



Report to the Commissioners
Area IX Agency on Aging, Flathead County
December 19, 2013
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Below are two tables, one for performance measures and one for workload indicators, showing FY 2013 actuals, FY 2014 targets, November 2013 totals and fiscal year-to-date totals. 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.

The general target is **42%**, keeping in mind that some numbers will be unevenly distributed throughout the year.

MEASURE	FY 2013 Actuals	FY 2014 Target	November 2013	Total Last Report	Total/Avg. to Date	% Target
# Receiving Independent Living Services	317	350	17	185	202	58%
# Receiving Meals on Wheels	349	373	21	256	277	74%
# of Seniors Receiving Congregate Meals	817	832	90	575	665	80%
# of Eagle Transit Dial-A-Ride Customers	368	470	46	472	518	110%
# of RSVP Volunteer Hours	40,468	32,000	2,414	11,154	13,568	42%
# of Public Outreach, Education, Media Efforts	35	48	7	21	28	58%
% of MOW/Ind. Living Recipients/Intake at Moderate to High Risk of Institutionalization	N/A	70%	82%	80%	N/A	117%
Per Meal Cost of Nutrition Services	\$6.08	\$6.00	\$5.71	\$4.83	\$5.71	95%
% of Annual Survey Respondents Who Indicate Overall Satisfaction with AOA Services	N/A	90%	N/A	N/A	N/A	N/A
Maximum # of Public Complaints About Transportation Services (5 per month, no more than 60 annually)	N/A	60	2	10	12	20%

WORKLOAD INDICATOR	FY 2013 Actuals	FY 2014 Target	November 2013	Total Last Report	Total/Avg. to Date	% Target
Nutrition						
Meals Served	76,893	78,000	6,732	27,256	33,988	44%
# Nutritional Assessments Conducted	not yet available	560	38	215	253	45%
Transportation						
Total Ride Count	93,833	96,000	7,552	31,715	39,267	41%
Dial-A-Ride Count	34,083	40,320	2,339	10,976	13,315	33%
City, Commuter and Other Ride Count	59,750	55,680	5,213	20,739	25,952	47%
Information and Referral						
Outreach, Info and Referral Contacts	15,896	16,300	2,157	6,169	8,326	51%
Independent Living						
Homemaker Units of Service	3,318	3,780	241	1,041	1,282	34%
Escorted Transportation Units of Service	1,845	1,768	156	604	760	43%
Respite Units of Service	2,742	2,932	278	810	1,088	37%
Community Support Units of Service	N/A	N/A	22	119	141	N/A
Medicare/Insurance Counseling Units of Service	not yet available	1,300	351	654	1005	77%
Monthly Ombudsman Visits	19	19	15	20	N/A	79%
RSVP						
Volunteers Recruited/Enrolled	493	500	4	482	486	97%
Volunteer Work Stations Developed and Maintained	59	60	82	82	82	137%
RSVP Newsletters Produced and Distributed	4	6	0	2	2	33%

AOA Administration

Budget

- FY 2014: We anticipate completing our review of the FY 2014 budget in January and requesting any needed budget amendments at that time.
- IT is in the process of replacing 7 computers.

State/Legislative Issues

- Staff will submit a completed “desk evaluation” of AOA programs to DPHHS by 12/20/13 (extended deadline from 12/13/13).

- Lisa Sheppard and Office Administrator Kathi Kallis will attend the quarterly M4A meeting in Helena on 1/29-30/2014

Building

- **New building:** On 12/12/13 Lisa participated in the annual community needs assessment hearing and spoke about the continued need for a new building for AOA and the Kalispell Senior Center to meet the needs of the increasing numbers of seniors in Flathead County. Mike Pence included a new building for AOA and upkeep of the senior centers on the County's list of project priorities.
- **Kelly Road:** We received permission from the landlord to reconfigure office space upstairs should it be needed as we hire new staff.

Advisory Council

- The AOA Advisory Council and Finance Committee meetings were held on 11/14/2013 and a Council meeting only on 12/12/13.
- On 12/2/13, the Commissioners appointed new members whose terms will begin in January: Thomas Murphy, Sharla Hinman and Robert Cheney. The following current members were reappointed: Jennifer Crowley, Brenda Lynch and Michael Huekhang.
- There is one additional opening on the AOA Council as a member recently resigned. Applications are being accepted until 1/3/14 for this position.

Governor's Conference on Aging – May 6-7, 2014 in Kalispell at the Red lion Hotel

- The AOA Council Conference Planning Committee and subcommittees are meeting regularly.
- Program and registration information will be available shortly.

Outreach/Education/Media - Increased outreach is a goal in our Area Plan on Aging (Oct. 2011- Sept. 2015)

- The Whitefish Community Center is running a series on AOA services. Part 1 was published in the November 2013 newsletter
- On 11/8/13 Lisa presented on Eagle Transit and current and future transit needs in Flathead Valley as part of a Leadership Flathead panel titled "Transportation, Infrastructure and Energy." Approximately 45 people were in attendance.
- On 11/11/13, Lisa distributed AOA/Meals on Wheels information at a showing of the film "A Place at the Table" at FVCC.
- On 11/19/13, volunteer Ruth Pomeroy provided fraud education titled "Are You Smarter than a Scam Artist?" to the Baptist Women's Connection. Thirty-four people attended and received pamphlets.
- On 11/21/13, Sue Holst presented about RSVP and the new ASSIST program to the Veterans' Provider Group. Approximately 30 people were in attendance.
- On 11/24/13 Lisa participated in an NPR interview about the Car Farm Program. The story, called "Cows, Veggies and Therapy" ran on 11/28/13.
- Susan Kunda presented to 15 students at a CNA class at FVCC.
- Lisa gives weekly brief presentations about AOA events and services every Wednesday morning at BNI.

Eagle Transit

- LSC Transportation Consultants completed the final draft of the new Five Year Transit Development Plan. We have hard copies for limited distribution. The plan will also be available on the Eagle Transit website.
- The Eagle Transit Advisory Board met on 12/5/13. The agenda included the status of the open positions, updates on Routematch, submission of the 1st quarter MDT report, and the Glacier Park Cooperative Agreement.

- Eagle Transit provided city bus and Dial-A-Ride service for about 122 people to the Christmas at Our House on Saturday 12/14/13.
- Glacier National Park
 - On 12/10/13 Commissioners signed the annual Glacier Park Cooperative Agreement effective 10/1/13-9/30/14.
 - The budget for the Glacier National Park cooperative agreement is due 1/10/13. The total budget amount for the agreement year 10/1/13-9/30/14 is \$800,000, which includes a 2.5% administrative fee as well as additional funds to complete end-of-season repairs and maintenance.
 - The Glacier Park Operations Lead position posted on 12/12/13 and will close on 1/2/14.

Nutrition

- We served **610** Thanksgiving meals (congregate plus home delivered) on 11/22/13.
- Educational materials are sent out monthly to all Meals on Wheels and nutrition sites. November materials focused on holiday food safety (proper cooking temperatures, how long food can be left out, safe cooking tips, etc.).
- AOA staff are in the process of conducting nutrition site annual evaluations. All but one have been completed.
- The Nutrition Subcommittee of the AOA Council meets on the third Tuesday of odd months. However, the Committee did not meet in November. The next meeting will be in January.

I & R/Assistance

- IT and AOA staff have completed testing of the new client database. It will “go live” the last week of December. The new database will allow us to gather, analyze and report on our clients and services in a much easier, more complete and more useful way. It will also allow us to quit using old machines and software that can no longer be maintained. **Big thanks to IT!**
- Medicare open enrollment ended on 12/7/13. Statistics will be available next month.
- “Pickleball Palooza” is coming to the Fairgrounds on January 18th! This is a collaborative effort between AOA, Flathead County Parks, the Fairgrounds and City of Kalispell Parks and Rec to bring a fun, easy, inexpensive exercise/social opportunity to seniors and people of all ages in the Flathead.
- Additional client data (as of 12/13/13):
 - 48% are rated at the highest risk of institutionalization in at least one category
 - 66% are at a high overall risk of institutionalization
 - 66% live alone (in comparison, 27.5 % of all Montana seniors live alone)
 - 51% have physical health issues that significantly increase their risk of institutionalization
 - 27% live on less than \$1000 per month
- 202 individuals are receiving Independent Living services. The average cost per person to receive those services is approximately \$1200 per year, which totals \$242,400 annually. The average cost to serve an individual in a nursing home is \$70,000 per year, which totals \$14,140,000 annually for those same 202 people. AOA services achieve potential savings of \$13,898,000 per year.

RSVP

- The RSVP Advisory Board met on 11/21/13. Officer elections were held. Members voted to change the board meeting time to the 3rd Wednesday of the month at 9:15. There will be no December meeting.
- RSVP staff nominated Sharon Bristow, RSVP Cribbage Coordinator, for the Governor’s “Serve Montana” award. She has been involved with the innovative Cribbage program for the past 14 years and took over the leadership position in 2005.

- RSVP staff have been busy renewing memoranda of understanding with workstations, including Glacier gateway and Ruder Elementary Schools and the Klothes Kloset.
- The Governor's "Winter Ready" program is in full swing. 223 hat and mitten sets will be delivered to the Northwest MT Head Start program today. Baby blankets, bibs, etc. will be distributed now through January.
- RSVP volunteer Pat Gilbertson was featured in an article by the Daily Inter Lake on 12/1/13 for her work at the Whitefish Moose Lodge.

Senior Mobile Home Repair

- The Advisory meeting was held 12/10/13.
- 18 projects are in progress
- Funding:
 - \$1800 from Kalispell Rotary (and an invitation to present on 1/23/13)
 - \$250 from Church Women United
- From a very special thank you letter: "You are very special gentlemen and you improve and change the lives of seniors who live in mobile homes. Because of your integrity and outstanding service people can remain in their homes with dignity and security. Thank you. Thank you. Thank you."

Senior Centers - A primary AOA focus is outreach to area Senior Centers to build relationships, extend support, and explore new opportunities for partnership.

- Columbia Falls
 - On 12/6/13 the Center held a fundraiser in conjunction with the Nite of Lights. Unfortunately the city's festivities were canceled because of the extreme cold but the Center stayed open and served hot soup and chili and sold baked goods and crafts.
 - AOA staff attended the potluck in November.
- Whitefish
 - The Center held an open house on 12/12/13. Approximately 40 people attended. The quilt sale was successful and several new volunteers were recruited.
 - The Center has begun offering field trips and plans to focus on building this program in the new year.
- Kalispell
 - The Center will hold its gift wrap fundraiser at the Center this year as mall space is unavailable. Wrapping services will be available for a donation from 12/9/12-12/24/13, 1:00-5:00 every day except Sunday. KGEZ is advertising the project daily and ABC news came out to the center yesterday to interview them.
 - The Center has hired a contractor to finish the work on the house as members were not able to do so. They hope to be able to rent it out by February.

Story: A Volunteer Gives Back

An RSVP volunteer shares her reason for volunteering:

My name is Janet and I have Multiple Sclerosis, Raynaud's and Lupus. I face many challenges daily without complaint. It has been a long journey since my diagnosis 17 years ago but I have managed to be progressive and not let these disease's define me by keeping a positive attitude and great sense of humor. When I first moved back to Kalispell, the Agency on Aging Department was there for me with the wonderful program "Meals on Wheels." I was unable to pay at that time yet they continued to provide meals for me and for that I am grateful. Now it's my turn to strive to give back and pay it forward by volunteering as much as I'm physically capable of and help within the RSVP and Agency on Aging Department's. I find it personally rewarding and feel blessed to be able to give back to a program that has helped me in so many ways.