

Make Your AAA the BEST Place to Work!

Lynn Kimball, Executive Director
Aging & Long Term Care of Eastern Washington



ABOUT

AGING & LONG TERM CARE OF EASTERN WASHINGTON

- Our **vision** is to provide the best home and community-based services to support healthy living and aging in place.
- Our **values** are Dignity, Compassion, Service and Knowledge.
- We **help** older adults and adults living with disabilities age at home.
- We **serve** Ferry, Stevens, Pend Oreille, Spokane and Whitman counties.



“Discover the resources you need to plan, prepare for, and support living independently for as long as possible.”





OUR TEAM



131 Employees, 60% client-facing, 81% white non-Hispanic, 81% female

\$31 million budget in 2026

50% of budget goes to local nonprofits for services

Organized as a Council of Governments with 5 counties and 2 large cities

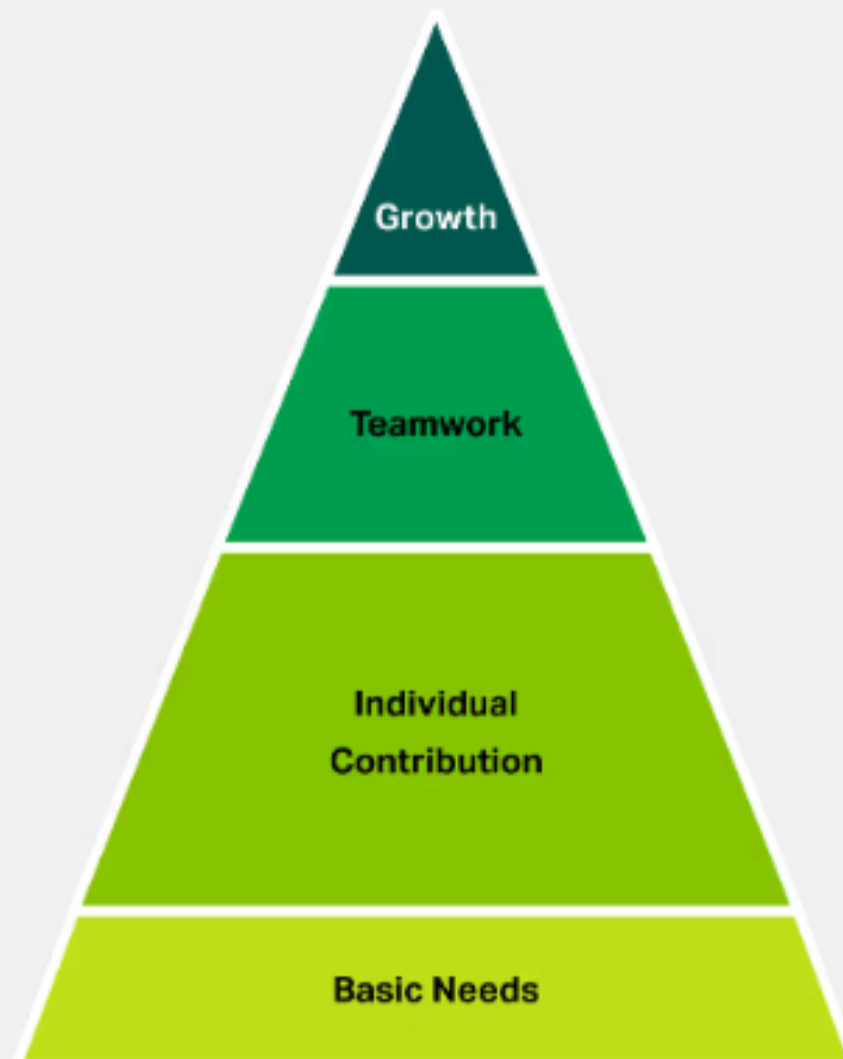
Active Advisory Council



Top Mid-Sized Employer in 2025

- 20% of score employer assessment on benefits, policies, practices, and demographics.
- 80% of score from the employee survey on:
 - General Employee Experience
 - Role Satisfaction
 - Communication and Workplace Culture
 - Supervisor Relationship
 - Training, Technology and Development
 - Diversity and Inclusion
 - Leadership
 - Benefits
 - Work-Life Balance

Where we Started: Gallup Q¹²



Q12. This last year, I have had opportunities at work to learn and grow.

Q11. In the last six months, someone at work has talked to me about my progress.

Q10. I have a best friend at work.

Q09. My associates or fellow employees are committed to doing quality work.

Q08. The mission or purpose of my company makes me feel my job is important.

Q07. At work, my opinions seem to count.

Q06. There is someone at work who encourages my development.

Q05. My supervisor, or someone at work, seems to care about me as a person.

Q04. In the last seven days, I have received recognition or praise for doing good work.

Q03. At work, I have the opportunity to do what I do best every day.

Q02. I have the materials and equipment I need to do my work right.

Q01. I know what is expected of me at work.

Q00. How satisfied are you with your company as a place to work?



Where Leadership Matters

- Creating time and space
- Facilitating budget: small amounts matter!
- Listen and turn it into action
- Communicating boundaries and the why behind them



Engagement Policies

- Know your boundaries
- Make meaningful activities
- Stick to incentives that resonate
- Don't be afraid to change and evolve



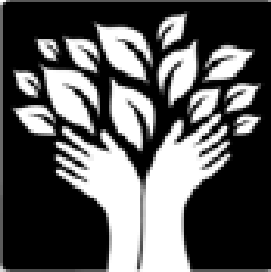
Employee Committees

- Finding Levels of Wellness (FLOW)
- ALTCEW Belonging Committee (ABC)
- Sparks
- Ad Hoc Committees – Moving, Engagement, Emerging Leaders, Values, and more



SNAPs

Date:

 **Aging & Long Term Care**
OF EASTERN WASHINGTON

☐ Don't read my note at the drawing

S N A P S

Sharing Notes of Appreciation & Positive Support



You are Valued

YOU ARE

Valued

To:

VALUE(S) DEMONSTRATED:

Compassion ☐ Knowledge ☐ Dignity ☐ Service ☐

KUDOS FOR:

Sender – Fill out the form and send it directly to the recipient.

Recipient – We would love to share your values. If you are OK with us sharing it, complete the form and save it in F:\MSFILES\ALTCEW Agency Values\Peer to Peer Recognition\Staff Recognition

Check all that apply:

☐ *During an upcoming SNAPS drawing* ☐ *In a newsletter* ☐ *On a bulletin board* ☐ *On social media*



Activities that Resonate with Your Culture

- Service opportunities
- Mental and emotional wellness activities
- Financial wellness
- Potlucks!
- All employee meetings
- Education, training, book groups, and development opportunities





Questions? Ideas?



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