



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**October 17, 2016**  
Prepared by Lisa Sheppard, Director

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

FY 2015 actuals

FY 2016 annual targets

FY 2016 actuals

FY 2016 actuals as a percentage of annual targets

FY 2016 actuals as a percentage of FY 2015 actuals

FY 2017 actuals to date

FY 2017 annual targets

FY 2017 actuals as a percentage of FY 2017 annual targets

**The general target is 25% for FY 2017, July 1 – September 30, 2016**, 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:**

- Eagle Transit rides continue to be just slightly below target for the year and are on par with rides to date this time last year.
- Eagle Transit complaints are up, partially due to the major change in Dial-A-Ride service rules, but also because we have improved our complaint recording system.
- Independent Living service unit numbers lag 30-60 days. However, we are still not up to full capacity for IL services with the exception of Community Support/Senior Companion. Homemaker service numbers are especially low as some of the people whose services were suspended last year because of budget concerns were not reinstated due to a variety of factors.

**AOA Administration**

***Budget and Contracts***

- DPHHS was awarded a new NCOA Benefits Enrollment Center (BEC) grant that includes our area (IX) plus areas V and VI. We will receive \$15,530 for use October 2016-September 2017.
- Staff provided Finance with documents needed for the upcoming annual audit.

***State/Federal/Legislative Issues***

- Lisa will participate in the Governor's Advisory Council meeting on October 25<sup>th</sup> and will facilitate the M4A quarterly meeting in Helena, October 26-27. Lisa's term as M4A President will end in October. She will serve as Vice-President for the next two year term.
- Governor Steve Bullock announced in September that his budget for the coming biennium will include an additional \$1.5 million for Area Agencies on Aging to provide supportive services that help older adults stay in their homes and communities; \$120,000 per year to continue the Lifespan respite program and

support for the CARE Act which recognizes the critical role of caregivers in preventing costly institutionalization.

- AOA will host one of the 2017 Governor's Conferences on Aging.
- Lisa participated in a Center for Medicare and Medicaid Services regional "listening session" at Kalispell Regional on 9/22/16.

### ***Building***

- The South Campus Open House, October 12-14, was a huge success. Activities included a ribbon cutting ceremony, building tours, door prizes, information tables (AOA/RSVP, Health Dept.), card games and bingo, line dancing, Medicare 101 classes, healthy aging and falls prevention classes, an NFL football party and taco bar and a screening of a recently released documentary on the Care Farm Program. More details will follow in the November report.
  - Thank you Commissioners for helping make this a very special event!
  - Thanks to all the AOA staff and volunteers who made everything seem so easy and smooth (even though it was really a lot of hard work), and especially to our Community Outreach Coordinator, Christine Neater, who led the effort and attended to every detail.
- We are participating on a Building Committee that includes Mike Pence, Maintenance, Planning and Zoning, Elections, Health Dept. to resolve remaining punch list items and address other building issues as they arise. Our first meeting is tomorrow at 2:00 pm.

### ***AOA Advisory Council***

- In lieu of the regular monthly meeting, Council members toured two of the farms in the Care Farm Program on 10/4/2016.
- The next meeting is scheduled for November 10, 2016 in the South Campus second floor conference room.
- Vacancies have been posted and letters of interest are due on November 10<sup>th</sup>. Lisa met with two potential candidates.

### **Outreach/Education/Media**

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

- September data is not yet available and so will be reported in the November report.

### **Eagle Transit**

- Montana Department of Transportation (MDT):
  - FY 2016 4<sup>th</sup> quarter reports were submitted on 9/19/16.
  - FY 2016 4<sup>th</sup> quarter financial desk review was completed and submitted 10/11/16.
  - We received a new 27-passenger bus approved in the FY 2016 funding cycle. MDT has completed their onsite inspection of the bus. Tara is reviewing the related contract, so it should be ready for Commissioner approval and signature shortly. Once approved, we will submit the contract to MDT along with the \$13,656.86 in matching funds.
  - MDT has informed us that we can expect the on-board camera systems shortly and the two 17-passenger buses approved in FY 2015 sometime in January.
  - We continue to work with MDT to develop an RFP for the Transportation Development Planning Grant recently approved for \$40,000 (\$32,000 from MDT, \$8,000 match).
  - Transportation Manager Jim Boyd and Lisa Sheppard attended the annual mandatory MDT training in Helena October 4<sup>th</sup> and 5<sup>th</sup>.
- Operations:
  - A .75 driver position has been reposted. A .75 dispatcher position is in the interviewing process.
  - We have approved a TV commercial script and are working with the production staff to shoot video.
- Transportation Advisory Committee (TAC)

- The TAC met on 10/6, 8:30-10:00, in the South Campus building. The agenda included updates on bus shelters/wraps, status of changes to the Dial-A-Ride service, TDP grant, GNP end-of-season report, the upcoming Transportation Coordination Plan process and the new Age-Friendly Flathead initiative.
- The next meeting will be January 5, 2017.
- Glacier National Park
  - The new 5-year Cooperative Agreement is on the Commissioners' agenda today for signature.
  - Glacier National Park staff will update Commissioners on the shuttle service and other issues tomorrow at 10:30 am.

### **Nutrition**

- Dining room meal service is increasing steadily at the South Campus. Our high day to date was 126 meals served (up from 85 last month).
- Educational materials on the importance of exercise were sent to all MOW recipients and to all meal sites in September.
- The Nutrition Committee met on 9/20/16.
- JR attended CDM certification training in Billings the last week of September.

### **I & R/Assistance/Ombudsman**

- Medicare Open Enrollment runs from October 15<sup>th</sup> through December 7<sup>th</sup>. Staff have been busy taking appointments and are booked almost all the way through November.
- We held our first Medicare 101 class as part of our Open House (34 people attended). We plan to begin offering this class once a month.
- I&A call and walk-in volume has increased since moving into the new building. We are looking at temporary staffing options as well as social service interns.
- The Age-Friendly Flathead planning committee met on 9/6/19 and 9/19/18. The next meeting is set for tomorrow at 8:30 at Immanuel Lutheran.

### **RSVP**

- Grant update:
  - The financial and progress reports for the quarter ending 9/30/16 are due at the end of this month.
  - Staff are attending a statewide RSVP meeting in Helena this week.
- The September shred event was well-attended.
  - 108 people had their personal documents shredded (compared to 69 last year), totaling 3,940 pounds.
  - 968 pounds of food was collected for veterans.
  - 12 RSVP volunteers served.

### **Senior Mobile Home Repair**

- The Advisory Board met on 10/11/16.
- 21 projects are in progress and 6 have been completed since the last report.

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

- Governor Bullock met with about 12 seniors at the Whitefish Community Center on September 22<sup>nd</sup>, to learn about the services the Center has to offer and to hear their concern/answer questions re home and community-based aging services in Montana. Lisa attended.
- Options for a new Bigfork Community Center continue to be explored.
- The County Attorney's office is working on new lease agreements for the centers.

## **Story – Mobile Home Repair “Angels”**

A woman whose mobile home we recently repaired sent this letter of thanks:

I'll tell you a story of a woman who is financially destitute, who felt hopeless and helpless and very much unsafe in her living conditions every time she went into her bathroom with the holes in the floor, no grab bars in the bathtub, and the hot water heater corroding, not working and threatening to catch fire...scared of going out the back door with no hand rails and the steps that were thrown together...not being able to even go out the front door because the steps were too rotten...alone with no family...to help her.

Then God sent the Angels to make life safer and worth living again and making it so that she could stay in the home she has loved for over 23 years.

Well, that woman is me and the Angels are you! I couldn't be more thankful and appreciative of the work that was done to rectify the situation.