



Report to the Commissioners
Area IX Agency on Aging, Flathead County
January 20, 2015
Prepared by Lisa Sheppard, Director

On the last page 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 December 31, 2014 as a percentage of FY 2015 annual targets

The general target is 50% 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-Dec, 2014:

1. Eagle Transit rides are back on track after the low number of working days in November compared to other months. We provided 592 more rides this December than last.
2. Independent Living and I&R statistics typically lag one month, but we were able to get the December stats in early. The numbers from the last report have been revised to include Nov. figures, so the total reported is up-to-date. We added personal care to our service array after the performance measures were developed, so there is no target for this service. In addition, funds have been reallocated from other IL services to cover the costs of providing personal care. The total units of IL services provided are at 49% of the total target.
3. The total number of meals continues to outpace the target. We are on track to realize a 4.5% increase in meals from FY 2014.

AOA Administration

Budget

- Amendments were made to the FY 2015 budget to account for the approved purchases of a vehicle and a copier.

State/Legislative Issues

- Development of Area Plan for October 2015-September 2019:
 - The Commission will consider its response to the DPHHS letter regarding designation of the AOA. The deadline is January 31, 2015 to make any changes to the current service area or structure.
 - Public meetings to obtain citizen input into the plan are scheduled as follows and have been promoted through a variety of media and other forums:

- 1/22/15, 12:30 pm, Whitefish Community Center
- 1/23/15, 1:00 pm, AOA
- 1/26/15, 1:00 pm, North Valley Senior Center
- 2/3/15, 1:00 pm, Lakeside Chapel
- 2/4/15, 12:30 pm, Bigfork Senior Center
 - We are also in the process of setting up a faith-based focus group in February.
- Lisa facilitated the December 23rd and January 9th M4A conference calls which focused on legislative contacts and preparation for testimony at the January 28th Health and Human Services Appropriations Subcommittee. As President, Lisa will provide the summary testimony on behalf of M4A.
- Lisa provided Advisory Council members with information regarding the aging network's legislative priorities, the HHS Subcommittee schedule and how to contact its members.

Building

- **New building:** The Commissioners awarded the contract to Swank Enterprises on 12/31/2014. The Commissioners met on 1/16/15 to discuss possible cost savings for the project. The AOA Nutrition Manager will work with CTA and the contractor to finalize the kitchen equipment list.
- **Kelly Road:** Nothing to report.

Advisory Council

- The Finance Committee and the full Council met on 1/8/2015 and welcomed new members: Commissioner Phil Mitchell, Greg Bancroft, Dick Reedquist, Paula Robinson, and Courtney Rudbach.
- Members reviewed the requirements for content of the Area Plan, the schedule of public meetings and the DPHHS options letter. Members also discussed legislative priorities and contacts.
- An orientation for new members will be scheduled shortly.

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.

- 12/1/14, Lisa was interviewed on KGEZ (regular spot.). Lisa also recorded a holiday greeting from AOA for repeated play throughout the holiday season.
- 12/2/14, Outreach Coordinator, Christine Neater, presented on AOA services to residents at Whitefish Manor, 14 people attended.
- 12/4/14, Christine presented on AOA services at the Teakettle Community Room in Columbia Falls, 8 people attended.
- 12/5/14, Christine presented on AOA services at the Kalispell Senior Apartment, 6 people attended.
- 12/10/14, RSVP Project Coordinator, Tony Brockman, presented on volunteer opportunities and community services for veterans to the Vietnam Veterans of America at FVCC, 30 vets and spouses in attendance.
- 12/12/14, Tony spoke about RSVP to 25 people at the Kalispell Vets Center Open House.
- An AOA ad ran in the Dec/Jan edition of the Montana Senior News.

Eagle Transit

- The snow storm on 1/5/15 resulted in cancellation of city and Dial-A-Ride bus service for safety reasons starting at noon on that day. A skeleton crew remained to pick up Dial-A-Ride riders and commuters who had already been dropped off before the cancellation went into effect.
- Montana Department of Transportation (MDT)
 - The annual Transportation Coordination Plan and 5311 application is due to MDT 3/2/15.
 - We are in the process of soliciting public input through questionnaires and public meetings. A general public meeting was held on 1/16/15 at the Health Department, 12 citizens participated.
 - The TAC will review/approve the Plan and application at its meeting on 2/5/14. A legal notice will be placed in the Inter Lake per MDT requirements. The documents will then be

sent to Tara for review and on to the Commissioners for review and signature no later than 2/25/15 to allow for submission by the deadline.

- The remaining New Freedom funds will be used to expand service hours in Whitefish and Columbia Falls. Two new drivers have been hired, which will allow us to staff those routes. We anticipate posting the changes to the Whitefish schedule before the end of the month and Columbia Falls shortly thereafter.
- We expressed concern about proposed MDT rule changes that would have potentially resulted in the removal of the 21 bus shelters in our area maintained by Chandler Communications. The proposed rules have been pulled.
- Glacier National Park:
 - An RFP for shuttle staffing services was posted at the beginning of January. Responses are due and the Commissioners will open bids 1/21/15 at 9:00 am.
 - The budget meeting for the coming season will take place on 1/20/15.
 - On 1/21/15, Eagle Transit and GNP staff will participate in a shuttle planning meeting.
- Transportation Advisory Committee (TAC):
 - The next meeting will be 2/5/15. There will be no January meeting. The Committee will determine the schedule for the remainder of calendar year 2015 at the February meeting.
- Outreach/Education/Media:
 - Weekly radio ads on KOFI
 - 12/10/14, free bus service to annual Christmas at Our House, ad/schedule ran in the Beacon
 - 12/19/14, ad in the Daily Inter Lake sponsoring Operation Santa Paws

Nutrition

- DPHHS has asked all of the Area Agencies to provide average per meal costs. Not all have responded yet, but we are on the low side at \$6.28 per meal last fiscal year, projected \$6.50 this year (\$6.62 factoring in all admin costs). Area I (eastern Montana) averages \$8.59, Area II (Billings) ranges from \$6.50-\$16.00, and Area VI (Lake, Lincoln, Sanders) averages \$8.59 (with a range from \$6.59-\$10.38).
- Annual meal site assessments have been completed.
- Nutrition education materials on holiday safety tips and fall prevention were sent to all MOW recipients and congregate meal sites.
- The snow storm on 1/5/15 resulted in reduced meal service (provided in Kalispell only) on 1/5 and cancellation of all service on 1/6 for safety reasons. **Thank you to the many volunteer drivers and AOA/Eagle Transit staff who worked diligently on 1/5 to get out as many meals as possible.**

I & R/Assistance/Ombudsman

- Requests for information and assistance continue to increase. We are 55% of our projected total contacts for the year.
- Data reports: of active clients assessed
 - 62% are at moderate to high risk based on physical health needs
 - 45% need assistance with transportation
 - 13% are experiencing noted cognitive decline
 - 17% have significant mental health needs
 - 17% have limited social connections
 - 66% need help with household and/or personal tasks
 - 60% live alone
 - 38% have at least one life factor rated at the highest risk category

RSVP

- Grant update:
 - Staff completed required monthly Director training and training for MLK Day of Service.

- Staff developed and submitted required “Project Summation” report to the RSVP state office.
- Staff and volunteers continue to make required changes to the RSVP database.
- 500 hats/mitten were distributed to children at 13 area schools, hospitals and other community service organizations as part of the Governor’s Winter Ready Program, which brings the project total to 750 sets.
Thank you to all our wonderful volunteer knitters!
- RSVP volunteers participated in the annual Santa’s Calling project with Kalispell Parks and Recreation.
- The RSVP Advisory Council did not meet in December. The next meeting is 1/21/15 at 9:15 am at Heritage Place.

Senior Mobile Home Repair

- Advisory Board meeting was held on 1/13/15. Next meeting 2/10/15, 9:00 am at Flathead Electric.
- Seven projects have been completed since last month’s report; 20 are in progress. There is some delay in completing projects because of the winter weather.
- Funding:
 - \$500 received from Northwestern Energy
 - Grant application for \$5000 submitted to BNSF Foundation
 - Grant application for \$5000 submitted to Plum Creek

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 all centers have been reviewed by county staff. Some additional information still needs to be included. County Grant Writer, Whitney Aschenwald, has requested an extension and change of scope from CDBG.
- Public meetings to gather senior input for the Area Plan are planned at all area Centers (see schedule above).

Story: Loss and Grief but also Hope and Help

When you lose a loved one, you don’t get to just grieve. There are decisions to be made and arrangements to take care of and affairs to settle. Most of what needs to be done is new to us and we are expected to figure it out at a time when we are often least able to do so, when we are sad, scared and scattered. At AOA we have the privilege to help many people through the process. For example, in mid-December we got a call from “Laura” whose mother had just died. Laura didn’t know what to do, how to start or where to go. She didn’t even know where her mother’s body was. Our ever-resourceful and kind receptionist, Sally Conner, helped Laura with all of her questions, starting with who to call at the hospital about her mother’s body and how to find a funeral home. She told Laura where to get a death certificate, how to notify Social Security and referred her for help to pay for cremation. Sally also referred Laura for our legal assistance should she need it. Laura called back later in a panic because she thought Medicaid was going to take her mother’s house for repayment of medical bills. One of our I&A staff was able to reassure Laura that because she had been living with and caring for her mother for more than 5 years her home was exempt from Medicaid recovery. She was so relieved to learn that she and her children would not lose their home.

Speaking of Sally, she is retiring at the end of this month, and staff and seniors alike will miss her terribly! I do a lot of AOA outreach around the Valley and invariably when I tell people who I am, they say something like, “Oh, you work at Sally’s agency!” And I always reply, “Yes I do!” She has been the face of AOA for the last decade and she has helped countless seniors and their families with a myriad of questions and concerns. She always goes the extra mile to make sure people get what they need, and she does it all with grace and a smile. We wish Sally all the best and have made her promise to come hang out in our new building!