



Report to the Commissioners
Area IX Agency on Aging, Flathead County
January 21, 2014
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Below are two tables, one for performance measures and one for workload indicators, showing FY 2013 actuals, FY 2014 targets, December 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 **50%**, keeping in mind that some numbers will be unevenly distributed throughout the year.

MEASURE	FY 2013 Actuals	FY 2014 Target	December 2013	Total Last Report	Total/Avg. to Date	% Target
# Receiving Independent Living Services	317	350	25	202	227	65%
# Receiving Meals on Wheels	349	373	26	277	303	81%
# of Seniors Receiving Congregate Meals	817	832	17	665	682	82%
# of Eagle Transit Dial-A-Ride Customers	368	470	45	518	563	120%
# of RSVP Volunteer Hours	40,468	32,000	not yet available	13,568	13,568	42%
# of Public Outreach/Education/Media Efforts	35	48	10	28	38	79%
% of MOW/Ind. Liv. Recipients/Intake at Moderate to High Risk of Institutionalization	N/A	70%	not yet available	84%	84%	120%
Per Meal Cost of Nutrition Services	\$6.08	\$6.00	\$5.64	\$5.71	\$5.64	69%
% 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	1	12	13	22%

WORKLOAD INDICATOR	FY 2013 Actuals	FY 2014 Target	December 2013	Total Last Report	Total/Avg. to Date	% Target
Nutrition						
Meals Served	76,893	78,000	7,055	33,988	41,043	53%
# Nutritional Assessments Conducted	not available	560	47	253	300	54%
Transportation						
Total Ride Count	93,833	96,000	7,003	37,930	44,933	47%
Dial-A-Ride Count	34,083	40,320	2,257	13,012	15,269	38%
City, Commuter and Other Ride Count	59,750	55,680	4,746	24,918	29,664	53%
Information and Referral						
Outreach, Info and Referral Contacts	15,896	16,300	not yet available	8,370	8,370	51%
Independent Living						
Homemaker Units of Service	3,318	3,780	250	1,282	1,532	41%
Escorted Transportation Units of Service	1,845	1,768	184	760	944	53%
Respite Units of Service	2,742	2,932	129	1,088	1,217	42%
Community Support Units of Service	N/A	N/A	23	141	164	N/A
Medicare/Insur. Counseling Units of Service	2043	1,300	not yet available	1005	1,005	77%
Monthly Ombudsman Visits	19	19	not yet available	20	19.8	104%
RSVP						
Volunteers Recruited/Enrolled	493	500	3	485	488	98%
Volunteer Work Stations Developed and Maintained	59	60	82	82	82	137%
RSVP Newsletters Produced and Distributed	4	6	1	2	3	50%

AOA Administration

Budget

- FY 2014: We have completed a preliminary review of the FY 2014 budget and anticipate requesting needed budget amendments at a future date to be determined with Finance.
- IT has replaced 7 computers. Four additional computers need to be replaced this fiscal year.

State/Legislative Issues

- Staff submitted the “desk evaluation” of AOA programs to DPHHS in December.
- Lisa Sheppard and Office Administrator Kathi Kallis will attend the quarterly M4A meeting in Helena on 1/29-30/2014

Building

- **New building:** Nothing to report.
- **Kelly Road:** County maintenance repaired a door and water heater venting.

Advisory Council

- The AOA Advisory Council and Finance Committee meetings were held on 1/9/2014. Members discussed new Board appointments, progress on planning for the upcoming Governor's Conference, and options for creating a "sister" 501c3 to handle donations and fundraising. Given the focus on the Governor's Conference at this time (followed by the Older Americans Day Picnic and the Fair), members agreed to arrange for a facilitator to help us explore the 501c3 issue at our meeting on 9/11/14.
- On 1/9/14, the Commissioners appointed seven new additional members: Dee Brown, Jim Driscoll, Glenn Graham, Karlene Kohr, Beth Morganstern, Drucilla Parker and Mary Reckin. The Board is now full. Additionally, Commissioner Cal Scott has been assigned as the AOA liaison.
- A new Board member orientation to the AOA will be held at the meeting on 2/13/14.

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

- The AOA Council Conference Planning Committee and subcommittees continue to meet 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)

- On 12/4/13, the Hungry Horse News featured an article about Meals on Wheels volunteer, Debbie Hervol, in Columbia Falls.
- On 12/5/13 Susan Kunda presented to a Certified Nurse Assistant class at FVCC. Approximately 15 people were in attendance.
- On 12/9/13, the Inter Lake promoted Christmas at Our House and the free bus rides provided by Eagle Transit. Eagle Transit also published the schedule in the Flathead Beacon.
- On 12/10/13, Sue Holst, RSVP Program Director, spoke to the "New Group" about AOA with a focus on our nutrition services. There were about 9 people in attendance. The "New Group" was formed recently to address hunger issues in the Valley.
- On 12/11/13, Sue Holst, RSVP Program Director, spoke to the Columbia Falls Chamber of Commerce about RSVP and the volunteers who serve in Columbia Falls.
- On 12/16/13, The Daily Inter Lake published a story about Chris Linden, a young man who used Eagle Transit Dial-A-Ride services to get to his job at Lowes.
- On 12/24/13, the Daily Inter Lake featured an article called "Knit to Fit" about the RSVP volunteers who knit hats and mittens for children as part of the Governor's Winter Ready Program. The article included pictures of RSVP hats and mittens being delivered to the local Head Start program.
- The Flathead County Extension 2013 annual report featured an article about 4H youth serving seniors at the Older American's Day Picnic in June.
- The Kalispell Senior Center December 2013 newsletter, the S.A.G.E., highlighted the Wellness Event held there in October.
- The Whitefish Community Center newsletter, the Golden Gazette, ran the second in its series on AOA services.
- Lisa gives weekly brief presentations about AOA events and services Wednesday mornings at BNI.

Eagle Transit

- On 12/18/13, we completed and submitted a Montana Department of Transportation financial desk review related to our 1st quarter grant report.
- We are in the process of completing the 2nd quarter MDT report and will submit it by the end of the month.

- The Eagle Transit Advisory Board did not meet in January. The next regularly scheduled meeting is at 8:30 on 2/6/2014. Doug Gilbertson and Catherine Todd have been reappointed to the Board.
- On 1/9/14, Commissioners approved restructuring and filling Eagle Transit positions. Jim Boyd, who has been the Interim Manager, is now the permanent Transportation Manager. Additionally, a new Lead Dispatcher position was created and filled by Kristina Rasmussen. **Congratulations to Jim and Kristina!**
- We continue to experience issues with Routematch, our scheduling and routing software. We have been in discussions with Routematch regarding potential fixes and additional training for staff. While much can be accomplished via phone and internet consultation, we anticipate a Routematch team will be here on site in February.
- Eagle Transit ridership numbers are down for November and December, much of which is due to a number of regular riders recently passing away. Looking forward, staff will address ridership via a new advertising campaign as well as review of the new Five Year Transit Development Plan for the potential of more customer friendly route changes based on the plan recommendations. (The plan is now on the Eagle Transit website.)
- Glacier National Park
 - The budget deadline for the Glacier National Park cooperative agreement has been extended due to changes in Park personnel.
 - The Glacier Park Operations Lead position was filled last week. **Congratulations to Dale Novak!**

Nutrition

- Educational materials and the “Senior Scoop” are sent out monthly to all Meals on Wheels and nutrition sites (approximately 250 recipients). December materials focused on healthy options for snacking.
- The Nutrition Subcommittee of the AOA Council meets on the third Tuesday of odd months. The next meeting is today (1/21/14) at 1:30 at AOA.

I & R/Assistance

- The new client database is live. AOA staff are in the process of updating the info that did not export from the old system, and IT is in the process of developing reports for us that we can easily run to gather pertinent program statistics. **More big thanks to IT!**
- “Pickleball Palooza” took place at the Fairgrounds on Saturday 1/18/14. Details next month. The event and upcoming league play are 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. League play starts this week.
- Commissioners approved and we have posted the Outreach Coordinator position. It closes on 1/24/14.
- Flathead Industries is helping us serve at risk seniors who have needs that are not covered by any other funding source. We are also exploring other opportunities for collaboration.
- Volunteer Ruth Pomeroy completed a new required SMP Volunteer Handbook for AOA.

RSVP

- The RSVP Advisory Board met on 1/15/14. On 1/9/14, Commissioners appointed a new Board member, Lloyd Jones.
- The new Project Coordinator position has posted and will close 1/24/14.
- New volunteer placements in December included: Kalispell Senior Center “It’s a Wrap”, Kalispell Parks and Rec “Santa’s Calling”, Immanuel Lutheran, Kalispell Veteran’s Center, and Literacy Volunteers.
- RSVP Volunteer Cal Grise was recognized in December by the Columbia Falls Chamber of Commerce for 33 years of community service.

- RSVP Board member Jerry O'Brien will be interviewed by KGEZ on 1/22/14. Hopefully the first of many! Jerry is looking to be a "regular" to help educate the community about the need for and accomplishments of RSVP volunteers in the Valley.

Senior Mobile Home Repair

- The Advisory Board meeting was held 1/14/14.
- 4 projects were completed since the December meeting.
- 14 projects are in progress.
- Funding: Jim Atkinson will request \$5000 from Flathead Electric/Roundup for Safety in February.
- Jim was interviewed by KGEZ on 1/15/14, to be aired at a later date.
- Jim will present about the program to the Kalispell Rotary (noon) this Thursday (1/23/14).
- The program video is complete and will be shown at the presentation to Rotary.

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 to assess Senior Centers has been approved.**
- We are in the process of amending the contracts with all of the Senior Centers to standardize reporting requirements.
- Whitefish
 - The Center holds its popular Stumptown Historical Talks on the 3rd Tuesday of each month, and it is looking to expand on that idea by holding discussions on a variety of topics the 1st Tuesday of every month (to be called Tuesday Conversations).
 - They are also jumping on the pickleball bandwagon and are hoping to partner with Whitefish Parks and Rec.
 - They are busy planning their trips for the year and are seeking member input.
- Kalispell
 - The Center completed its gift wrap fundraiser, which was held at the Center this year as mall space was unavailable. They raised approximately \$500.
 - They are holding a spaghetti fundraiser this Saturday 1/25/14 from noon-3:00, \$5 per person.

Story: Eagle Transit Takes People to Work

The Five Year Transit Development Plan update for 2013-2017 included an onboard survey that asked riders why they were riding the bus...51% of them said they were going to or coming from work. One of those regular work-day riders was Chris Linden. Chris had cerebral palsy and he use Eagle Transit's Dial-A-Ride service to get to his much-loved job at Lowes. In December, The Daily Inter Lake featured Chris in an article about Eagle Transit as part of the United Way campaign. Chris, who was very excited about having his story and photo in the paper, was quoted in the article as saying, "The drivers and the people on the phone are real nice. It helps me in getting to work and getting home, especially in the winter. When the snow falls, you don't want to walk in the snow." Tragically, Chris died as the result of complications from a fall he sustained in November. His mom said the story was a huge comfort to her given the happiness it brought him. She described Chris as "a very bright shining star in this world." Upon learning of his death, Eagle Transit staff remembered Chris's "radiant smile" and "easy-going personality." They considered him part of the Eagle Transit family and they will miss him.