



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**December 19, 2016**  
Prepared by Lisa Sheppard, Director

On the last page are two tables, one for performance measures and one for workload indicators, showing:

FY 2015 actuals

FY 2016 annual targets

FY 2016 actuals

FY 2016 actuals as a percentage of annual targets

FY 2016 actuals as a percentage of FY 2015 actuals

FY 2017 actuals to date

FY 2017 annual targets

FY 2017 actuals as a percentage of FY 2017 annual targets

**The general target is 41.66% for FY 2017, July 1 – November 30, 2016**, 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:**

- The AOA November report to Commissioners was canceled, so this report includes data from October and November, as well as some updates from September.
- We have already exceeded our annual target for the number of seniors eating congregate meals. The increase is primarily due to the new people eating at the South Campus dining room. We are serving approximately 100 people per day, which is double the daily average from Kelly Road and KSC combined.
- The “per meal cost” is artificially high as it reflects some expenditures that will be reallocated to the senior center fund.
- Total meals are 2.6% below the target for the year. This is due in part to lower numbers in July coinciding with our move. For example, November meals totaled 6,660 compared to 5,624 in July, a difference of 1,036.
- Eagle Transit rides are 3.6% below target for the year but are on approximately the same pace as this time last year.
- We have a data entry backlog for both “Info and Referral/Assistance Contacts” and “Medicare Counseling” units. We’ve hired temporary staff to help resolve this issue.
- We continue to build up our Independent Living service client base after last year’s suspensions. Unit of service numbers lag 30-60 days.
- The RSVP database has been updated to accurately report the number of current workstations.

## **AOA Administration**

### ***Budget and Contracts***

- The new NCOA Benefits Enrollment Center (BEC) grant through MTDPHHS is on the Commissioners' agenda for signature 12/21/16.
- AOA will participate in a state compliance review sometime after the first of the year. Staff is working on a self-assessment in preparation for the review. No date has been set yet.

### ***State/Federal/Legislative Issues***

- AOA staff participated in the Alliance for Health Legislative Forum in Kalispell on 12/5/16 to educate attendees about the need for increased funding to serve the growing number of older adults in our community, especially those with dementia.
- Lisa will participate in the M4A conference call on 12/22 and the quarterly meeting in Helena, January 25-26. At the recent October meeting Lisa concluded her two-year term as President and was elected Vice-President for the next two-year term.
- HB 36, sponsored by Rep. Gordon Pierson from Anaconda, has been filed and will likely have a hearing in the Health and Human Services Committee sometime during the first week of the upcoming legislative session. This bill is the result of the work done by the joint Interim Committee on Children, Families, Health and Human Services. If passed, Montana's 10 Area Agencies on Aging would receive an additional \$1.5 million over the next biennium to provide enhanced services to individuals with Alzheimer's and related dementias and their family caregivers. Lisa drafted the M4A proposal this bill is based on. She will attend the hearing and may provide testimony.

### ***Building***

- We continue to work with CTA and Swank to resolve remaining punch list items and address other building issues as they arise.

### ***AOA Advisory Council***

- The Council met on November 10, 2016. There was no meeting in December. The next meeting will be held on January 12, 2017.
- Commissioners reappointed Glenn Graham and appointed four new members: De Etta Boyce, Linda Hunt, Nola Rice and Pat Sylvia. Additional vacancies were reposted with a new due date of December 23rd.

## **Outreach/Education/Media**

Note: Transportation related outreach will be noted in the Eagle Transit section below.

### ***September (11)***

- 9/6/16, monthly KGEZ interview, 11,000
- General promotion of Age-Friendly Flathead community leader focus group; 9/9/16, presentation at event, 65 people in attendance
- General promotion of Shred Event on 9/10/16; AOA/RSVP information table at event, RSVP volunteer participation
- 9/13/16, BEC outreach/promotion in South Campus lobby, 5 contacts
- 9/14/16, Lakeside/Somers Community Club
- 9/17/16, information table at Alzheimer's Walk at Woodland Park, 200 contacts
- 9/28/16, BEC outreach/promotion in South Campus lobby, 25 contacts
- 9/29/16, BEC promotion in RSVP volunteer opportunities email
- 9/30/16, presentation to staff at Immanuel Lutheran Communities Retreat

### ***October (15)***

- 10/3/16, monthly KGEZ presentation, 11,000
- 10/5/16, Medicare presentation at Glacier High School, 35 attendees

- 10/11/16, Daily Inter Lake article “Agency on Aging and Kalispell Senior Center celebrate new home”, 17,000
- 10/12-14/16, AOA Open House multi-media promotion, information tables, opening remarks at ribbon cutting ceremony, TV interview, Medicare 101 presentation, Care Farm documentary screening, BEC promotion
- 10/13/16, Daily Inter Lake photos of Open House ribbon cutting ceremony, “A Dream Come True”
- 10/19/16, Flathead Beacon article, “Saga Ends on Celebration as County Opens New Agency on Aging”
- Promotion of presentation on Social Security held on 10/18/16
- 10/20/16, agency update and South Campus building tour for Kalispell Kiwanis, 6
- RSVP monthly volunteer opportunities email

*November (8)*

- 11/7/16, monthly KGEZ interview, 11,000
- 11/8/16, Daily Inter Lake article, “Agency offers to help Medicare customers”, 17,000
- 11/10/16, AOA newsletter, 350
- 11/10/16, presentation to Bigfork Community Center board and general membership, 20
- 11/14/16, presentation to North Valley Embrace Health program, 5 attendees
- 11/15/16, RSVP presentation to LDS Church, 25 attendees
- 11/17/16, RSVP monthly volunteer opportunities email
- 11/21/16, presentation to ASSIST staff

**Eagle Transit**

- Montana Department of Transportation (MDT):
  - Commissioners approved and signed the contract for the new 27-passenger bus approved in the FY 2016 funding cycle. Staff submitted the \$13,656.86 in matching funds to MDT along with the signed contract. The bus is now on the road.
  - Lisa developed and Tara has reviewed the draft RFP for the Transportation Development Planning Grant for \$40,000 (\$32,000 from MDT, \$8,000 match). Lisa is working with MDT to finalize the posting protocol and dates. Once that is completed, the RFP will be put on the Commissioners’ agenda for review and approval.
  - FY 2018 Transportation Coordination Plan/5311 Application and Annual Capital Request
    - MDT notified us that we will receive \$660,850 in federal 5311 funds and \$54,767 in state TransADE funds for FY 2018, for a total of \$715,617, and increase of \$52,069 over FY 2017.
    - The planning process is well underway.
      - The annual community survey was sent out on 11/21/16, and we have received 62 responses to date.
      - Local private transportation providers have all been invited to participate in the planning process and interviews are underway.
      - The summary of local transportation options is in the process of being updated.
      - The annual Public Transit Planning Meeting to solicit public feedback and input was held on 12/15/16. Sixteen people participated.
      - The TAC will provide input for the plan at the 1/5/17 meeting and will review and vote on the completed plan on 2/2/17.
      - Legal posting of the opportunity for public review and comment on the plan will immediately follow the TAC vote. The plan/application will be placed on the Commissioners’ agenda the third week in February with online submission to MDT by 3/1/17.
- Outreach/Education/Media:
  - The new commercial is complete and began running in December – details to follow in January report.

- 9/6/16, monthly KGEZ interview re. changes in Dial-A-Ride eligibility/rates and Kalispell city bus changes, 11,000
- 9/24/16, Daily Inter Lake article, “Glacier shuttle carries record”, 17,000
- 10/3/16, KGEZ monthly interview re. TAC vacancies
- 10/5/16, Jim Boyd presentation on Winter Use program at MDT fall training workshop in Helena
- 10/12-14/16, AOA Open House, info table on Eagle Transit services with schedules, fare sheets and DAR applications
- 11/7/16, KGEZ monthly interview re. promotion of Public Transit Planning Meeting on 12/15/16
- 11/10/16. AOA newsletter promotion of Public Transit Planning Meeting
- Multi-media and venue promotion of Public Transit Planning Meeting – paid advertising, PSAs, press releases, flyers in buses/meals on wheels, posters in public spaces in all areas of the Flathead
- Operations:
  - A .75 driver position is in the interview process. A .75 dispatcher was hired.
- Transportation Advisory Committee (TAC)
  - The next TAC meeting is set for 1/5/17 from 8:30-10:30 in the South Campus building. The agenda will focus on priorities for the annual Transportation Coordination Plan and capital request.
  - Commissioners reappointed Bill Gehling to the Committee and appointed three new members: Jim Foster, Marcy Roberts and Kevin Warrington.
- Glacier National Park
  - The Winter Use program is in full swing. Fourteen buses are being used by 8 transit entities across the state plus Eagle Transit.

### **Nutrition**

- We served approximately 500 meals on Thanksgiving Day, including 165 in the South Campus dining room (3 sittings).
- Educational materials on the importance of exercise were sent to all MOW recipients and to all meal sites on “Walking: A Step in the Right Direction” (October) and “Walking for your Health” (November).
- We have been hosting “Thursday Night Football” at the AOA, featuring a \$5 dinner. Average attendance is around 16 people.

### **I & R/Assistance/Ombudsman**

- Medicare Open Enrollment ended December 7<sup>th</sup>. Details will be provided in the January report.

### **RSVP**

- Grant update:
  - A progress report update is due 12/31/16.
  - The progress and financial reports for the quarter ending 12/31/16 will be due at the end of January.
  - The grant continuation request for Year Three of this cycle is due January 17, 2017. The annual funding allocation from CNCS will not change, nor do we anticipate any substantive performance measure changes.
  - The next grant cycle requiring a new competitive application will begin April 1, 2018.

### **Senior Mobile Home Repair**

- The Advisory Board met on 12/13/16.
- 24 projects are currently in progress and 2 were completed in November.

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

- A North Valley Senior Center board member was featured in a Daily Inter Lake active seniors article on 9/6/16, “Man’s career spanned dam days, Trapline bars.”
- The County Attorney’s office has completed a “Use Agreement” for the Kalispell Senior Center’s use of the South Campus (on the agenda today), and continues to work on new lease agreements for Whitefish, Columbia Falls and Bigfork, as well as KSC’s use of a suite in the South Campus annex.
- Options for a new Bigfork Community Center continue to be explored.
- Kalispell, Whitefish and the Bigfork Centers distribute monthly newsletters that list activity calendars, field trips, menus, member profiles, service information, etc.