



# Flathead County Agency on Aging Commissioner's Update – November 19, 2012

## AOA Administration

- AOA Advisory Board meeting was held on 11/8. Staff presented the budget report in a new format that includes written description of budget highlights and variances along with the revenue and expense numbers. The Board discussed transportation, nutrition, RSVP efforts, wellness initiative and legislative issues of import to seniors. The Board received an update on the new AOA building proposal and discussed ways to express support. One, possibly two vacancies will occur as current board member terms expire without renewal.
- The new AOA Director, Lisa Sheppard, began on 11/1. Focus has been on meeting staff, board members, Commissioners and stakeholders, learning current operations and budget review.
- RSVP .5 Coordinator position and full-time I&R Tech position filled. Final selection made for Eagle Transit Bus driver pending background check.

## Eagle Transit

- October ridership = 8,862 compared with 7,757 in 2011. FY13 ridership to date is 29,993 up .5% from 2011's total of 29,843.
- Election Day ridership to the Fairgrounds was modest (14 via Dial-A-Ride, 5 via City Buses), but regular ridership was typical for a weekday at nearly 400.
- Eagle Transit Advisory Board met on 11/1. The Board agreed to further research options for sustaining and expanding the van pool program.
- Buses will not run on Thanksgiving Day, Christmas Day and New Year's Day.

## Nutrition

- Total meals served were 6,695. Congregate total of 3,346 and home delivered were 3,349. 14 new home delivered customers and 53 new congregate customers.
- AOA's Thanksgiving meal was served on 11/16. Preliminary estimate for all meals served/delivered: 470.

## I & R

- New I&R Tech, Pat Urban, begins work today which will greatly improve staff workloads.
- In October, Susan Kunda presented on the risks of and potential remedies for senior isolation to approximately 200 attendees at the "Upside of Down: Geriatric Depression Recovery" Western Montana Geriatric Care and Mental Health Conference.
- Also in October, Susan presented on the Ombudsman role to two Certified Nurse Assistant classes through FVCC, one in Big Fork and one in Columbia Falls.
- September statistics include 282 hours of homemaker services, 147 hours of escort/errand services, 224 hours of respite, 8 new legal clients, 1031 calls/walk-in assistance, 64 telephone reassurance calls, 19 Ombudsman visits, and 113 SHIP contacts. Additionally, AOA media outreach regarding financial clinics targeted more than 17,000 households.
- Insurance counseling numbers are expected to increase in November and December due to Medicare open enrollment (11/15-12/7).

## RSVP

- New half-time Volunteer Coordinator, Leslie Potter, began work on 10/22.
- Volunteers recruited to work in the RSVP office for at least 20 hours per week.
- Cribbage program is in full swing with 9 schools and 582 students participating (up 10 from last year). Two schools are on the waiting list so working to recruit additional cribbage coaches.
- Volunteers contributed 1,687 hours to make 470 hat and mitten sets for distribution to 22 schools and Head Start in Flathead Valley as part of the Montana Winter Ready Program. Many thank you letters were received from participating schools.
- Continued to provide coffee/tea supplies to both “Vet Clinics” and participated in Veteran Services Provider meeting to explore additional ways to serve local veterans.

## Senior Mobile Home Repair

- Advisory meeting was held 11/13. Members reviewed projects completed since the last meeting (3), the status of existing projects (10) and considered new projects. The Board welcomed a new member, Jerry O’Brien. Lucy Smith, Executive Director of the Flathead Community Foundation, attended as a guest to learn about the program and explore opportunities to support its efforts. Lisa Sheppard gave a brief presentation.
- Grant and donation requests continue to be sent to traditional supporters. The Oro y Plata Foundation has committed \$10,000. Church Women United became a new donor.

## Senior Centers

- Kalispell: The Board will meet on 11/27. Lisa is scheduled to do a short presentation.
- Whitefish: The Whitefish Community Center held its annual Open House on 11/14. Approximately 85 people attended the event. The Board met on 11/15. Lisa gave a brief presentation.
- The AOA Board Wellness Committee met on 11/16. One of the topics discussed was how to partner with Senior Centers on the wellness initiative and other efforts.