



Report to the Commissioners
Area IX Agency on Aging, Flathead County
January 17, 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 50% for FY 2017, July 1 – December 31, 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 “Number Receiving Independent Living Services” now includes only unduplicated clients across all IL services. Previously, data showed unduplicated clients by each service type, but some clients were counted twice if they were provided with multiple services. The result of the change in client tracking will be a lower overall client count in this measure for the year.
- The “per meal cost” continues to be artificially high as it reflects some expenditures that will be reallocated to the senior center fund.
- Total meals are 2% below the target for the year. This is due in part to lower numbers in July coinciding with our move. However, we are at 50% of the total meals served in FY 2016.
- Eagle Transit rides are 4% below target for the year and down slightly from the pace this time last year. See the Eagle Transit section below for efforts to increase ridership.
- We have greatly reduced the data entry backlog for “Info and Referral/Assistance Contacts” and are almost on target for the year. We continue to have a backlog for “Medicare Counseling” units. We’ve engaged temporary help to assist us with data entry.
- We continue to build up our Independent Living service client base after last year’s suspensions. Unit of service numbers lag 30-60 days.

AOA Administration

Budget and Contracts

- Commissioners signed the year two NCOA Benefits Enrollment Center (BEC) grant through MTDPHHS on 12/21/16.
- Staff continues to work on a self-assessment in preparation for a DPHHS compliance review visit sometime this spring.
- Staff submitted requests to amend the FY 2017 budget to Finance.

State/Federal/Legislative Issues

- Lisa participated in the M4A conference call on 12/22. The quarterly meeting in Helena has been canceled due to members' participation in legislative activities. The DPHHS State Unit on Aging will hold a conference call with Area Directors on 1/26 instead.
- AOA is advocating for several legislative and executive initiatives that will sustain and improve services for older Montanans. Action alerts to stakeholders have gone out. Lisa will not be testifying in person in Helena but will submit written testimony:
 - The Governor's proposed budget for DPHHS Senior and Long Term Care services is facing potential cuts of \$52 million to nursing home care, in-home care and hospice. These cuts do not include decreases for Area Agencies on Aging. We are advocating for the restoration of these funds in the final budget.
 - The SLTC budget also includes an additional \$1.5 million over the biennium to provide enhanced services to individuals with Alzheimer's and related dementias and their family caregivers, as does HB 36, prepared by the joint Interim Committee on Children, Families, Health and Human Services and sponsored by Rep. Gordon Pierson from Anaconda. The DPHHS SLTC budget will be heard on 1/19/17 in the Health and Human Services Appropriations Subcommittee. HB 36 will be heard by the House Human Services Committee; no date has been set yet.
 - Two other bills supporting people with Alzheimer's and their family caregivers came out of the Interim Committee and will also be heard in the House Human Services Committee at a time to be determined: HB 17 to increase Medicaid Waiver slots and ALF rates and HB 35 to provide local grants to volunteer respite programs.
 - The final bill from the Interim Committee, HB 70, will strengthen guardianship options for older adults in Montana. It will be heard by the House Judiciary Committee.

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 Finance Committee and Council met on January 12, 2017. There was no meeting in December. The agenda included introduction of newly appointed members, legislative updates and a presentation on long term care financing options.
- The next meeting will be held on February 9, 2017. It will include an orientation for new members.

Outreach/Education/Media

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

- 12/1/16, distribution of AOA materials at Kalispell Noon Rotary (60)
- 12/1/16, presentation at NW Coalition meeting on AOA services and BEC screenings
- 12/5/16, monthly KGEZ interview (11,000)
- 12/7/16, AOA December newsletter (325)

- 12/8/16, Daily Inter Lake article on RSVP, “Volunteer program provides winter items for Head Start” (17,000)
- 12/9/16, outreach/materials to Flathead County Health Department Health Promotion staff
- DIL daybook notice for Advisory Council meetings
- Outreach to community stakeholders regarding AOA and RSVP advisory council vacancies
- 12/15/16, AOA info table at Eagle Transit Annual Public Meeting
- December issue of the Whitefish Community Center Golden Gazette, article “At Last! A New Kitchen for Meals on Wheels”

Eagle Transit

- Montana Department of Transportation (MDT):
 - Contracts for two new 17-passenger buses and onboard safety cameras are on the Commissioners’ agenda today for review and signature.
 - Lisa continues to work with MDT to finalize the posting protocol and dates for the RFP for the Transportation Development Plan.
 - FY 2018 Transportation Coordination Plan/5311 Application and Annual Capital Request. Status of planning process:
 - The draft budget is complete. 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, an increase of \$52,069 over FY 2017.
 - The annual community survey is complete. Lisa is working on an analysis of the results.
 - Interviews with private transportation providers are complete.
 - 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 provided input for the plan and the capital request at the 1/5/17 meeting. They will review and vote on the completed plan on 2/2/17.
 - The capital request will consist of two 13 passenger buses (replacements for buses that have reached the end of their useful life).
 - Eagle staff have completed ridership data and vehicle reports required for the application.
 - Lisa is working on the draft narratives for the TCP, TransADE expenditures and capital request.
 - Legal posting of the opportunity for public review and comment on the plan will immediately follow the TAC vote. The plan/application will then be placed on the Commissioners’ agenda with online submission due to MDT by 3/1/17.
- Outreach/Education/Media:
 - The new KPAX commercial runs 100 spots per month on the CW and 18 spots per month on Channel 8 KAJ (CBS morning show and The Price is Right).
 - 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
 - 12/10/16, Public Transit Planning Meeting, 16 attendees
 - Eagle Transit provided free rides to the annual “Christmas at Our House” celebration at the Armory
- Operations:
 - Congratulations to new Transportation Manager Dale Novak.
 - A .75 driver position has been filled, which will reduce overtime expenditures.
 - Several efforts to increase ridership and improve efficiencies are underway:
 - Eliminating the 2:00-3:00 hour of service in Columbia Falls due to lack of ridership. The bus will return earlier to Kalispell to help with increased demand for medical rides and general Dial-A-Ride service.

- Changes to the Kalispell City route to reduce delays caused by traffic in the Hutton Ranch area, eliminate duplicative stops and add high volume stops
- Revision of stop times on Kalispell city route to increase schedule reliability
- Updating and revamping printed bus schedules to be more accurate and user friendly
- Transportation Advisory Committee (TAC)
 - The TAC vacancies have been reposted through January 31, 2017.
- Glacier National Park
 - We will post the Glacier Park Operations Lead position shortly.

Nutrition

- Daily meal averages are down only slightly (80-90) despite extreme weather.
- We served approximately 530 Christmas meals on 12/16/16.
- Educational materials, “Drinking Enough Fluid,” were sent to all MOW recipients and to all meal sites.
- Nutrition Manager J.R. Isles volunteered as Santa at “Christmas at Our House.”
- AOA will host a Super Bowl party in the dining room on Sunday, February 5th, starting at 3:00 pm, with BBQ chicken, hamburgers, hot dogs and cards/games.
- Thank you to IT for automating our daily meal dining records!

I & R/Assistance/Ombudsman

- We’re providing help filing 2 EC Homeowner/Renter tax credit applications starting this month.
- Other service stats for December:
 - Telephone Reassurance calls: 200
 - Legal Appointments: 2

RSVP

- Grant update:
 - The financial reports for the quarter ending 12/31/16 are due at the end of January.
 - The grant continuation is on the Commissioners’ agenda for consideration today.
- As part of the Governor’s Winter Ready Program, staff and volunteers distributed 600 hats and mittens made by more than 20 volunteers to programs across the Valley, including Head Start, local elementary schools, North Valley Hospital and KRMC birthing centers, The Abbie Shelter, Hope Pregnancy Resource Center, CASA for Kids and area nursing homes.

Senior Mobile Home Repair

- The Advisory Board did not meet in January.

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

- On 11/29/16 the Daily Inter Lake featured a story on the Kalispell Senior Center’s annual “It’s a Wrap!” fundraiser, which ran through Christmas Eve. The fundraiser brought in over \$6,000 this year, which is a substantial increase over last year.
- The Kalispell Senior Center has completed its move from the old building to the South Campus and South Campus annex. Thanks to the Maintenance crew!
- Members of the Whitefish Community Center enjoyed a “Festive Tour of the Kalispell Holiday Lights.”
- The North Valley Senior Center has requested assistance with a roof leak.