



Report to the Commissioners
Area IX Agency on Aging, Flathead County
October 20, 2014
Prepared by Lisa Sheppard, Director

On the last page of the report 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 July 31, 2014 as a percentage of FY 2015 annual targets

The general target is 25% for FY 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 for FY 15 to date:

1. The annual survey has been completed. The report is being formatted and will be available for review in November. Overall satisfaction with the Agency is 97.9%. More detail on specific services as well as the results of the random interviews will be provided in next month's report.
2. Overall Eagle Transit rides were up significantly in September (8,681), both compared to the previous month (7,119) and September 2013 (8,016).
3. July-August numbers are in for Independent Living Services.
4. October through December is open enrollment for Medicare so expect to see the units of counseling services increase dramatically during that time.
5. Note there is a change in the reporting of the numbers of RSVP volunteers and workstations. Since volunteers and work stations come and go, it is most accurate to report active totals at the end of each month.

AOA Administration

Budget

- FY 2014: Admin staff completed reconciling the FY 2014 DPHHS contract with final program expenditures as they are recorded in CSA and submitted the final report to the state.
 - Due to the additional federal and state funds received in May, we were able to cover all expenses.
 - We have a carryover of \$11,520 in III E funds (to be used for respite services). Federal funds can be carried forward for up to 3 years, however, funds are spent first in/first out.

- Finance has made the appropriate journal entries to reflect the DPHHS contract reconciliation.

State/Legislative Issues

- Development of Area Plan for October 2015-September 2019:
 - The survey report is in the process of being formatted.
- Lisa presented to the Health and Human Services Committee at the MACo conference on 9/23/14 and attended the Transportation Committee session.
- Lisa and Kathi will attend the M4A meeting in Helena October 29-30.

Building

- **New building:**
 - On 9/18/14, Commissioners approved a contract with CTA architects to design the new building. AOA staff met with CTA on 9/3 and 9/13.
 - County Commissioners confirmed their intent to maintain aging services as a county function and move forward with the South Campus building at a public meeting on 10/8/14.
- **Kelly Road:** Nothing to report.

Advisory Council

- The Council met on 10/9/14. Members focused on fleshing out the charge of the Community Education and Outreach Committee. The next meeting will be 11/13/14.

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.

- 9/5/14 Lisa and Outreach Coordinator Christine Neater attended the Columbia Falls potluck to promote upcoming events, including the Shred event and the rescheduled legal clinic, approximately 50 people in attendance
- 9/16/14, Daily Inter Lake ran a column on the A/C loan program
- 9/8/14, Lisa was interviewed on KGEZ (regular spot)
- 9/9/14, RSVP volunteer recognition dinner: Lisa was the keynote speaker, Christine had a booth with information on AOA services and RSVP staff had a booth on volunteer opportunities – 166 people attended the dinner, 80 visited the AOA booth
- 9/11/14, RSVP/AOA staff and volunteers promoted and co-hosted the 1st Annual Shred Event with AARP and United Way; Christine had an AOA info booth attended by approximately 100 people
- 9/12/14, Jim Atkinson was interviewed on KAJ TV about the Senior Mobile Home Repair (SMHR) program
- 9/15/14, the Daily Inter Lake ran an article on a SMHR project for Alfreda Piland
- 9/18/14, the Daily Inter Lake published an editorial commending the SMHR project for Ms. Piland
- 9/23/14, Lisa presented to Health and Human Services Committee at MACo conference
- 9/23/14, Christine presented on AOA services to the Evergreen Rotary Club
- Two Medicare community presentations, 71 people total
- Daily Inter Lake Daybook in September
 - AOA Advisory council Meeting
 - Shred Event

Eagle Transit

- RouteMatch onsite consultation 9/16-18: Training issues addressed and systemic problems noted that may be the result of running RouteMatch on a County server. The consultant recommended migrating to the RouteMatch server for a trial period to see if problems resolve. We are working with IT and RouteMatch to test the viability of this option given slow connection speeds. If it is determined that the trial is feasible, the migration will take place in about 4 weeks.
- Two driver positions are posted.

- Outreach/Education/Media: Weekly radio ads on KOFI
- Montana Department of Transportation (MDT)
 - MDT 1st quarter report due at the end of October
 - Lisa, Jim Boyd and Dale Novak attended the required MDT training session in Helena October 1st and 2nd.
- Glacier National Park:
 - Lisa, Jim and Dale met with Jim Foster (GNP) and Audrey Allums (MDT) on 10/2/14 in Helena to finalize recommendations for the agreement modification due in December 2014; this modification will be submitted shortly to Tara for review
 - Final expenditures will be reported next month.
- Transportation Advisory Committee (TAC) did not meet in October; will meet 11/6/14 at Heritage Place.

Nutrition

- Educational materials and the “Senior Scoop” are sent out monthly to all Meals on Wheels and nutrition sites (approximately 300 recipients)
- Two Cook positions are posted (Cook I and Cook II)
- Orange juice, cranberry juice and peanut butter were distributed to clients at congregate meal sites
- Thanks to D.A. Davidson for donation of a half a hog (and thanks to Lower Valley Meats for processing)

I & R/Assistance

- The new requirements for Older American Act Title III D funds (Health Promotion) to include only evidence-based programs have been postponed until October 2016 to give more time for areas to comply
- Staff attended recertification training in Missoula
- I&A/RSVP staff are working on revamping the telephone reassurance program with a new training curriculum and targeted volunteer recruitment
- The Legal Documents Clinic will be held at the Whitefish Community Center on 10/22/14. More than 30 people are scheduled to receive free assistance

RSVP

- Two Volunteer “Opportunities” emails were sent to 314 email and 264 mail addresses in September
- Staff have coordinated upcoming tours for potential volunteers for the Care Farm Program and the Flathead Food Bank
- The Cribbage Program is underway for the 2014-2015 school year with West Valley School as a new participant. The new volunteer Cribbage Coordinator is Kathy Schenk. Two training sessions were held for coaches
- Workstations focused on in September: Self Help Law, Abbie Shelter, Meals on Wheels in Whitefish, ASSIST, Telephone Reassurance at AOA, Habitat for Humanity, Veteran’s Center, Hope Resource Center

Senior Mobile Home Repair

- Advisory Board meeting was held on 10/14/14
- 6 projects were completed and 14 are in progress
- Board is exploring opportunities to collaborate with the Flathead Builders Association
- Funding:
 - Received a \$5000 Rotary District Grant
 - Oro y Plata Foundation asked Jim to submit a request for \$10,000 (grants are by invitation only)

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 planning grant project to evaluate the senior centers owned by the County is underway; site scoring criteria have been developed with senior input. ADA assessments are complete

- Whitefish: Coordinated a tour of Big Mountain for 12 people on 9/19/14; Meals on Wheels awareness event/fundraiser at Wolverines vs. Spartans hockey game at Stumptown Ice Den on 10/7/14; upcoming events include pumpkin carving, a hospice presentation and a writers' workshop
- Kalispell: This past weekend the Center hosted the ARTstravaganza, a show featuring local artists, a silent auction of miniature artwork, a raffle and an art supply sale to benefit Center programs. Khit Harding, Office Manager, is a regular guest on KGEZ promoting aging services and senior center activities.
- Columbia Falls: Lisa and Christine attended and spoke at the monthly potluck on 10/3/14

Story: RSVP Volunteers Make Our World Go Round: At the RSVP Volunteer recognition Dinner in September, Sue Holst asked those in attendance to share a great volunteer story. Many did, and they were all wonderful, but this one made us all smile. We are very grateful for our **Russ Penne** original!

I went to an RSVP luncheon
 Everyone there seemed old.
 They all were our volunteers,
That made them all pure gold.

Some teach school kids cribbage
 To help them with their math.
 Other jobs will lead some of you
 On a different path.

Have you ever thought of this?
 Our school kids also have a great need.
 You could be a "buddy"
 And help them speaking as they read.

Some of our elders are lonely,
 They're in their homes alone.
 We have volunteers to help
 And visit with them on the phone.

We also have ladies who knit or can sew.
 They make wheelchair blankets for some.
 There's more satisfaction than you can know.
 There will be a warm feeling to come.

Some little guys get really red ears,
 Cause they haven't a cap that fits.
 And fingers don't keep warm.
 Cause they need a pair of mitts.

And we need drivers for another job,
 We call it Meals on Wheels.
 Take the trip with someone else,
 You can really see how it feels.

There are many, many more jobs left
 That members have needs to fill.
 More of them than we can count.
 But you're the one that could, if you will!