



Report to the Commissioners
Area IX Agency on Aging, Flathead County
December 15, 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 November 30, 2014 as a percentage of FY 2015 annual targets

The general target is 41.66% 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, July-Nov:

1. We have completed formatting for the annual survey report and will provide bound copies next month.
2. Eagle Transit rides were lower in November due to the number of holidays and weekends in the month. We ran 17 days in November vs. 23 days in October. Average daily rides, however, were comparable at 384 rides per day in October and 373 rides per day in November.
3. Independent Living and I&R statistics lag one month, so the figures reported on the performance tables are for Oct. 2014.

AOA Administration

Budget

- Nothing to report this month.

State/Legislative Issues

- Development of Area Plan for October 2015-September 2019: DPHHS mailed the required letter to Flathead County Commissioners alerting them to the various structural options for the Area IX Agency on Aging with a deadline of January 30, 2015 to make any changes to the current structure.
- Lisa facilitated the November M4A conference call which focused on association priorities for the upcoming legislative session.
- The Governor's budget does not include the additional \$1 million over the biennium for aging services but does include a provider rate increase that if passed would amount to about the same increase in revenue.

- Lisa assisted DPHHS to develop a proposal for a \$100,000 Benefits Enrollment Center grant from the National Council on Aging (NCOA) to increase benefits/services enrollment for Flathead area seniors and people with disabilities who are Medicare beneficiaries. If awarded, the grant will run from March 2015-May 2016. AOA's portion to implement the grant will be \$77,043, the majority of which will be used to fund an additional staff person to coordinate grant activities. Some of the funds will be used to support area Senior Centers to increase referrals to AOA for benefits counseling. Becoming a Benefits Enrollment Center will position AOA to transition into an Aging and Disability Resource Center when the grant expires. There is additional funding associated with being an ADRC.
- Lisa participated in the Community Health Forum on 11/18/14.

Building

- **New building:** CTA completed the plans and the Commissioners voted to put the project out for bid on 12/4/14.
- **Kelly Road:** The County has given notice of intent to move to the landlord, and as allowed in the lease agreement the rent will increase to \$4,490 per month in January.

Advisory Council

- The Council held its annual potluck on 12/11/14 and presented certificates of appreciation to outgoing members.
- The Commissioners reappointed one member and approved four new members on 12/9/14. They will begin their terms in January 2015.

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.

- 11/3/14, Lisa was interviewed on KGEZ (regular spot.)
- 11/7/14, Lisa attended the Columbia Falls potluck to generate interest in applying for Eagle Transit Advisory Committee membership. Approximately 45 people in attendance
- 11/14/14, CTA/Lisa presentation to Kalispell Senior Center members about new building (about 30 people in attendance)
- 11/18/14, the Daily Inter Lake ran an article on the RSVP Winter Ready Program efforts, titled, "Volunteer Program Provides Winter Items for Head Start:
- 11/18/14, Lisa presented on AOA services to the Kalispell Philanthropic Educational Organization (PEO), approximately 40 people in attendance
- 11/19/14, AOA/RSVP staff presented to The Girlfriends Group, 17 in attendance
- 11/25/14, AOA info fair held at Centre Court senior housing in Kalispell, 5 people attended
- Also in November:
 - Susan Kunda, Information and Assistance Program Manager, presented to a Certified Nurse Assistant class at FVCC, approximately 15 in attendance
 - Sue Holst gave a brief presentation on RSVP at the monthly Veterans Provider Meeting
 - RSVP staff developed and distributed posters/flyers to recruit veterans to serve in vet-related RSVP workstations
 - Press release distributed regarding GSA Annual Meeting presentation on Lifeside Farm Program

Eagle Transit

- The process of migrating to the RouteMatch server for a three-month trial has been completed.
- Two driver positions are in the final stages of the hiring process.
- Outreach/Education/Media:
 - Weekly radio ads on KOFI
 - 11/5/14, Lisa was interviewed about the future of Eagle Transit on KCFW-TV

- 11/7/14, Transportation Manager Jim Boyd participated on a Leadership Flathead Panel on transportation services in the Valley
- The Montana Department of Transportation (MDT) has allocated \$639,681 for Eagle Transit for FY 2016, a \$66,290 increase from FY 2015. In addition, MDT will again provide approximately \$25,000 in TransAde funds to assist us to meet our match requirement.
- Glacier National Park:
 - The Cooperative Agreement modification # 5 was approved by the Commissioners on 12/11/14.
 - The budget for the coming year (Oct 2015-Sept 2016) will be \$700,000. Note: Last year's budget included a one-time \$50,000 add-on to allow for additional maintenance on the Optimas.
 - Changes in this modification include making the Winter Use Program more affordable and user friendly, arranging to transfer the Park's 20% ownership in the Optimas to Flathead County as the they are retired (which will allow us to sell them in the future), discontinuation of Blackfeet maintenance and recognition that the shuttle service is no longer tied to the original Going to the Sun Road construction project
- Transportation Advisory Committee (TAC):
 - The Commissioners appointed five new members on 12/9/14. Terms will begin in January 2015.
 - At the 12/4/14 meeting members engaged in a focus group discussion to aid in development of the annual Coordinated Transportation Plan.
 - The next meeting will be 2/5/14. There will be no January meeting. The Committee will determine the schedule for the remainder of calendar year 2015 at the February meeting.
- \$1,500 donation from Church Women United in Columbia Falls – request Commissioner approval

Nutrition

- The monthly menu is now posted on our website.
- Two Cook positions (Cook I and Cook II) have been filled.
- Annual meal site assessments are in progress. Bigfork, Columbia Falls and Kalispell Senior Center assessments are complete. Whitefish and Lakeside are scheduled this month.
- We set a record number of Thanksgiving meals served!

I & R/Assistance/Ombudsman

- We have developed and are distributing a new brochure about AOA services.
- We are working on a new look and content for the website.
- The first of an ongoing series of AOA info fairs are being held at area senior housing complexes.
- Community Outreach Coordinator Christine Neater is participating on the Geriatric Mental Health Council
- SHIP staff provided Medicare counseling to 260 people during open enrollment
- Ombudsman staff attended annual training in Washington D.C.
- \$1,000 donation from Church Women United of Columbia Falls – request Commissioner approval
- New data reports: of active clients assessed
 - 63% are at moderate to high risk based on physical health needs
 - 16% have significant mental health needs
 - 65% need help with household and personal tasks
 - 60% live alone
 - 35% have at least one life factor rated at the highest risk category

RSVP

- Grant update:
 - Staff completed and submitted a required clarification of work plan measures for the new grant which if awarded will begin in April 2015.
 - Staff completed required National Criminal History Check training
 - Staff submitted required "Impact Narrative" report to the RSVP state office.

- 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.
- 225 hats/mitten were distributed to Head Start in November
- New volunteers were recruited/placed in AOA Telephone Reassurance program

Senior Mobile Home Repair

- Advisory Board meeting was held on 12/9/14. Next meeting 1/13/14.
- No projects completed since last month; 19 are in progress
- Funding:
 - Oro y Plato grant received for \$10,000
 - Donation received from Whitefish Soroptimists (\$2,000) – request Commissioner approval

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: Draft reports on Whitefish, Columbia Falls and Bigfork were received on Friday. The Kalispell draft report was completed at the end of November.
- Whitefish: holiday centerpiece art class 12/10; Stumptown Historical Society program 12/16; holiday tour of Conrad mansion 12/17; immunization clinic on 11/10/14; Knitting Circle every Wednesday; several new “walk-in” members and volunteers in November and December!
- Kalispell: The annual “It’s a Wrap” fundraiser at the Kalispell Center Mall is in full swing. \$1000 has been raised so far. Volunteer wrappers will work through Christmas Eve. All proceeds go to benefit Center programs.
- Columbia Falls: The annual Night of Lights fundraiser was held at the Center on Dec. 5, raising several thousand dollars.

Story: What’s in a name? Sometimes you have to call it a rose to get people to smell how sweet it is!

The official name for the onsite meals we serve is “congregate meal service.” We have decided that we aren’t going to call it that anymore because it sounds unappetizing and institutional and it fails miserably to capture the spirit of what we do. So we have settled on “social dining” as our new brand. Below is a story I received last week from our Outreach Coordinator Christine Neater about the power of social dining:

“Last summer, I met a gentleman, Jerry, who had just lost his wife and was despondent over her death, lonely and unsure of how to carry on without her. They had recently moved to Kalispell, so he didn’t know anyone and felt at loose ends. He asked to sign up for Meals on Wheels because he had no desire to cook.

Since he drives and lives only a few blocks away, I suggested he come to lunch in order to get out and meet people. He was open to the idea and began coming to meals several days each week. At first he was somewhat shy and reserved. As the weeks have gone by he has started opening up and talking to others. Jerry enjoys the meals, but more importantly, he has met a few people he can talk with and enjoy socializing.

Recently, Jerry expressed an interest in getting more involved with the community. He donated a dozen men’s jackets/coats to the Heart Locker in order to help others, and he is considering volunteering with RSVP in the Veteran’s Center. I saw him today and there was a spark in his eye and he was much too engaged in conversation at his table for me to break in and ask him for a direct quote for this story!

Social dining has given Jerry something to look forward to, been a source of new friends and has spurred his interest in becoming part of his new community. He misses his wife but he has found support and hope through his AOA experience.”