



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**March 17, 2014**  
 Prepared by Lisa Sheppard, Director

Below are two tables, one for performance measures and one for workload indicators, showing FY 2013 actuals, FY 2014 targets, February 2014 totals and fiscal year-to-date totals. Some information is not yet available and will be reported in future months. Additional detail may be reported in the program sections below. Numbers highlighted in yellow have been revised since the last report.

The general target is 66.66%, keeping in mind that some numbers will be unevenly distributed throughout the year.

<b>MEASURE</b>	<b>FY 2013 Actuals</b>	<b>FY 2014 Target</b>	<b>February 2014</b>	<b>Total Last Report</b>	<b>Total/Avg. to Date</b>	<b>% Target</b>
# Receiving Independent Living Services	317	350	12	241	253	72%
# Receiving Meals on Wheels	349	373	27	325	352	94%
# of Seniors Receiving Congregate Meals	817	832	30	707	737	89%
# of Eagle Transit Dial-A-Ride Customers	368	470	73	563	636	135%
# of RSVP Volunteer Hours	40,468	32,000	not yet available	44,144	44,144	138%
# of Public Outreach/Education/Media Efforts	35	48	8	45	52	108%
% of MOW/Ind. Liv. Recipients/Intake at Moderate to High Risk of Institutionalization	N/A	70%	not yet available	84%	84%	120%
Per Meal Cost of Nutrition Services	\$6.08	\$6.00	\$5.91	\$5.64	\$5.91	99%
% of Annual Survey Respondents Who Indicate Overall Satisfaction with AOA Services	N/A	90%	N/A	N/A	N/A	N/A
Maximum # of Public Complaints About Transportation Services ( 5 per month, no more than 60 annually)	N/A	60	not yet available	15	15	25%

WORKLOAD INDICATOR	FY 2013 Actuals	FY 2014 Target	February 2014	Total Last Report	Total/Avg. to Date	% Target
<b>Nutrition</b>						
Meals Served	76,893	78,000	6,817	48,572	55,389	71%
# Nutritional Assessments Conducted	not available	560	not yet available	300	300	54%
<b>Transportation</b>						
Total Ride Count	93,833	96,000	7,527	53,107	60,634	63%
Dial-A-Ride Count	34,083	40,320	2,305	18,026	20,331	50%
City, Commuter and Other Ride Count	59,750	55,680	5,270	35,081	40,351	72%
<b>Information and Referral</b>						
Outreach, Info and Referral Contacts	15,896	16,300	1,716	10,618	12,334	76%
<b>Independent Living</b>						
Homemaker Units of Service	3,318	3,780	230	1,812	2,042	54%
Escorted Transportation Units of Service	1,845	1,768	183	1,154	1,337	76%
Respite Units of Service	2,742	2,932	270	1,264	1,534	52%
Community Support Units of Service	N/A	N/A	32	197	229	N/A
Medicare/Insur. Counseling Units of Service	not yet available	1,300	136	1302	1,438	111%
Monthly Ombudsman Visits	19	19	15	19.6	19.0	100%
<b>RSVP</b>						
Volunteers Recruited/Enrolled	493	500	not yet available	488	488	98%
Volunteer Work Stations Developed and Maintained	59	60	not yet available	83	83	138%
RSVP Newsletters Produced and Distributed	4	6	not yet available	4	4	67%

## AOA Administration

### *Budget*

- FY 2015: Completed draft of FY 2014 revisions for submission to Finance by 3/31/2014
- FY 2015: Completed and submitted performance measures

### *State/Legislative Issues*

- Lisa prepared and submitted a funding analysis for Area IX to M4A in preparation for legislative session.

### *Building*

- **New building:** Nothing to report
- **Kelly Road:** Nothing to report

### *Advisory Council*

- The AOA Advisory Council and Finance Committee meetings were held on 3/13/2014.
- The primary topic discussed was the status of preparation for the Governor's Conference.
- Lisa also walked members through the report she presents to the Commissioners on a monthly basis.

### **Governor's Conference on Aging – May 6-7, 2014 in Kalispell at the Red lion Hotel**

- The AOA Council Conference Planning Committee and subcommittees continue to meet regularly. The current focus is on marketing the event. Articles will appear in the upcoming Senior Scoop and Montana Senior News. Board member Mary Meister has been leading the search for centenarians, including an interview on KGEZ. The Daily Inter Lake is running a series of articles leading up to the conference. The first was on the centenarian luncheon, the next will be on the program sessions. Flyers have been distributed in multiple locations and have been mailed and emailed to a wide variety of stakeholders. Presentations have been made to all senior centers. The registration and program information will also be on AOA's county web page by this afternoon. Thanks IT!
- Registration is \$50 per person. Forms are available at AOA and online at <http://www.dphhs.mt.gov/sltc/services/aging/conference/index.shtml>. Scholarships are available for seniors on fixed incomes who would like to attend. The scholarship application has been made available at all senior centers and will be available online.

### **Outreach/Education/Media** - Increased outreach is a goal in our Area Plan on Aging (Oct. 2011- Sept. 2015)

- On 2/5/14, Lisa Sheppard, Director, was the featured speaker at the local BNI chapter," about 16 in attendance.
- On 2/12/14, JR Isles, Nutrition Manager, spoke to the Lakeside Community Club, about 75 in attendance.
- On 2/20/14, I&R staff and AOA board members participated in the KRMC Heart health Fair at FVCC. They spoke to and distributed information to about 50 people.
- On 2/27/14, KGEZ highlighted AOA services and arranged for Sen. John Tester to come on the air to talk about funding issues and support for aging services.
- Also in February:
  - I &R staff gave one presentation at North Valley Senior Center, 20 in attendance
  - Volunteer Ruth Pomeroy presented on fraud prevention at The Springs at Whitefish, 25 in attendance. Staff at the Springs followed up with Ruth to let her know how valuable attendees found the presentation. Some quotes: "This is information everyone should hear." "I feel empowered." "This makes me feel like someone cares."
  - AOA board member Mary Meister was interviewed on KGEZ regarding the search for local centenarians to be honored at the Governor's Conference.
  - Kalispell Senior Center Office Manager, Khit Harding, promoted the Governor's Conference on KGEZ.

### **Eagle Transit**

- The annual United Way application is due and will be submitted today. We are requesting \$10,000 to assist with match funding for a new bus.
- The Commissioners approved the updated Transportation Coordination Plan and the Montana Department of Transportation (MDT) 5311 federal grant application on 2/26/14. The application was submitted that same day.
- Eagle Transit is required b MDT to adopt a Title VI non-discrimination plan. The Commissioners approved the plan on 2/26/14 and it was submitted to MDT along with the 5311 application.
- We are in the process of finalizing plans to use the additional \$27,000 in New Freedom funds.
- The Eagle Transit Advisory Board met on 3/6/14. Members discussed the Board's charge and potential changes to the bylaws. Recommendations will be sent to the County Attorney's office shortly for review.
- Eagle Transit staff continue to work with Routematch to improve reporting capacity and accuracy.

## **Nutrition**

- Educational materials and the “Senior Scoop” are sent out monthly to all Meals on Wheels and nutrition sites (approximately 250 recipients).
- We are experiencing an increase in the number of recipients from Hungry Horse whose families/friends are driving into Columbia Falls to pick up meals for them.

## **I & R/Assistance**

- AOA staff continue to update info in the new database that did not export from the old system. There are about 250 assessments that need to be entered.
- We have reposted the Outreach Coordinator position. It closes on 3/21/14.
- Staff assisted 60 area seniors to apply for the Montana Home Owner/Renter tax credit.
- Staff have taken on responsibility for the telephone reassurance calls while working with RSVP to develop a new volunteer curriculum/training program for this service. Thank you to United Way volunteers for providing this service for many years!

## **RSVP**

- We have hired the new Project Coordinator. Welcome Tony Brockman!
- The “All Schools Cribbage Tournament” on 2/26/14 was a great success.
- The annual United Way application is due and will be submitted today.
- RSVP staff will be participating in the United Way Share Fair in early April.
- The RSVP board met on 2/19/14.
- Staff updated the RSVP fact sheet for 2013 (attached).

## **Senior Mobile Home Repair**

- The Advisory Board meeting was held 3/11/14.
- 4 projects were completed since the February meeting.
- 11 projects are in progress.
- Funding:
  - \$1500 was awarded from Flathead Electric/Roundup for Safety.
  - The Kalispell Rotary is applying for a \$2500 district grant to benefit the program.
- The program will be highlighted at the Governor’s Conference.

**Senior Centers** - A primary AOA focus is outreach to area Senior Centers to build relationships, extend support, and explore new opportunities for partnership.

- Whitefish: The Whitefish Community Center participated in Winter Carnival festivities and crowned a senior King and Queen.
- Kalispell: Office Manager Khit Harding has a regular spot on KGEZ. They continue to work on the house to get it ready to rent out. They made \$300 on the recent spaghetti feed. Several group outings are in the works, including the Summit, The Springs at Whitefish, Glacier Park, Flathead Lake and a picnic at Lone Pine State Park.
- Columbia Falls: They are holding a pancake supper next Friday, March 21<sup>st</sup>, to help raise funds for a new freezer as they are seeing an increase in requests for frozen meals.

**Story:** She warms hand and hearts!

Emma Shero has been crocheting hats, mittens and baby blankets since 2008 and has spent 4,700 hours doing so. Recently Emma was admitted to the hospital. While being admitted, one of the nurses caring for her noticed her name on her arm band. She asked Emma if she was mentioned in the Daily Inter Lake in a December article on the RSVP volunteers who knit, crochet and sew for the Governor's Winter Ready Program. Emma said yes and commented on how important it is to her to be able to keep kids warm. The woman then told her that she had remembered her name from the paper because her son had received a hat and mitten set when they were distributed at the Kila school. She had wanted to be able to meet the person who made them and thank her for the time and effort put into making the hats and mittens. The woman was so glad she could meet Emma and thank her personally, and Emma was happy to share more information about the Winter Ready program. While talking about it, another caretaker walked in and heard the conversation about hats and mittens and noted that she had also seen the article in the paper and was happy to meet Emma in person! Emma's response was – "I'm glad that I was in the paper for doing something good, and not reading my name in the Obituaries!" Emma has a big heart and good sense of humor.