



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**April 20, 2015**  
Prepared by Lisa Sheppard, Director

On the last page are two tables, one for performance measures and one for workload indicators, showing:

FY 2013 actuals

FY 2014 targets

FY 2014 actuals

FY 2014 actuals as a percentage of annual targets

FY 2014 actuals as a percentage of FY 2013 actuals

FY 2015 actuals for July 2014

FY 2015 targets

FY 2015 actuals through March 31, 2015 as a percentage of FY 2015 annual targets

**The general target is 75% for FY 2015 through March 31st**, keeping in mind that some numbers will be unevenly distributed throughout the year, some will lag 30-90 days due to subcontractor billing/reporting and/or volunteer reporting and some will change during the end of the fiscal year reconciliation process. 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.

**Data to note:**

1. Assuming the pace of meal service remains the same for the remainder of the fiscal year, we are on track to serve 83,000 meals. The increase in meals is due in large part to the rise in the number of home-delivered meal recipients.
2. Total transportation rides are right on target for this time of year. Dial-A-Ride numbers are lower and general rides are higher than anticipated. However, this is due in large part to more accurate tracking of rides by type rather than a true shift in ridership.
3. Information and Assistance and Independent Living stats typically lag at least one month. This report provides numbers as of the end of February 2015.
  - a. I&A contacts through February represent 71% of the target, which is about 4% higher than expected.
  - b. The total units of IL services provided are at 65% of the total target through February, which is on track for the fiscal year).

**AOA Administration**

***Budget***

- Staff have completed the administrative budget review. However, final contract budgets will not be available from DPHHS until the state budget is signed.

***Staff Development***

- Admin staff attended the Cascade County Government Accounting Training in Great Falls on 3/23-24.

### ***State/Legislative Issues***

- Development of Area Plan for October 2015-September 2019:
  - The draft has been submitted to DPHHS. After DPHHS review, we will revise the draft as needed and submit to the Commission for final review and approval.
- State legislative update:
  - The budget currently under discussion contains a 2% provider rate increase and an additional \$250,000 per year for aging services over the coming biennium.
  - SB180, which provides for a % of car rental tax collections for public transportation for older adults and people with disabilities, passed the third reading in the House and moves onto the Governor's desk.
- Montana Area Agencies on Aging Association (M4A)
  - Lisa and Kathi will attend the quarterly M4A meeting in Helena next week.
- The annual Governor's Conference on Aging is combined this year with the Montana Gerontology Association Conference, to be held in Helena May 12-14. Several AO staff will attend. In addition, M4A made some additional training funds available to each Area Agency, which allowed us to offer stipends to senior center members to attend the conference as well.

### ***Building***

- **New building:**
  - On 3/18/2015, the official Groundbreaking Ceremony took place with remarks by Commissioners and AOA Advisory Council Chair Lois Katz. Approximately 120 people attended, and many of them brought shovels and joined in the actual breaking of ground. Thank you to CTA for the coffee and doughnuts!
  - Local landscaper Dave Reynolds of Alpine Landscaping is donating the patio build. Plans are underway to recognize Dave for his very generous donation. Diane Queen Miller continues to raise funds, which will go to support furniture and other accessories for the project. Total raised to date is approximately \$5,300.
- **Kelly Road:** Nothing to report.

### ***Advisory Council***

- The Finance Committee met at 1:30 pm on 4/9/2015 to review the financial reports. The full Council meeting followed at 2:00 pm. Members discussed committee goals.
- There will be no meeting in May due to the Governor's Conference. The next meeting is scheduled for June 11, 2015, 2:00 pm at The Summit.

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

Note: Transportation related outreach will be noted in the Eagle Transit section below.

- 3/2/2015, Lisa was interviewed on KGEZ (regular spot).
- 3/3/15, Lisa presented to the Kalispell Noon Lion's Club, approximately 20 people in attendance.
- 3/10/2015, Christine Neater presented on the upcoming Caregiver Support Workshop series at the Bigfork Community Center.
- 3/20/2015, Christine and Ruth Pomeroy presented to the Rocky Mountain Rollers regarding AOA services and fraud prevention, 14 in attendance.
- 3/21/15, Senior Mobile Home Repair Program was featured in a video shown at the annual meeting of Flathead Electric Coop.
- 3/31/2015, Leslie Potter presented on the Winter Ready Program to potential volunteers at Buffalo Hill Terrace, 12 in attendance.
- Information about and coverage of the Groundbreaking Ceremony appeared in multiple print and news media.

## Eagle Transit

- Montana Department of Transportation (MDT):
  - The 3<sup>rd</sup> Quarter Report is due at the end of April.
- Operations:
  - Commissioners approved changing the .5 Dispatcher position to a .75 position. This position is in the interview stage. The open .5 Driver position has been reposted.
  - The extended hour route in Columbia Falls has been finalized and will be posted for the required two week public notice period this week.
  - RouteMatch:
    - We have just completed month two of the three month trial period using the RouteMatch server. We continue to experience problems related to this transition. If they are not resolved by the end of the three-month trial, we will ask to continue the trial for another three months at no cost to us.
    - The Call Notification Module is now in the testing phase. It is not yet working as planned. We have agreed on a 30-day time frame to resolve all issues related to this module.
    - We continue to experience “bugs” related to the recent software upgrade.
    - MDT has confirmed we don’t have another option and must continue with RouteMatch.
- Glacier National Park:
  - We are preparing for the upcoming season, which will start in July.
  - Park officials presented to Commissioners on 3/16/15.
- Transportation Advisory Committee (TAC):
  - The TAC met on 4/2/15, with a focus on deciding next steps relative to the Transportation Plan.
- Jim Boyd, Transportation Manager and Dale Novak, Glacier Park Operations Lead attended the Montana Transit Association Spring Conference in Great Falls, April 8-10.

## Nutrition

- Nutrition education about pasta went out to all meal sites and to all Meals on Wheels recipients on 3/16.
  - There was a big turnout for St. Patrick’s Day with 462 corned beef and cabbage meals served.
  - The annual Older Americans Picnic will be held on June 19<sup>th</sup> from 11:00-1:00 at the Expo building at the Fairgrounds. The theme is “Celebrating Summer at a Country Fair,” and we will be honoring veterans.
- We’d love for the Commissioners to join us!**
- Once again, Meals on Wheels drivers assisted clients with emergencies. One driver obtained medical assistance for a client who had fallen in his garage and had been on the floor overnight. Another driver discovered a kitchen fire at a client’s home and put it out.

## I & R/Assistance/Ombudsman

- AOA is partnering with Immanuel Lutheran Communities to provide a six-week Caregiver Support workshop series in Bigfork, which started April 6th. Immanuel Lutheran staff are teaching the course. AOA staff promoted the series and is offering respite to caregivers who need it in order to attend. Approximately 30 people are participating.
- We are now producing a monthly newsletter delivered via email, print and web. April is the first edition (attached).
- We have added the following items to our webpage: monthly reports to the Commissioners, menus, newsletters, I&A service brochures and information, and pictures of the new building construction.
- IT has submitted the client database they created for us for a 2015 NACo Achievement Award. They truly deserve recognition for this project as it allows us to maintain electronic records, capture a variety of client data and generate client service statements that are the basis for all our client contributions.
- Data reports: of active clients assessed
  - 65% are at moderate to high risk based on physical health needs

- 48% need assistance with transportation
- 13% are experiencing noted cognitive decline
- 16% have significant mental health needs
- 15% have limited social connections
- 70% need help with household and/or personal tasks
- 60% live alone
- 38% have at least one life factor rated at the highest risk category

### **RSVP**

- Grant update: We are still waiting for an answer to our request to roll over unexpended funds from the expired pilot project into our new grant budget.
- The RSVP Advisory Council met on 4/15/15 and welcomed new members Nadine Eckert and Hugh Austin.
- Two volunteer opportunities emails were sent to all volunteers and include opportunities with Lone Pine State Park, Big Brothers Big Sisters, Salvation Army, North Valley Head Start, Immanuel Lutheran Communities, and Kalispell School District 5.
- Preparations are in full swing for the annual RSVP Volunteer Recognition Banquet on May 19<sup>th</sup> at Northridge Lutheran Church.

### **Senior Mobile Home Repair**

- Advisory Board meeting was held on 4/13/15 at 9:00 am at Flathead Electric. Next meeting 5/11/2015.
- Nine projects have been completed since last month's report; 11 are in progress.
- Funding:
  - \$1000 pledged from Plum Creek
  - Preliminary discussion with VA about paying for ramps for veterans

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

- The CDBG grant to improve area Centers is on track for submission.
- Members from each of the area Centers participated in a round table discussion with Senator Tester about aging issues in the Valley on 3/20/15.
- Four area Center members are taking advantage of the training stipend from AOA to attend the upcoming Governor's Conference.

### **Story: Meaningful Contributions**

As we go through the budget process for FY 2016, I am reminded of how important client contributions are to our ability to provide services. To be sure, they add substantially to the real dollars needed to do our work – to the tune of about \$125,000 a year – but they also represent the dignity and independence of older Montanans who have worked hard all their lives to raise their families and build their communities. Even though 95% of the people we serve meet the federal definition of low income, 82 % live on very low incomes or less, and 32% are living at or below poverty, the vast majority of our clients contribute to the cost of the services they receive. In fact, for many, it is the opportunity to make a payment, however small, that allows them to accept the help they desperately need.

It's a true win-win. We couldn't provide the level of service we do without the contributions, and many clients wouldn't accept the service without the option of making them.