



Report to the Commissioners
Area IX Agency on Aging, Flathead County
November 17, 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 October 31, 2014 as a percentage of FY 2015 annual targets

The general target is 33.33% 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. We are still working on the formatting for the annual survey report.
2. Eagle Transit rides continue to be up over this time last year.
3. October through December is open enrollment for Medicare so expect to see the units of counseling services increase dramatically during this time. Note: October stats for Medicare counseling are not yet available.
4. Independent Living and I&R statistics lag one month, so the figures reported on the performance tables are for Sept. 2014.

AOA Administration

Budget

- County Finance staff are assisting us to reconfigure some accounts to aid in state and federal reporting requirements.

State/Legislative Issues

- Development of Area Plan for October 2015-September 2019:
 - The AOA Advisory Council participated in a focus group at its November meeting to provide community input on senior needs and AOA services. Several members offered to help facilitate other public meetings between now and mid-February to satisfy plan requirements.
- Lisa participated with representatives of other service providers in a small group meeting with DHHS Director Richard Opper regarding geriatric mental health needs in Flathead Valley.

- Lisa attended the M4A meeting in Helena October 29 and was elected president for a two-year term.
- DPHHS is in the process of applying for a grant from the National Council on Aging (NCOA) that if awarded would provide us with \$100,000 over a 15-month period (March 2015-May 2016) to increase benefits/services enrollment for area seniors and people with disabilities who are Medicare beneficiaries. (NCOA is a nonprofit service advocacy organization representing older adults and the agencies that serve them.)
- Note: Lisa was scheduled to speak with Maarten Fischer of A Plus Health Care at the Gerontological Society of America Annual Scientific Meeting (Nov 5-9) about the benefits of the Lifeside Farm program for older adults. Due to a family emergency, Lisa was unable to attend. However, Maarten presented and the information was very well-received with a number of participants requesting assistance in developing similar programs in other states.

Building

- **New building:**
 - CTA has developed preliminary plans. Minor modifications to the AOA area are in process.
 - CTA presented preliminary plans to Kalispell Senior Center members on 11/14/14. The response was very positive.
- **Kelly Road:** Nothing to report.

Advisory Council

- The Council met on 11/7/14 and participated in a guided discussion to inform the development of the new Area Plan. The next meeting will be a potluck on 12/11/14 to thank outgoing members.

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.

- 10/3/14 Lisa attended the Columbia Falls potluck to promote upcoming events. Approximately 50 people in attendance
- 10/6/14, Lisa was interviewed on KGEZ (regular spot.)
- 10/10/14, Lisa participated in a joint interview with Commissioner Scott on KGEZ
- 10/9/14, Outreach Coordinator Christine Neater had an AOA info booth at the Senior Health Fair at Prestige Assisted Living in Kalispell, approximately 30 people visited the booth
- 10/17/14, Christine was featured on KOFI to promote the Legal Document Clinic
- 10/21-22, Christine had an AOA info booth at the Geriatric Mental Health Conference, approximately 60 people visited the booth
- 10/23/14, Christine presented on AOA programs and volunteer opportunities to 12 people at the Lakeside Gathering Place
- 10/25/15, AOA staff had an info booth at the Health Expo at the red Lion Hotel, approximately 40 people visited the booth
- 10/30/14, RSVP staff arranged a tour of the Lifeside Farm program to attract potential volunteers
- RSVP ran an ad recruiting veterans to serve veterans in the Oct/Nov issue of Senior Montana News
- Daily Inter Lake Daybook in September for AOA Advisory Council Meeting

Eagle Transit

- We are in the process of migrating to the RouteMatch servers for a three-month trial to determine if using the RouteMatch servers instead of the County servers will eliminate the frequent system errors we encounter when operating the software.
- Two driver positions are in the interview process.
- Outreach/Education/Media: Weekly radio ads on KOFI plus ad in Daily Inter Lake on 10/29/14
- Montana Department of Transportation (MDT) 1st quarter report submitted and funds requested in October.
- Glacier National Park:

- The Cooperative Agreement modification that is due in December 2014 has been sent to Tara for review.
- Final expenditures for the Agreement year ending Sept 30, 2014 were \$784,559.59 (budget \$800,000).
- Expanded routes: Hours will be expanded in Columbia Falls and Whitefish once the driver positions are filled and the new drivers trained.
- Transportation Advisory Committee (TAC) met 11/6/14 at Heritage Place. The next meeting will be 12/4/14.

Nutrition

- Educational materials and the “Senior Scoop” are sent out monthly to all Meals on Wheels and nutrition sites (approximately 300 recipients). October was about the health benefits of almonds.
- Two Cook positions (Cook I and Cook II) are in the final interview process.
- John Taft, beloved AOA cook for 36 years, was honored for his service at a potluck on 11/7/14.

I & R/Assistance

- The Legal Documents Clinic was held at the Whitefish Community Center on 10/22/14. More than 50 people received free assistance.
- New data reports: of active clients assessed
 - 62% are at moderate to high risk based on physical health needs
 - 16% have significant mental health needs
 - 64% need help with household and personal tasks
 - 60% live alone
 - 37% have at least one life factor rated at the highest risk category

RSVP

- Grant update: The following required grant reports have been submitted:
 - Semi-annual Federal Financial Report
 - 2nd quarter (July-Sept) financial report and reimbursement request
 - Active workstation roster
 - Quarterly progress report
- RSVP staff continue to change database entries according to the new grant requirements, which will have an impact on how statistics are tracked and calculated.
- The fall newsletter was distributed.
- The Winter Ready program is in full swing. Hats and mittens distribution starts today.

Senior Mobile Home Repair

- Advisory Board meeting was held on 11/11/14. Next meeting 12/9/14.
- 1 project was completed and 14 are in progress
- The Flathead Builders Association recognized the valuable service provided by the program on 10/21/14.
- Funding:
 - Application submitted to the Lambros Foundation for \$5000.

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 is progressing.
- Whitefish: pumpkin carving on 10/30; immunization clinic on 11/10/14; advanced care planning workshop on 11/12; upcoming writers’ workshop with Jess E. Owen on 11/22.

- Kalispell: Members are gearing up for their annual “It’s a Wrap” fundraiser which will be held at the Kalispell Center Mall starting Black Friday, 11/28/14. Volunteers wrap gifts for a donation. All proceeds go to benefit Center programs.
- Columbia Falls: annual Night of Lights fundraiser at the Center on Dec. 5

Story: RSVP All-Season All-Star

Not too long ago it was summer, and 82 year-old RSVP volunteer Delores Bunyea was volunteering at the Kalispell Chamber of Commerce, introducing, and charming, visitors to our Valley. One California couple was so impressed with her efforts that they wrote to her on their return home: “It was such a delight meeting you and listening to your stories. My husband and I had a great time on our road trip. We traveled Oregon, Washington, Vancouver Island, British Columbia, Idaho, Montana, Wyoming and the Black Hills. Our time with you was definitely one of our highlights.”

Now it is winter and Delores is back volunteering every Tuesday as a mentor to students at Evergreen Junior High School, where she has served for 8 years. (Before that she worked with students at Evergreen Elementary.) Staff highly value her commitment to helping students excel, and it is clear they feel the same. One of her students had this to say:

When I first met Ms. Bunyea I asked her if she was a real teacher. She said no, I’m just a volunteer. She said she was here to help me with my work and to help me keep up in class. Ms. Bunyea shared a little about her life and I shared about myself. Throughout the year I have learned that Ms. Bunyea is helpful, intelligent, and kind. She’s helpful because she corrects my spelling, helps me to get better grades on assignments, and helps me complete my class work. Ms. Bunyea is intelligent because she knows the answers right off the bat. Sometimes I have an answer that is partially right and she can correct it to help me better understand it. She is kind. When I have support from Ms. Bunyea I feel comfortable asking for help. She helps me feel confident. Ms. Bunyea, thank you for all your help this year. You are so much more than a volunteer; you are a REAL teacher.

In addition to her summer and winter gigs, Delores also volunteers regularly at the Flathead County Justice Court.

Delores has been an RSVP volunteer since 1997 and has given almost 3000 hours of service to this community.