

COMMUNITY LIVING CONNECTIONS

—— Seattle & King County ——



Community Living Connections is a network of providers , that can connect individuals with the right kind of help, when and where you need it. Older adults, adults with disabilities, caregivers, family members and professionals can call us to get objective, confidential information about community resources and service options.

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<https://www.communitylivingconnections.org/>



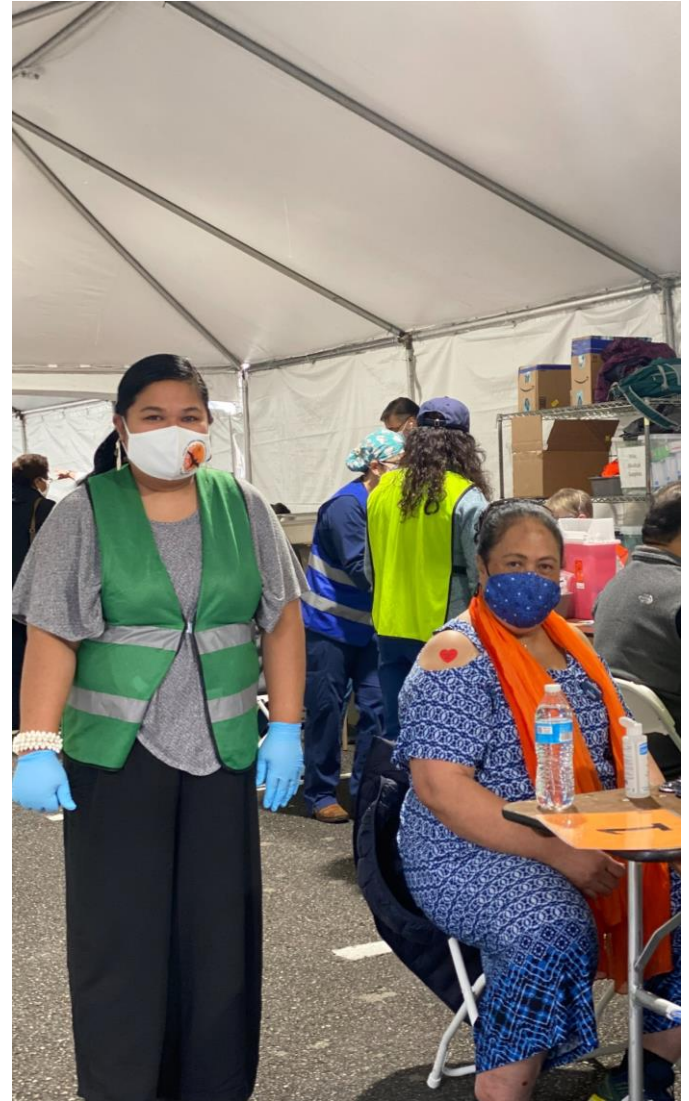
Network Providers:



COMMUNITY LIVING CONNECTIONS

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The Pandemic & the Shift in Human Services



Sound Generations



Neighborhood House



Neighborhood
House



Pre-Pandemic: CLC Network

- ❖ CLC Network held in person
- ❖ In-Person Options Counseling
- ❖ Available Services



The Lockdown & the Shift to a Virtual Working Environment



Service Model: Challenges and Success



The Lockdown & the Shift to a Virtual Working Environment

- What is zoom? Microsoft TEAMS?
- How do we stay socially connected?
- Upgrade in technology and software programs?
- New protocols to manage COVID risk and in person services? How do we operate as a Organization?
- Staff hardships
- Limited staff
- Isolated clients more at risk



A New Virtual Service Model

- Materials/Procedures/Protocols
- Virtual Training
- Limited/NO Home Visits
- Communicating with clients
- Increase in Services



Assessing for Client Needs

- Basic needs
- Emotional and Mental support
- Access to technology and software



Increase of Services Needed in Phase 3 & Beyond

- COVID vaccine locations
- PPE
- COVID test kits
- Medical appointments and visits
- Medical services unavailable
- Transportation
- Emotional & Mental Support
- Food Shortage
- Rent/Housing



Importance of Partnerships: Support as a Network

- Agency to agency service referrals
- Resource sharing
- Working with community members, Gateway referrals
- Increase of CLC Network Providers
- Funding opportunities for purchasing tech items, tech classes, buying items for clients like toilet paper and food online
- How can we lean on each other, as a network, to move forward together – importance of partnerships and relationships.
- Increased demand for services, some funding has left
- Meeting to find out updates and about each other services
- Partnering around areas of unmet needs: clients still behind with evictions due to rent over pandemic, caregiver shortage, affordable housing crisis, funding needs for MOW and other services, volunteer chore services



Successes

- Sound Generations: daily COVID resource share, shifted to weekly, Tanya still does weekly share for Sound Generations staff
- Collaboration with SG program like MOW and Transportation services
- MSW interns
- Increased self care



Key Takeaways

- Pandemic started quickly, initial needs focused more on basic needs and grew into larger needs and emotional support
- Relationships and networking were/are vital
- Checking in, talking to each other about what services you can and can't provide to create a care team for clients. What can you do, what can I do? What can we improve by working together
- Focus on wraparound and no wrong door approaches
- Sharing resources, funding opportunities, virtual meetings still important for quick check ins over TEAMS or Zoom
- Transition to more meaningful in person activities, remembering virtual model still more accessible for many
- Need to focus on mental health of clients and staff



Contact Us

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Aging and Disability Services

Area Agency on Aging for Seattle and King County

