

COMMUNITY PARTNER CONNECTION

Transforming Lives

NEWSLETTER

Winter 2018

Aging and Long-Term Care of Eastern Washington

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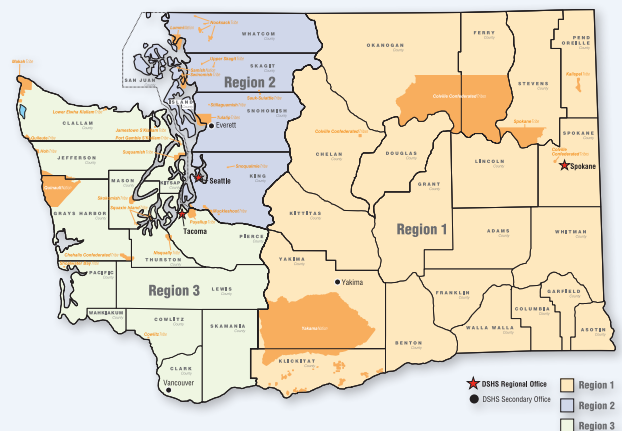
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Aging and Long-Term Care of Eastern Washington

By Pearl Bouchard, ALTCEW

A long-standing partner of the Department of Social and Health Services, Aging and Long-Term Care of Eastern Washington (ALTCEW), received an 18-month grant from the National Council on Aging.

This grant will help enhance access to benefits for qualifying, low-income Medicare recipients using a benefits enrollment center approach.

This approach uses person-centered strategies in a coordinated, community-wide approach to find available resources for Medicare recipients (seniors over the age of 65 and adults with disabilities) and get them enrolled. Washington Connection will serve as an online enrollment tool. The primary focus is on the five core benefit programs: Medicaid (LTSS), Medicare Savings Program (MSP), Extra Help (Low Income Subsidy), Low-Income Home Energy Assistance (LIHEAP) and Basic Food (SNAP).

This is the second benefits enrollment

center in the state – the first was the Chinese Information and Service Center of Seattle.

The goal of this program is to promote the transformation on how eligible seniors and adults with disabilities get help enrolling in and retaining benefits. Strategies used are:

- Utilizing list-based, data-driven outreach, in which an organization partners with state-government agencies to share information on people enrolled in certain benefits. For example, there will be a focus on people “aging out” of Apple Health or completing their two-year qualifying event for Medicare.
- Representing community-based organizations in which an agency establishes a collaborative relationship with groups to complete and submit applications on a client’s behalf. ALTCEW will work with Better Health Together and Rural Resources.
- Collaborating with partners to follow up with recipients on recertification.

- Using targeted outreach methods such as calls and mailers to inform seniors and adults with disabilities about benefits they may be eligible for and encouraging them to apply for them.
- Having follow-up discussions with recipients to ensure applications are completed and submitted successfully, any issues are resolved and benefits are being received.

The National Council on Aging (NCOA) is a respected national leader helping people over the age of 60 meet the challenges of aging. Grant funds are distributed to the NCOA through the United States Department of Health and Human Services’ Administration for Community Living.

NCOA has a mission to improve the lives of 10 million older adults by 2020 through innovative community programs and services, online help and advocacy with non-profit organizations, government and businesses.

Annual Gathering of Wellness Powwow

By Molly Morris, Coulee Medical Center

Coulee Medical Center and the Board of Commissioners, in partnership with the Colville Tribal Health Program Proudly Present

With Coulee Medical Center being only a few miles from the Colville Indian Reservation, around one-third of Coulee Medical Center’s patients are American Indian. Coulee Medical Center’s Board of Commissioners and Administration have recognized the need to, not only become aware of, but to also embrace the cultural needs of our patients. In partnership with the Colville Tribal Health Program, Coulee Medical Center held our 1st Annual Gathering of Wellness Powwow on September 16, 2016. We believe that our 1st Annual Gathering of Wellness Powwow helped to strengthen the rural health care systems by helping to gain a trusting relationship between the American Indian population and our rural health care systems.

According to the United States Census Bureau, American Indians and Alaskan Natives only made up two percent of the entire United

States population in 2014. Despite this, the death rates of American Indians and Alaska Natives from 1999-2009 were close to 50 percent higher than those of non-Hispanic whites, which made up the majority of the United States population.

Our annual wellness powwow includes health and wellness booths from not only our organization, but from the Colville Confederated Tribes programs and other health and human service organizations throughout our region. We hope that as Coulee Medical Center starts to gain the trust of the American Indian population, many will feel more comfortable addressing their health care needs in not only our organization but

all health care organizations. According to the Centers for Disease Control and Prevention, they have data that indicates there have been excess deaths from 1999-2009 that could have been successfully addressed



through evidence-based public health interventions.

The Annual Gathering of Wellness Powwow is only the start of our journey as we work towards bridging the cultural gap in the health care field. Smudging is a vital part of the total well-being of many American Indians in all phases of their life. Currently, Coulee Medical Center is unable to allow our patients to smudge inside our building because of the smoke sensitivity of our fire alarm system. At this year’s 2nd Annual Gathering of Wellness Powwow (September 2017) we dedicated a teepee on the hospital grounds that is accessible to anyone who would like a place to smudge and pray as they like. It is large enough for a hospital gurney to pass through and has circular bench seating inside for family and friends. As time and funding allows, we will make the site more permanent with a hard based floor and handicapped sidewalks. We are so pleased to have this teepee on our grounds for everyone to use.

This project was developed to help Coulee Medical Center reach our goals as our organization is learning to meet the cultural needs of our patients. We look forward to seeing you at next year’s event.



Edmonds Schools Foundation: *Clothes for Kids* partner to outfit students for school

All summer long, the Foundation for Edmonds School District has been providing free summer meals and fun physical activities for students at three local churches. August 18, the foundation had a back-to-school shopping event with Clothes for Kids.

Clothes for Kids, which provides free school wardrobes to Snohomish County children in need, brought clothes in varying sizes — “and kids were able to shop right there,” said Foundation Executive Director Deborah Anderson. “Thirty-eight kids were outfitted with new duds for school!”

Anderson called the event “a really cool partnership,” adding that both organizations are looking forward to doing it again next year.

“Students also enjoyed a safety presentation from Lynnwood Police Department volunteers,” she said.

The foundation’s free summer meals programs for children ages 5 to 18 was held August 18 – 24 at three church sites: Edgewood Baptist Church, Community Life Center and Martha Lake Baptist Church.



***Clothes for Kids* raises over \$40,000 during Transforming Lives breakfast fundraising event**

Over \$40,000 in donations were raised for Clothes for Kids during the Transforming Lives fundraiser breakfast on October 12, 2017. Clothes for Kids is a nonprofit organization that provides clothing and coats for free to school-age children in need in Snohomish County.

Emcee Anna Rohrbough explained her special relationship with clothes. Rohrbough, newly elected Mukilteo City Council member, recently said she began to doubt herself and told her husband. Her husband, in turn, told her that U.S. Sen. Patty Murray ran as a mom in tennis shoes. Rohrbough looked at her feet. “I thought, ‘Oh, I have way better shoes,’” she said. Her confidence was restored. “Don’t underestimate the power of shoes.”

Executive Director Joy Ingram said the fundraiser was a success. “The breakfast is the largest annual fundraiser for Clothes For Kids. 100 percent of Clothes For Kids support is from the community. The breakfast is a great way for us to recognize our partners and thank the community for this support.”

During the event, Clothes for Kids staff members and volunteers were recognized. Three special awards were also distributed. Ray Bowen and Charlie’s Produce was given the Community Partner Award. Rob Schwertley received the Sharie Ennis Founders Award. Dave and Karen Reid were awarded the Kids Champion Award.



Come Walk, Run & Roll with BIAWA!



The Brain Injury Alliance of Washington (BIAWA) is a nonprofit agency with a mission to increase public awareness, support, and hope for those affected by brain injury through education, assistance and advocacy. BIAWA provides free services to individuals throughout Washington State whose lives have been forever changed by Brain Injury. BIAWA recognizes the valuable role of social engagement and community involvement in enriching the quality of life for individuals with Brain Injury and their families. One of their biggest community events is coming up in April.

BIAWA will be holding its 8th Annual Walk, Run & Roll for Thought at Green Lake on Sunday, April 22nd, 2018. Rain or shine, hundreds of folks from the community join in this fun event every year to raise not only money, but awareness, for Survivors of Brain Injury and their loved ones. This event is open to all ages and abilities. It’s pet friendly too! The Walk, Run & Roll and other events sponsored by BIAWA are not only important because it provides an opportunity for survivors of brain injury to connect with each other as survivors and contributing members of society, but it also provides an opportunity for BIAWA to educate our community and break the “silent epidemic” of brain injury.

To learn more about BIAWA services and events, visit www.biawa.org.

Back to School Fairs start kids off on the right foot

By Louise McGrody, Community Services Northwest

Returning to school can be an exciting time for a child. It brings classmates back together for another year of growth and learning.

Back to school time can also be a financial hardship for some families. Children need school supplies, immunizations and health care, new clothes and more. Addressing these needs is what inspired Lutheran Community Services Northwest's Family Support Centers to partner with several Snohomish County communities to hold Back to School Fairs.

"Back to School Fairs are inclusive events that show community generosity and support for our families. They ensure that students have the tools they need to be successful," said Erin Anderson, program supervisor for family support centers in Lake Stevens and Granite Falls.

This year, 586 kids were served through Back to School Fairs in Lake Stevens, Granite Falls and Everett. Students received free backpacks, school supplies, healthcare, community information and more—all thanks to community generosity.

"Starting the academic year prepared with supplies sets a pace for normalcy. For several students, being able to start

with a backpack filled with school supplies is all they need to stay on track," noted Jackie Woolman-Morgan, student support advocate for Granite Falls Elementary Schools.

Back to School Fairs rely on community involvement and support. Backpacks, school supplies, clothing, healthcare and personal services are provided through donations. Volunteers assemble supplies and help staff the event. School districts, service organizations, local businesses, churches, libraries and community groups collaborate to make these events a success.

Lutheran Community Services Northwest's Family Support Centers make a powerful impact on people and communities by breaking cycles of poverty. The centers offer informational activities, resource fairs, community referrals and connections to

basic needs like food, clothing, health care, housing and employment. Their caring and committed staff represent the communities and cultures they serve.

The agency operates centers in Arlington, Everett, Granite Falls, Lake Stevens and Lynnwood, as well as the Familias Unidas Latino Family Support Center in Everett.



Community Resource Fairs

Lake Washington Institute of Technology offers monthly Community Resource Fairs with the goal of providing students and community members with easy access to resources in one place. Our event partners include: WorkSource, the City of Kirkland, the City of Redmond and King County Libraries. Our partners play an integral role in helping us to create an exceptional community resource fair that provides information on many needed resources.

The community partners provide our students, staff and community members information on services such as, housing, transportation, health care, food assistance, Workforce Development programs, Employment Resource Center, High School Programs, LWTech Dental clinic services, TRIO, RISE Center, Learning Lab and employment services. Our community partners meet many who could benefit from their programs. Attendees are very appreciative of the wide variety of services made available.

Our last fair, held on January 11th had a special focus. LWTech was selected by the United Way of King County to receive a service grant to support our Martin Luther King Jr. volunteer service project. This entailed a multifaceted service project in honor of Dr. King's legacy and his fight against poverty and inequality. The center of our project is a Community Resource Fair. For information on how to get involved in then future, please contact Amber Hisatake, (425) 739-8204.

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Myisha Moore (left)
and Anh Nguyen

Six Month I-BEST NAC Program at Shoreline Boosts Student Success

Nursing assistants are in high demand here in Washington. Training is readily available, but not everyone thrives in the fast-paced, intensive courses that abound. Shoreline

Community College recently asked a pair of instructors – a nurse with extensive CNA teaching experience and a creative ESL/basic skills instructor – to design a new, highly-supportive I-BEST curriculum for English language learners and people with basic skills gaps.

Supported by a federal Health Professions Opportunity Grant awarded by the Workforce Development Council of Seattle-King County, the new curriculum was launched a year ago. The first class ran last winter/spring of 2017. The small pilot group had excellent results: 8 of the 9 completers passed the State exam on their first try. All those who sought jobs are now employed as CNAs, earning \$15-\$16.50/hour. More than half the group are continuing their studies towards further healthcare credentials. Another class of 18 students started this fall, and Shoreline will admit the next cohort in April for spring/summer NAC training.

“The last time I was in school was 30 years ago,” said Mari Engen, a member of the first class. “I was very nervous to return, but I absolutely didn’t need to be. After just a week in the program I realized I couldn’t wait to get to school every day. I felt so safe and secure in that classroom, it was like we became a family.” Engen is now taking prerequisites to apply to nursing school.

The team-taught training is spread over two quarters, with classes just three days a week. Students come to school Wednesdays, Thursdays and Fridays until 2 p.m., getting off in time to pick up children from school, or work a part-time job. Students build healthcare vocabulary, learn basic math for healthcare, and gently stretch their academic muscles. The curriculum is dialed in on preparing them to pass the written and skills tests to earn CNA certification. “The difference between this program and others is that they teach you how to think through on-the-job challenges,” said Engen. “I



Mari Erickson (left) and Letecia Tuitoelau

We’re providing a program that enables us to really wrap our arms around these students and do everything we can to help them succeed.

— Eve Sternberg, I-BEST Specialist at Shoreline

really feel like I know why I’m doing what I’m doing.”

“We’re providing a program that enables us to really wrap our arms around these students and do everything we can to help them succeed,” said Eve Sternberg, I-BEST Specialist at Shoreline. The new approach keeps lectures to 15-minute chunks, shifting frequently to active learning strategies that engage students with a variety of learning styles. Instructors, advisors and visiting healthcare practitioners work with students to identify their longer-term career goals and plan their next training steps.

The program is free to qualified low income applicants through Shoreline’s Workforce Education grant programs. For more information, or to apply for the spring/summer class, contact Eve Sternberg at 206-546-6930 or esternberg@shoreline.edu.

Sea Mar Managed Care Department

Fighting for justice and equity in our communities

Submitted by Sea Mar



About Sea Mar

Founded in 1978, Sea Mar Community Health Centers is a community-based organization committed to providing quality, comprehensive health, human, housing, educational and cultural services to diverse communities, specializing in services to Latinos. What started as one medical clinic in the small Seattle neighborhood of South Park has grown to be one of the largest community health centers in the country today with 34 medical clinics, 24 dental clinics, 30 behavioral health clinics and several human and educational services with over 270,000 clients across 13 counties in Washington state. For the past 40 years, Sea Mar has been committed to serving low-income, underserved, and uninsured communities and will continue to do so for many years to come. For more information, please visit: www.seamar.org.



The Managed Care department of Sea Mar Community Health Centers leads all of Sea Mar's outreach events and strategizes different ways to make services and resources known and easily accessible to our low-income and underserved communities.

When asked what the driving force is behind Managed Care, Sea Mar employee Melissa Blanco Bless shares the following phrase, "May you be blessed with anger at injustice, oppression and exploitation of people and the earth, so that you will work for justice, equity and peace." Melissa explains these words capture the team's spirit as they are out in the community every day - they strive to fight for the well-being of all our patients and community members, while still holding respect and sensitivity of all cultural and socioeconomic backgrounds.

There are many roles, programs and events that fall under Sea Mar's Managed Care department. An important service is the Patient Contact Center located in Tacoma, Washington, where customer service representatives contact hundreds

of patients every day to schedule needed medical and dental appointments. There are in-clinic customer service representatives as well, placed in every medical clinic site to assist clients and patients with enrollment for health insurance, basic food and other available programs. Managed Care also has a team of community resource navigators (CRNs) who travel to hard-to-reach areas outside of Sea Mar clinics to educate and share these same enrollment programs. CRNs set-up small information booths at easily accessible places like local community centers, libraries and DSHS sites, so they can communicate with community members face-to-face. Some outreach events the department coordinates are the annual Latina Health Fair in King County, the Fiestas Patrias celebration in South Park, the free produce program in partnership with Food Lifeline focused on the improvement of diabetic patients' health, health educational events for the homeless community, and general health fairs at Sea Mar clinic sites.

A key program within Managed Care

that has expanded significantly this past year and has served as a vital resource at all outreach events is Sea Mar's Zumba Fitness program. Sea Mar now offers weekly 1-hour Zumba classes at 8 of its medical facilities in Seattle, White Center, Marysville, Federal Way, Tacoma, Everett, Des Moines and Olympia. These classes are entirely free, no fee or membership required. All that is needed is a smile and comfortable shoes. Participants have said Zumba with Sea Mar is "very empowering to better self-esteem" and "muy buena para la salud, la cual también te ayuda a quitar el estrés" (very good for your health, which also helps relieve stress).

As the year of 2017 closes, the Sea Mar Managed Care team looks forward to expanding its outreach, developing new partnerships and growing the Zumba Fitness program across western Washington. If you are interested in learning more about the various Sea Mar outreach programs and services, call 1-855-289-4503 or email Sea Mar Managed Care Director Harry Franqui at harryfranqui@seamarchc.org.

Helpline House

Helpline House was founded in 1968 as a food bank in response to the “war on poverty”. It has evolved over the years to include an array of social services, such as social work case management and mental health counseling. Helpline House is a Bainbridge Island based community-funded non-profit agency providing a full range of services. Basic services are provided cost-free to those in need. Needs are defined broadly and are not always financial.

Helpline assists any community member in crisis or in need by providing an umbrella of social services: professional crisis intervention, assessment, case management, resource referral, advocacy, short-term counseling, food bank and medical equipment loan. Socialwork services are staffed by credentialed professionals; the food bank offers a variety of flexible volunteer staff opportunities to serve the Bainbridge community. More information about services can be found at <https://www.helplinehouse.org/services>.

The three ways to work alongside Helpline House are financial donations, food donations or volunteering. Helpline also hosts seasonal fun events involving the community, including Project Backpack (school supplies), Hunger Doesn't Take a Vacation (summer food for kids), and the Happy Birthday Project, as well as, Book Nook for families to choose book gifts for their children at the holidays.

For more information about ways and what to donate, visit <https://www.helplinehouse.org/donate>.



Join Helpline House's active and friendly team of Food Bank volunteers:

- COMPLETE an online application at <https://www.helplinehouse.org/volunteer>
- SELF-SCHEDULE weekday shifts online, flexible hours.

For more information about Helpline, visit their about page at <https://www.helplinehouse.org/about> or call (206) 842-7621.



Meg Gordon (left) and Marian Thackray (right) volunteer at the intake desk.



Rebecca Peddy re-stocks shelves.



Allison Kindred (left) and Alexis Guerrier repack bulk food bags.



The Arc of Grays Harbor

Here are some updates on The Arc of Grays Harbor!

- Parent to Parent of GH are holding [Walk and talk](#) events at the Shoppes at Riverside.
- What's the difference between an ABLE account and a DD endowment trust fund? [See this article by the DD Council to find out.](#)
- Do Science! Make money! [Help debug clinical tests!](#)
- People First is a great self-advocacy organization that meets at the Arc office at 6:00pm on the second Thursday of the month.
- Parent to Parent of Grays Harbor is offering a workshop series hosted by Tess Lawson BSc(Psych): "[Understanding Autism](#)" ... register by contacting The Arc.
- The Arc is now offering [community guide and community engagement services](#) as well as community-based respite services for DDA clients.
- The Arc of the US has a huge [library of informative webinars](#) on a huge variety of topics related to developmental disabilities
- The Transition Council of Grays Harbor is [offering a series of workshops](#) at area high schools to help prepare students for adult life.
- On the second Wednesday of each month, Parent to Parent of Grays Harbor and the Arc are hosting meetings of the [GH Autism Task Force](#), where medical professionals and interested parties work to improve services on the Harbor.
- With the assistance of the Seabrook foundation, The Arc and Parent to Parent of Grays Harbor are offering a fun and informative WeCan Club, [the second Thursday of the month at 5:00pm.](#)
- The Arc and Tess Lawson are also currently offering free STAT ([Screening Test for Autism in Toddlers](#)). Ask your pediatrician for a referral.
- [Tax bill threatens crucial programs](#), act now.

Comprehensive Life Resources

We would like to spotlight a partner of ours, Comprehensive Life Resources. Comprehensive Life Resources (formerly Comprehensive Mental Health) has been providing a continuum



of behavioral health services to the Tacoma and Pierce County communities since 1957. Their services include outpatient and community support services to adults, children and families, services to homeless individuals, housing services, foster care, and residential/inpatient services for both children and adults. They are committed to a holistic approach and philosophy that considers and embraces the whole person.

How can you work with CLR?

Well, if you are a student seeking a challenging and rewarding place to learn and grow to complete your degree, they are affiliated with several universities to provide excellent internship opportunities for both Bachelors' and Masters' level students. Currently, CLR has

partnerships with the University of Washington, Seattle University, Washington State University and the University of California.

Are you in a position to open your heart and home for a foster child? Or do you have friends and family members who might be interested, if you provided them with contact information? CLR's Chance 4 Children foster care licensors are working every day to recruit, license and support persons who can provide the safety and care necessary to change the life of a local child in foster care. A few perks of being a foster parent with CLR are on-going training and individualized support, flexible care needs from 24 hours to 24 months, up to \$1,900 tax-free reimbursement per youth, and 24/7 crisis services just to name a few. For more information please visit www.chance4children.org or call (253) 254-1076. Every kid is one adult away from being a success story.

Are you looking for a place where you can contribute to your community in another way?

Let's talk and explore how we can partner together to make a difference in our community.

Call CLR at (253) 396-5800 today to explore the exciting opportunities! For more information on CLR visit www.comprehensiveliferesources.org.

Medicaid Transformation Demonstration

Washington State is leading strategic changes within Medicaid, allowing us to move toward a healthier Washington

Effective September 11, 2017, the Tailored Supports for Older Adults (TSOA) and Medicaid alternative care (MAC) programs are federally funded programs approved under section 1115 of the Social Security Act. They enable the Medicaid agency and the agency's designees to deliver person-centered long-term services and supports (LTSS) to a person who:

1. Meets nursing facility level of care described in WAC 388-106-0355; and
2. Meets the functional requirements under WAC 388-106-1900 through 388-106-1990.

For the purposes of TSOA, the applicant is the person receiving care even though services may be authorized to the person providing care. This program is funded under the Medicaid Transformation Project Demonstration and provides services to support unpaid caregivers in Washington State and provides a small personal care benefit to people who do not have an unpaid family caregiver to help them.

It creates a new eligibility category and benefit package for people age 55 or older who are "at risk" of needing long-term services and supports in the future who do not currently meet Medicaid financial eligibility criteria.

TSOA does not provide Washington Apple Health coverage and is targeted towards people who are not currently eligible for Medicaid. However, TSOA may be used for people who are currently only eligible for a limited scope program such as the Medicare Savings Programs, or who are only eligible for medically needy coverage.

Financial eligibility for TSOA is determined by reviewing the income and resources of the person (and their spouse) who receives care. The person must also be functionally eligible under WAC 388-

106-1910. However, the services authorized are for the benefit of the caregiver, not the care receiver.

MAC creates a new optional choice for people who are eligible for CN or ABP Medicaid and age 55 and older, but not currently accessing Medicaid-funded LTSS; and, provides services to unpaid caregivers designed to assist them in providing quality care to family members while also improving their own well-being. MAC offer services to support the needs of the person who is providing care to a family member so they are able to continue to provide care.

People who choose services under the MAC benefit must make a choice between receiving MAC services or traditional LTSS services (such as the COPEs waiver or Community First Choice (CFC)). A person who chooses to receive CFC may not also receive support services for an unpaid family member.

Application for TSOA can be made online at Washington Connection www.WashingtonConnection.org or by completing the HCA 18-008 paper form.

Additional information can be found here:

MAC and TSOA Brochure

<https://www.dshs.wa.gov/sites/default/files/publications/documents/22-1739.pdf>

Health Care Authority Long-Term Care Program Requirements

<https://www.hca.wa.gov/free-or-low-cost-health-care/program-administration/tailored-supports-older-adults-tsoa>; and
<https://www.hca.wa.gov/free-or-low-cost-health-care/program-administration/medicaid-alternative-care-mac>

Washington Apple Health (Medicaid)

Free or low-cost health coverage saves lives of diabetic, HIV patient, and mother recovering from substance use disorder

By Stephanie Malham, HCA Apple Health Communications



Washington State
Health Care Authority

All around Washington state, people in desperate need share their stories of how Apple Health saved their lives. If you are one of the 1.9 million people positively affected by Apple Health coverage, the Washington State Health Care Authority (HCA) wants your story!

We want to share your story on this site to inspire others who do not have health insurance to sign up for free or low-cost health coverage. As a token of our appreciation, we are offering a \$50 gift card if we use your story!

The first step to share your experience is to email HCA at ahcommunications@hca.wa.gov and provide a summary of your story, your full name, and contact information. Someone from HCA will review your submission to determine whether to follow up with an interview.

Thanks for helping us reach others who can benefit from Washington Apple Health!



Renae Lingenfelter

Washington Apple Health (Medicaid) saved Renae Lingenfelter's life. Even after a diagnosis of type 2 diabetes, she didn't have insurance or a primary care physician. Renae had no idea how to manage it, and rarely had the medications she needed. Without insurance, her insulin prescriptions were easily \$800 per month, not including testing and dosing supplies. Renae learned about Apple Health while visiting a Department of Social and Health Services office to speak to someone about the health care she desperately needed. The social worker helped her apply for Apple Health on wahealthplanfinder.org, and find the numbers to call and locations of providers in the area. Soon she had an appointment with a primary care physician. Since then, Renae has found a career at a non-profit organization serving Apple Health clients, giving back to her community in the form of social services. She no longer needs Apple Health, but when she did, it allowed her to get her health in order so she could live a happy, productive life.

When Mary's son was diagnosed with HIV, they didn't know what to do or where to turn for help. She was worried for her son, who was only 19 at the time of his diagnosis. There is no cure for HIV/AIDS, but there is a very effective treatment called viral suppression. However, viral suppression medications can cost anywhere from \$2,000 - \$5,000 dollars a month. Mary realized without health insurance to help pay for her son's treatment or doctor visits, care would be unaffordable. Mary's son developed an infection shortly after his diagnosis, which brought him to the emergency room. During that time, they received a referral to a social services organization specifically for those with HIV. There they learned about free or low-cost health insurance through Washington Apple Health (Medicaid) and applied via wahealthplanfinder.org. Because of Apple Health, her son was able to get the medical services he needed and his treatment paid for. Today he is happy, healthy, and will live a long, productive life with continued treatment.



Mary Hart



Shayne Tackett

Growing up, Shayne had access to health coverage through Medicaid. When she turned 18, her health coverage ended. She went the next 15 years without any health insurance. Shayne struggled with drug addiction for many years, and was unable to afford health insurance that covered treatment programs. She never went to the doctor when she didn't have health coverage. At 33, she got pregnant. She knew she needed help. When Shayne went to a Department of Social and Health Services local community services office to apply for food assistance, the caseworker helped her sign up for Apple Health coverage through wahealthplanfinder.org. They also helped her look at options for treatment. Apple Health covered her treatment completely, and still pays for her ongoing recovery support. Medicaid is often the only option for individuals who need life-saving treatment for substance use disorder. Shayne has been sober since. Her daughter, Ripley, is five years old now.

Community Services Division Extends Interview Hours

Effective January 9, 2018 Community Services Division (CSD) expanded the interview service hours to 8 a.m. to 3 p.m. This is an improvement for our clients and results in increased access through the Customer Service Contact Center telephone 1-877-501-2233 as well as in local Community Services Office lobbies statewide. There are no changes to the EBT core service hours.

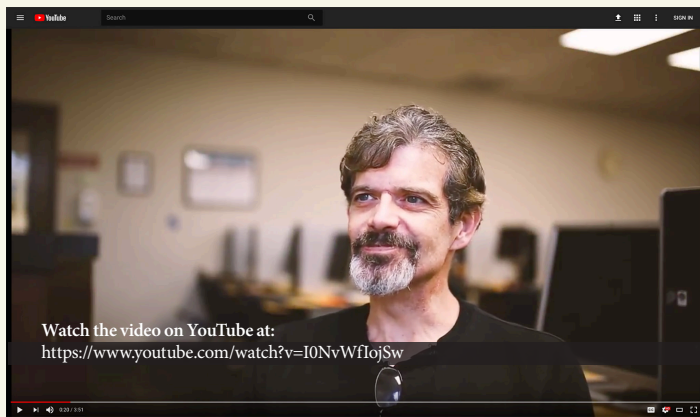
Community Services Division Customer Service Call Center implements Language Based Routing for Spanish speaking customers

The Community Services Division Customer Service Call Center released a new call routing software that facilitates the management of incoming calls by distributing the caller based on their language. We believe that language based routing is key to making the CSCC more accessible and inclusive for our non-English speaking Washington residents by utilizing the diverse certified-dual language skills of our talented staff.

Currently, this new functionality is limited to Spanish-speaking applicants.

With positive feedback from the community in support of the routing system, the service was extended on October 23, for callers who are seeking to complete their Eligibility Review and Mid-Certification Review. We want to thank the CSCC technology team and dual-language staff as they were instrumental in the success of this new service.

R.I.S.E. participant, Timothy Richard O'Brien talks about his success



With RISE enrollments ending January 31, 2018, we encourage past participants to contact a RISE Provider for further information about re-engaging before the Pilot concludes December 31, 2018. For further information about RISE or for a list of participating providers please visit: <https://www.dshs.wa.gov/RISE>



Resource to Initiate Successful Employment (R.I.S.E.)

Resource to Initiate Successful Employment (RISE) – operating in King, Pierce, Spokane and Yakima counties – is a three-year, \$22 million pilot program funded entirely by a grant from the United States Department of Agriculture's Food and Nutrition Services designed to fill service gaps through the implementation of Comprehensive Case Management,



Strategies for Success (SFS) Training and Work-Based Learning services. Participants are active SNAP recipients who meet the Work Registrant Definition and are seeking support to engage in Employment and Training Services. The target populations for the pilot are homeless, veterans, limited English speaking, non-custodial parents owing back child support and long term unemployed.

Since February 1, 2016, the RISE Pilot Project has assisted 1,955¹ participants facing multiple barriers to employment and access to services available under the Basic Food Employment and Training (BFET) program.

The pilot emphasizes wrap around services for barrier reduction through:

- **Comprehensive Case Management:** A case management approach through mentoring and weekly contacts with participants
- **Strategies for Success:** Opportunities to sharpen personal skills through attending a life skills course designed specifically around employability.
- **Work-Based Learning:** Direct employer connections through the assistance of an Employment Navigator, career exploration, employment opportunities and on the job training.

¹ Data as of November 30, 2017

Washington Connection

Tips & Hints

1. Reminder that Community Partner Assisting Agency Supervisors have the ability within the Washington Connection Partner Account to:

- Activate and deactivate Partner Account Users;
- Transfer Users from one supervisor to a different supervisor at the same service delivery site; and
- Modify a User from worker to supervisor and vice versa

A guide to Washington Connection Partner Account Supervisor functions and features is available by contacting your Regional Community Access Consultant. Find your local support at:

<https://www.dshs.wa.gov/esa/community-partnership-program/washington-connection-community-partnership-program>.



2. Washington Connection Community Partners are encouraged to ensure staff users log into their Partner Account to ensure the confidentiality reminders and authorizations are received and your work is tracked.

3. How will I know if I am logged in to my Washington Connection Partner Account?

Community Partner staff that are linked to a Washington Connection Partner Account will know they are logged into the account when they see their name and the service delivery site name on the top right corner, which is located next to the Logout button on the Washington Connection pages.

4. Did you know that Washington Connection has a 30 minute and SecureAccess Washington User ID has a 25 minute inactive timeout?

To avoid being timed-out, ensure that you are not distracted and moving through the pages.

Are you having issues with Multi-Factor Adaptive Authentication Phone Enrollment page?

The phone enrollment page requires users to register a minimum of one phone number that can receive an authentication PIN via SMS text messaging. Some Users attempt to register a land-line and are presented with an error message because a SMS check box is not marked.

To avoid the error message, Users are asked to ensure that a minimum of one SMS box is marked regardless of its ability to receive SMS text messaging.

Partnership in focus

Are you a Washington Connection Community Partner? Does your organization have an inspiring community story or an upcoming event to share? Would you like to share your short story in this newsletter? Please contact Stephanie (Hill) Hart at Stephanie.Hill@dshs.wa.gov for more information.

