



Report to the Commissioners
Area IX Agency on Aging, Flathead County
October 21, 2013
 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, August 2013 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.

Performance Measures and Workload Indicators

MEASURE	FY 2013 Actuals	FY 2014 Target	September 2013	Total Last Report	Total/Avg. to Date	% Target
# Receiving Independent Living Services	317	350	17	163	180	51%
# Receiving Meals on Wheels	349	373	25	216	241	65%
# of Seniors Receiving Congregate Meals	817	832	60	462	522	63%
# of Eagle Transit Dial-A-Ride Customers	368	470	68	383	451	96%
# of RSVP Volunteer Hours	40,468	32,000	not yet available	0	0	not yet available
# of Public Outreach/Education/Media Efforts	35	48	5	11	16	33%
% of MOW/Ind. Liv. Recipients/Intake at Moderate to High Risk of Institutionalization	N/A	70%	91%	82%	84%	120%
Per Meal Cost of Nutrition Services	\$6.08	\$6.00	\$5.11	\$3.18	\$4.15	69%
% 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 per Month (no more than 60 annually)	N/A	5	not yet available	2	not yet available	not yet available

* Based on staff assessment using “at-risk” matrix

WORKLOAD INDICATOR	FY 2013 Actuals	FY 2014 Target	September 2013	Total Last Report	Total/Avg. to Date	% Target
Nutrition						
Meals Served	76,893	78,000	6,464	13,787	20,251	26%
# Nutritional Assessments Conducted	not yet available	560	not yet available	63	not yet available	not yet available
Transportation						
Total Ride Count	93,833	96,000	7,654	16,436	24,090	25%
Dial-A-Ride Count	34,083	40,320	2,561	5,563	8,124	20%
City and Commuter Ride Count	59,750	55,680	5,093	10,873	15,966	29%
Information and Referral						
Outreach, Info and Referral Contacts	15,896	16,300	1,435	2,795	4,230	26%
Independent Living						
Homemaker Units of Service	3,318	3,780	251	517	768	20%
Escorted Transportation Units of Service	1,845	1,768	160	276	436	25%
Respite Units of Service	2,742	2,932	197	426	623	21%
Community Support Units of Service	N/A	N/A	33	48	81	N/A
Medicare/Insur. Counseling Units of Service	not yet available	1,300	29	273	302	23%
Monthly Ombudsman Visits	19	19	21	23	22	116%
RSVP						
Volunteers Recruited/Enrolled	493	500	10	448	458	92%
Volunteer Work Stations Developed and Maintained	59	60	82	59	N/A	139%
RSVP Newsletters Produced and Distributed		6	1	0	1	17%

AOA Administration

Budget

- FY 2013: All transactions properly recorded and final financial reports for DPHHS completed and submitted (reconciled to CSA).
- FY 2014: Continuing review of FY 14 estimates; anticipate requesting a budget amendment to address any changes needed.

State/Legislative Issues

- **Community First Choice Committee:** Lisa was unable to attend the meeting in Helena on 9/20/13 as planned.
- **M4A:** Lisa will be unable to attend the quarterly M4A meeting in Helena on 10/23-24/due to conflict with AOA Board meeting.

Building

- **New building:** A proposal was made to Commissioners by Dr. Shane Hill on 10/17/13 regarding potential site for AOA on Hwy. 93 north of Reserve.
- **Kelly Road:** Several complaints have been received from meal clients regarding lack of striping in parking lot. Jed Fisher will obtain quotes for possible striping in spring.

Advisory Council

- The Finance Committee and Council will meet on 10/24/13 (rescheduled from 10/10/13).
- The Planning Committee for the Governor's Conference on Aging to be hosted by AOA in May 2014 met on 9/16/2013 and 10/18/2013. The next two meetings are scheduled for 11/15/13 and 12/13/13.

Research and Program Evaluation

- We will report on the results of the following studies when they are available: 1) U.S. Administration on Community Living on the effectiveness of different approaches to service provision to inform better delivery of long-term services and supports (LTSS), and 2) U.S. Department of Health and Human Service's Eighth National Survey of Older Americans Act Participants in coordination with the Montana DPHHS.

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

- On 9/3/13, the Daily Inter Lake profiled Lois Katz, RSVP volunteers and AOA/RSVP Board member, in the active senior column.
- On 9/10/13, Lisa was the keynote speaker at the annual RSVP volunteer recognition banquet (140 people).
- On 9/10/13 Ruth Pomeroy provided fraud/abuse information to attendees at the RSVP banquet.
- On 9/23/13: Lisa spoke to the local Democratic Women about AOA services.
- Educational material about fire safety and copies of the Senior Scoop were delivered to all MOW clients and nutrition sites.

Eagle Transit

- The Transportation Advisory Board met on 10/3/13. Members discussed job postings, schedule changes, and budget issues.
- Lisa attended the Montana Dept. of Transportation management workshop in Helena 10/9-10/10/13.
- Final wrap-up of the park season is almost complete. There has been a short delay in billing due to the federal government shut-down, but outstanding invoices will be submitted to GNP on Monday.
- Human Resources:
 - The Transportation Manager position was posted on 10/9/13 and will run through 11/6/13 on the County web site, through the Flathead Job Service, and on the CTAA and APTA web sites. Lisa also distributed the notice at the MDT management workshop.
 - The Park Operations Lead position has not yet been posted.

Nutrition

- Nutrition Manager J.R. Isles participated in the Earthquake preparedness tabletop exercise on 9/20/13.
- Meal/food donations were made to Samaritan House and the Food Bank.
- We provided approximately 80 pounds of fresh fruit and vegetables for clients to take home from the Kelly Rd. meal site.

I & R/Assistance

- Welcome to Todd Davis, our new Ombudsman. He came on board and completed his required training earlier this month.
- Congratulations to Ruth Pomeroy, RSVP volunteer. She created easy-to-read pamphlets to educate seniors about fraud and abuse. DPHHS staff were so impressed with them that they are going to recommend their use statewide.

- Medicare open enrollment began October 15, 2013 and runs through December 7, 2013. AOA staff and volunteers will offer Medicare counseling by appointment at Kelly Road and the senior centers.
- Additional client data:
 - 47% are rated at the highest risk of institutionalization in at least one category.
 - 55% are at a high overall risk of institutionalization.
 - 67% live alone (in comparison, 27.5% of all seniors in Montana live alone)
- This week we began testing the new client database that IT developed for us. Glowing reviews so far!

RSVP

- Grant update: **We have been awarded an additional \$90,000 from CNCS to address local needs related to health care access and to increase supports to help seniors age in place.**
- 140 volunteers attended the Annual Volunteer Appreciation Banquet on 9/10/13. Forty-five businesses contributed door prizes and other support to make the banquet a huge success!
- The RSVP Advisory Board met on 9/26/2013. Members discussed the new grant, debriefed the banquet, discussed progress on the school cribbage program and joint gift wrap fundraiser with Kalispell Senior Center.
- RSVP is participating in the effort to help students who are homeless. Volunteers will fill backpacks with food for the weekend for students identified by the project.
- **Thanks to Camas Creek Yarn** for partnering with us for this year's "Winter Ready" program! In October and November, they are offering a 50% discount on yarn to knitters donating to the program.
- Speaking of Winter Ready, **a special thanks to Diane Williams** for making more than 1600 hats over the past few years!

Senior Mobile Home Repair

- The October Advisory meeting was canceled.
- Funding:
 - BNSF request for \$3500 was resubmitted
 - An application for \$10,000 has been submitted to the Oro y Plata Foundation.

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

- On 9/17/13, the Daily Inter Lake reported on Russ and Jean Penne's 60th anniversary celebration.
- Kalispell Senior Center will be hosting a free Health and Wellness screening on 10/29/13 from noon-2:00 sponsored by AOA, North Valley Embrace Health, Frontier Hospice, Home Options, Eagleview West Life Care Planning, and The Retreat at Buffalo Hill.
- County Commissioners are seeking a \$30,000 CDBG planning grant to assess needed repairs/improvements to all senior center buildings owned by the County (Kalispell, Whitefish, Columbia Falls and Bigfork). The County would provide \$10,000 in matching funds. The County will request that the City of Kalispell host the grant. **Thanks Commissioners!**

Story: It's Nice to Hear We Are Making a Difference

"Thank you for all you do for me, especially Meals on Wheels. They are my life savers – can't do without them. God bless you all." – D.H.

"Dear friends at AOA and particularly Steve Burgland and Jim Atkinson, an A+ for everybody. This senior is so grateful for all that you've done. I now can stay in my home and with dignity and safety because of you. Thank you, donors, for all you have contributed to help seniors in mobile homes. God bless you and keep you! Keep up the good work, and you'll be in my prayers." – S.T.