



Report to the Commissioners
Area IX Agency on Aging, Flathead County
October 19, 2015
Prepared by Lisa Sheppard, Director

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

FY 2014 actuals

FY 2015 annual targets

FY 2015 actuals

FY 2015 actuals as a percentage of annual targets

FY 2015 actuals as a percentage of FY 2014 actuals

FY 2016 actuals

FY 2016 annual targets

FY 2016 actuals as a percentage of FY 2016 annual targets

The general target is 25% for FY 2016, July 1-Sept 30, 2015, 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:

- The client count starts over at the beginning of each fiscal year, so anyone receiving services as of July 1, 2015 is considered “new,” even if they have been receiving services prior to that date. Therefore, client counts typically exceed the pace of the annual target until mid-year.
- Although I did not make an in-person report in September, the “Total Last Report” column includes both July and August data.
- We have already exceeded our projections for clients served in our Independent Living programs and anticipate spending between 1/4 and 1/3 of our reserves in that fund if we maintain the same service level. The budget for this fund calls for spending about 1/5 of the reserve. To manage the higher than expected demand, we instituted a waiting list in September to remain in effect until expenditures are more in line with the original budget. The waiting list does not apply to meals, Medicare and benefits counseling, or information and referral services.

AOA Administration

Budget and Contracts

- Staff have reconciled DPHHS FY 2015 final contract reports with the county accounting system and have submitted the reports to DPHHS.
- Staff have provided Finance with information needed for the upcoming annual audit.
- Service Agreements with area Senior Centers are on the agenda today for Commissioner signature, as are six Memoranda of Agreement related to the Benefits Enrollment Center grant, one with each Senior Center and one with Summit Independent Living Center.

- Commissioners approved and signed the FY 2016 contract with DPHHS.

State/Legislative Issues

- Lisa and Kathi attended the Montana Area Agencies on Aging Association (M4A) quarterly meeting August 19-20, 2015 in Helena, and Lisa will be attending the next quarterly M4A meeting October 28-29.
- On October 17th Lisa will represent M4A at the Governor's Council on Aging meeting, also in Helena.
- M4A is providing input to a state interim legislative committee looking at guardianship issues for older adults and people with disabilities in Montana.

Building

- **New building:** We are in the process of putting together an Activities Committee that will address content and logistics for activities in the new building. Members will consist of AOA staff, AOA Advisory Council members and members of the Kalispell Senior Center Board and the Center's Activity Committee.
- **Kelly Road:** Nothing to report.

Advisory Council

- The Council met on September 10th and October 8th. At the September meeting, members reviewed FY 2015 budget and program statistics. Members also voted to write a letter in support of tax credits for Immanuel Lutheran's affordable senior housing project, Timber Meadows. At the October meeting, members discussed the Activities Committee for the new building and current outreach efforts.
- There will be no meeting in November. The next meeting will be our annual potluck on December 10th at 2:00 pm at The Summit. We will be honoring long-time member and volunteer Doug Gilbertson who will be leaving the Council at the end of December.
- Commissioners approved revisions to the Council bylaws on 9/28/2015. They will take effect 1/1/2016.
- There are two member positions posted. Officer elections will be held in January.
- Approved meeting minutes are being sent to the Clerk and Recorder's office for posting on the website.

Outreach/Education/Media

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

August 2015

- 8/3/15, interview on KGEZ (Lisa's regular spot), 11,000 listenership
- 8/5/15, presentation to local home care provider staff, 4 in attendance
- 8/7/15, Daily Inter Lake article on need for Meals on Wheels volunteers, followed by editorial on 8/14/15, circulation 17,000
- 8/11/15, presentation at Bigfork Community Center, 6 in attendance
- September issue of Montana Lawyer newsletter, Lisa authored an article on Older Americans Act services
- Information table at County Fair (AOA, RSVP, SMP)
 - 8/19/, 8/20 and 8/21, 200 contacts
- Weekly information table at Salvation Army
 - 8/18/15, 100 contacts
 - 8/25/15, 95 contacts
- August newsletter, circulation 400

September 2015

- 9/3/15, presentation at Northwest Care Coalition on Benefits Enrollment Center efforts, 24 participants
- 9/7/15, interview on KGEZ (Lisa's regular spot), 11,000 listenership
- Weekly information table at Salvation Army
 - 9/1/15, 68 contacts
 - 9/8/15, 80 contacts
 - 9/15/15, 98 contacts
 - 9/22/15, 120 contacts

- 9/29/15, 60 contacts
- 9/11/15, presentation on AOA services to Frontier Hospice, 10 in attendance
- 9/18/15, “Shred Event” hosted by RSVP, AARP and United Way at Gateway Community Center; 8 RSVP volunteers, AOA and RSVP displays and materials, 127 contacts
- 9/24/15, Medicare Open Enrollment post card outreach to 192 clients
- September newsletter, circulation 400
- Estate Planning Workshop promotion – radio, newspaper, flyers, posters, newsletter article, presentations
- Bigfork Community Center Open House promotion – radio, newspaper, flyers, posters, newsletter article, presentations and participation in planning meetings
- Benefits Enrollment Center promotion – radio, newsletter articles, materials development (brochure, informational booklet, bookmark, magnet, postcards)

Eagle Transit

- Budget:
 - Due to the decrease in the value of the county mil, we will be requesting budget adjustments to address the shortfall. Primarily, we anticipate foregoing the purchase of cameras for the buses, although we will try to pursue grants or other funding alternatives. In addition, we will likely need to spend some reserves to maintain current service levels and provide the match needed for the new buses that are scheduled for delivery this year.
- Montana Department of Transportation (MDT):
 - FY 2015 final quarter reports were submitted at the end of August. We drew down all available 5311 funds. We did not use all New Freedom funds and have carried forward just under \$25,000 for use in FY 2016, the last year the funds will be available. We are using them to support arranged outings for older adults/people with disabilities and also to experiment with limited service from Bigfork and Lakeside to Kalispell.
 - 1st quarter reports are due at the end of this month.
 - Staff attended the mandatory annual training at MDT in Helena September 30-October 1, 2015.
 - Staff commented on proposed rule changes regarding external advertising on bus shelters that if implemented would eliminate bus shelters in our area.
- Operations:
 - Management arranged for PASS training to be held at Eagle Transit September 26-27. Transit staff from Great Falls also attended. All ET drivers successfully completed the course.
 - All positions are currently filled.
 - We continue to work on the graphics for the bus signs to be placed at all Eagle Transit bus stops. Once the prototype is complete, the next step is to meet with city staff and local MDT staff to discuss installation options.
 - A new Operations Policies and Procedures Manual, including a new Riders’ Handbook, continues in the draft process. We anticipate completion of the draft by the end of the year.
 - New uniforms are now being worn by all Eagle Transit staff.
 - Eagle Transit provided transportation to County IT staff on 9/15/15 to do site visits related to the new phone system.
- Glacier National Park:
 - Total shuttle ridership was down from 168,566 last season to 145,730 this season due to the active fires in the area.
 - We came in under budget as well due to the closure of Going to the Sun Road (and later limited runs) on the east side of the Park.
 - We are currently promoting the Winter Use program in which GNP shuttles are made available to other transit entities around the state in the off-season. Staff presented on the program at the recent MDT training and we have received several requests for multiple buses. Users pay a mileage fee and all proceeds will go back into maintaining the buses.

- We are also working on the final modification to the current Cooperative Agreement for Commissioner signature in December of this year as well as the new five-year agreement that will take effect when the current one expires on 12/14/2016.
- Transportation Advisory Committee (TAC): The TAC did not meet in September. The next meeting is October 22nd from 8:30-10:00 at Heritage Place.

Nutrition

- The recent recruitment campaign for Meals on Wheels drivers was successful.
- We still don't know the results of Don K Subaru's fundraising efforts for MOW as part of the "Subaru Loves to Help" national campaign but hope to hear something soon.
- We received \$500 from the Walmart Foundation for Meals on Wheels.
- We've applied for a \$5,000 grant from Meals on Wheels America and should know if it is awarded by the end of November.
- The open Cook II position has been filled.
- The Nutrition Committee met on 9/15/15.

I & R/Assistance/Ombudsman

- Benefits Enrollment Center (BEC) outreach has been in full swing, and we have noted a significant increase in requests for benefits counseling.
- We arranged for Area VI staff to provide customized benefits counseling training to 4 AOA staff and 1 volunteer in preparation for increased response to Medicare Open Enrollment and BEC screenings. Open Enrollment began October 15th and runs through December 7th.
- We partnered with Extension to host two estate planning sessions presented by MSU professor, Dr. Marcia Goetting, on October 13th and 14th. Both sessions were well-attended, 46 people on the 13th and 34 on the 14th. Dr. Goetting was interviewed on KGEZ prior to the workshops and was so well-received that she has been invited to come on the air on a monthly basis. A big thank you to sponsors of the event: Immanuel Lutheran Communities, Crowley Fleck Attorneys, Frontier Hospice and Andy Kirk of Edward Jones.
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- We are in the process of developing a sliding fee schedule for Independent Living services using the federal poverty guidelines. Currently we provide in-home services on a donation basis in the same way we do Meals on Wheels (by law meals must be provided for a donation only). Preliminary analysis shows that we may increase program revenue by switching from a donation model to a sliding fee structure, which in turn could help reduce the waiting list. We anticipate implementing the fee schedule at the first of the year.

RSVP

- Staff and Advisory Council member/volunteer presented our grant request to United Way on 9/23/15.
- Grant update:
 - The quarterly reimbursement request for the period ending September 30 has been submitted.
 - The semi-annual Federal Financial Report has been submitted.
 - The quarterly program progress report will be submitted by the end of this month.
- The Cribbage program is now underway at 8 area schools. Training for cribbage coaches will be held on October 28th.
- Two volunteer opportunities emails were sent out in September. Current recruitment efforts are focused on the Care Farm Program, Big Brothers/Sisters, Lone Pine State Park, Imagine If Libraries, Head Start, Immanuel Lutheran Communities, and The Nurturing Center
- The Advisory Council has multiple openings.

Senior Mobile Home Repair

- Advisory Board did not meet in September. The last meeting was held on 10/13/15. The next meeting will be 11/10/15 at 9:00 am at Flathead Electric.

- Three projects have been completed since last month's report; 28 are in progress. Note: The contractors continue to be extremely busy which is limiting their availability to work on SMHR projects. They are looking for other contractors to assist.
- Funding:
 - \$500 received from Walmart Foundation.
 - Application submitted to Northwest Energy for \$5,000.
 - Invited application submitted to Oro y Plata for \$10,000.

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 request to improve area Senior Centers and make them ADA compliant has been approved.
- Lisa has met with all Senior Center boards regarding new contract requirements.
 - The new agreement with Lakeside Community Chapel will support activities for the first time in addition to the meal site.
- Kalispell Senior Center has a new Activities Committee and is promoting new offerings
- Bigfork Community Center will host an open house this Thursday, October 22nd featuring local food, door prizes and an introduction to center services and activities.

Story: All in a Day's Work

Every day our Eagle Transit bus drivers transport hundreds of people to and from the places they need to go. They do it in good weather and bad, good traffic conditions and bad, for customers in good moods and bad, and they do it always with a keen commitment to safety for passengers and the public. Recently, Kalispell city bus driver Samson Purvis was heading back into the center of town from the hospital when he noticed the car in front of him was not paying attention to the slowing traffic and was going to rear-end another car at full speed, which it did. Samson deftly avoided the accident, parked the bus in a safe place and then quickly administered first aid to the driver involved in the accident. We're very proud of Samson for going the extra mile to keep people safe.