% reported relying on friends and neighbors.

HOW OFTEN DO YOU FEEL SAFE IN YOUR HOME AND NEIGHBORHOOD?

42%

All of the time

52%

Most of the time

HOW CONFIDENT ARE YOU ABOUT PROTECTING YOURSELF FROM THREATS AND SCAMS?

31%

Totally confident

60%

Moderately confident



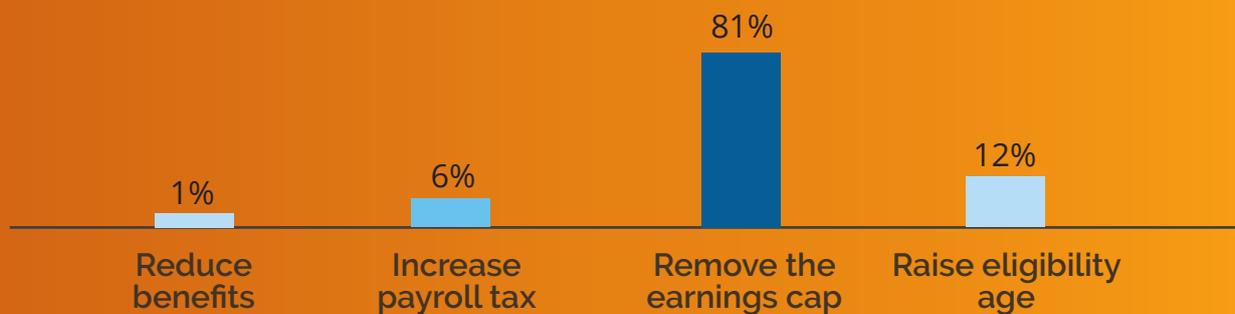
Senior citizens should be aware of fraud schemes.

- ✓ Seniors in particular are targeted for scams, fraud and ID theft. They are vulnerable in part because of isolation and trust.
- ✓ Audience members shared concerns about feeling overwhelmed with the amount of technology that they need to master to remain current in keeping themselves safe at home and secure in their financial lives.

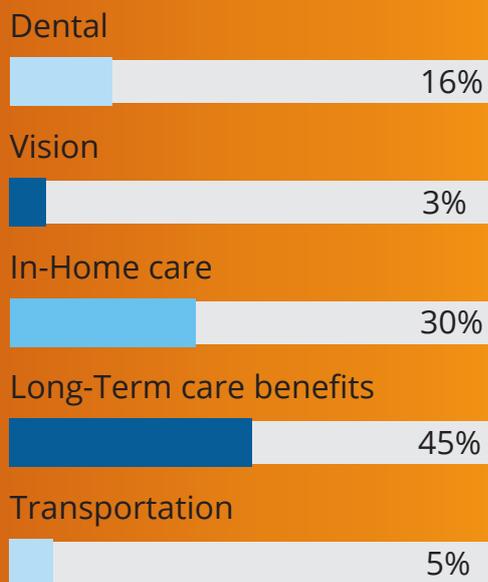
THE FINDINGS

FINANCIAL SECURITY

HOW CAN SOCIAL SECURITY SOLVENCY BE IMPROVED?



What services can be added to improve Medicare?



How important are Social Security and Medicare?

The majority of our audience believes Social Security and Medicare play key roles in their independence. They understand the precarious situation that Social Security is in and see it as a safety net.

Medicare is also a key component and improving it is important.

67% of the audience think the income disparity in Pierce County will undoubtedly grow in the coming decade.

What can Pierce County offer to best help seniors and people with disabilities?

49%

Information and access to services and supports

38

The percentage of audience members say property tax relief will help seniors and people living with disabilities in the future

How will you get your news in the year 2030?

Newspaper



Radio



Television



Internet



Family/Friends



Social Media



Other



Medicare is becoming increasingly complex.

- ✓ The multitude of choices (Medicare Supplements, Medicare Advantage, Part D) discourages a robust review of alternative/better choices.
- ✓ Individuals who leave the workforce to raise children or care for a relative necessarily lose out on their earned Social Security benefit, paying the consequences of years of unpaid family caregiving.
- ✓ Many people find they need to return to work as the cost of living increases beyond their income.

PRESENTERS



Building into the Future

Kelsie Mojean
Case Manager
Pierce County ADR

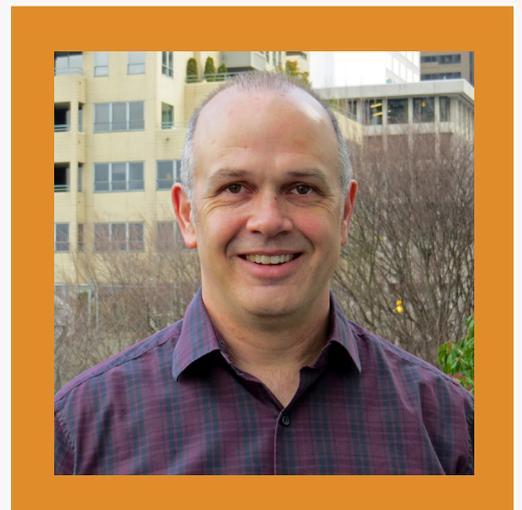
Kelsie has been with Pierce County ADR since 2009. She works as a case manager for individuals with a range of conditions – COPD, neuropathy, MS, Parkinson’s, arthritis, diabetes, hypertension and more – with the goal of helping them thrive and remain safe

and independent at home. Kelsie also provides additional community supports, local resources and individual advocacy.

Transportation in the Future

Gil Cerise
Principal Planner
Puget Sound Regional Council

Gil has over 25 years of planning experience at various levels of government. He has worked as PSRC’s lead staff for public transit planning and special needs transportation planning since 2011. In this role, Gil has led the development and update of the region’s Coordinated Transit-Human Services Transportation Plan that outlines mobility needs and gaps for seniors and people with disabilities, and prioritized strategies for addressing those needs and gaps.



PRESENTERS



Long-Term Conditions in the Future

Mary Lynn Pannen
Founder and President
Sound Options

Mary Lynn Pannen is one of the nation's leading experts on Geriatric Care Management and Home Care for seniors and individuals with complex and wide-ranging needs. She has worked as a registered nurse, certified care manager, and private consultant for nursing, geriatrics, and

medical legal reviews. She has grown Sound Options into one of the largest private elder care management companies in Washington State.

Personal Wellness in the Future

Kris Sawyers-Dowling
Case Manager
Pierce County ADR



Kris Dowling has been working in social services with seniors for over 15 years. Her career has focused on working with medically complex individuals and the families of those affected by dementia. She partners with local providers to help connect clients with additional services and resources. Outside of her work, she is a foster mom and leads a local Foster Parent Support Group. Kris also volunteers in the Peninsula School District with the Hands On Art Program.

PRESENTERS



Housing in the Future

Gerrit Nyland
Catholic Community Services of Western
Washington

Gerrit provides program support for permanent supportive housing programs, overnight shelters, Rapid Rehousing programs, and day shelters. He also facilitates the Pierce County Coordinated Entry Improvement meetings and co-leads the Tacoma / Pierce County Coalition

to End Homelessness provider meetings. Gerrit is also on the Communities in Schools Tacoma Board and co-chairs the City of Tacoma Transportation Commission.

Legislative Work in the Future

Cynthia Stewart
League of Women Voters of Pierce County

Cynthia Stewart has been involved with the League of Women Voters for many years at both the local League and State levels, volunteers actively with the Hearing Loss Association of WA and is a volunteer lobbyist at the State Legislature for both organizations. She retired from Thurston County, after serving there as Deputy County Manager.



PRESENTERS



Threats in the Future

Matt Santelli
Community Outreach Specialist
Pierce County ADR

Over the last 30 years Matt has worked in countless social worker roles. He is a licensed mental health counselor and a certified senior information and referral specialist. He has worked as a Pierce County Aging and Disability Resources case manager since 2002 and has

focused on preventing and recovering from scams, fraud, and identity theft, often in collaboration with other professional partners including Adult Protective Services.

Economic Security in the Future

Dr. Cathy Knight
Director
Aging and Disability Services for Seattle

Cathy Knight has worked over 30 years in the aging network, including roles with the Olympic Area Agency on Aging, State Director for the Washington Association of Area Agencies on Aging for the thirteen Area Agencies on Aging in Washington, and currently is Director of the

Division of Aging and Disability Services (ADS) in the City of Seattle. Cathy has a Ph.D. in Behavioral Disabilities from the University of Wisconsin-Madison.



SPECIAL THANKS

AGING INTO THE FUTURE PLANNING COMMITTEE

Alexis Carter, MSW, CCM, Carter Life Care
Lynessa Stone, Advanced Health Care
Cheryl Bertha, RN, Molina Health Care
Carole Velez, Franke Tobey Jones
Kari Moore, Pierce County Communications
Jennifer Long, Pierce County Aging and Disability Resources
Nelvina Heck, Korean Women's Association
Kim Summers, Sound Outreach
Bob Riler, Pierce County Aging and Disability Resources



PRESENTATIONS



SURVEY RESULTS



QUESTIONS



Empowered
INDIVIDUALS

Healthy
FAMILIES

Thriving
COMMUNITIES

The Aging and Disability Resources (ADR) Division of the Human Services Department offers a wide range of community-based services that allow older adults and adults with disabilities to remain at home as long as possible.

Services include case management, family caregiver support, long-term care ombudsman and the Aging and Disability Resource Center. These services address the needs of frail, older and functionally disabled adults living in Pierce County.



Pierce County
Human Services

We work to ensure all of Pierce County has equitable access to community-based services that respect each person's unique experience.

Contact Us

Aging and Disability Resource Center
3602 Pacific Avenue Suite 200
Tacoma, WA 98418
253-798-4600
800-562-0332
PierceADRC.org

View the interactive version at:
piercecountywa.gov/future

AGING & DISABILITY RESOURCES

(253) 798-4600
www.pierceADRC.org
