



Report to the Commissioners
Area IX Agency on Aging, Flathead County
February 16, 2016
Prepared by Lisa Sheppard, Director

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

FY 2014 actuals

FY 2015 annual targets

FY 2015 actuals

FY 2015 actuals as a percentage of annual targets

FY 2015 actuals as a percentage of FY 2014 actuals

FY 2016 actuals

FY 2016 annual targets

FY 2016 actuals as a percentage of FY 2016 annual targets

The general target is 58.33% for FY 2016, July 1, 2015-January 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:

- Meals were down in January in part due to the temporary closure of the Bigfork Community Center.
- We continue to monitor expenditures related to Independent Living services and to maintain a waiting list for services, primarily homemaker. Exceptions have been made for clients determined to be at very high risk. Cuts are now reflected in the units of service provided.
- Transportation rides continue at 3% below the annual target as a whole. While rides for November and December were up from last year, January rides were down slightly.

AOA Administration

Budget and Contracts

- Commissioners approved requested budget amendments in January.
- DPHHS is applying for a Benefits Enrollment Center Sustainability grant to be implemented by us and the Area VI AOA. If awarded, it would begin in June with a budget of about \$25,000 for our agency.

State/Legislative Issues

- January 25 -28, 2016: participated in a DPHHS meeting regarding statewide caregiver support needs; attended the quarterly Governor's Council on Aging meeting; Lisa facilitated the quarterly M4A meeting, which was scheduled to include a discussion with DPHHS Director Richard Opper regarding M4A priorities; however, he was unable to attend. Lisa and the Area VII Director will meet with Director Opper on 2/19/16.
- Aging advocates, including M4A, AARP and the Governor's Council on Aging now have a monthly meeting (third Friday of each month)with Tara Veazey, Governor Bullock's Policy Advisor for Health and

Families to discuss issues and services of importance to older adults and their families or caregivers. The first meeting is set for 2/19/16. Lisa will represent M4A at the meeting.

- The state legislative Interim Committee on Children, Families, Health and Human Services is looking at the impact of Alzheimer's and other dementias on Montana families as well as caregiver support needs in general. M4A is working closely with other aging advocates to educate the committee about these issues and propose some potential solutions.

Building

- **New building:** Nothing to report.
- **Kelly Road:** Nothing to report.

Advisory Council

- The Council met on 2/11/16. Members agreed to a new meeting format that will include a 30-45 minute presentation from a council member or member of the community related to aging issues or resources in an effort to better share information and identify opportunities for collaboration.
- The Council welcomed new member, Tammy Burkowski.

Outreach/Education/Media

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

- 1/4/16, monthly interview on KGEZ, 11,000 listenership
- 1/18/16, RSVP volunteer opportunities email, distribution 300
- 1/19/16, AOA booth and RSVP participation in Winter Warm Up event at Gateway Community Center
- 1/20/16, participated in Community Needs Health Assessment
- 1/21/16, Benefits CheckUp presentation at Lakeside Gathering Place, 15 attendees
- 1/28/16, presentation at Kalispell Senior Center, 16 attendees
- Weekly information table at Salvation Army (1/5, 1/12, 1/19, 1/26), 89 people visited
- Winter RSVP newsletter, circulation 300

Eagle Transit

- Montana Department of Transportation (MDT):
 - 2nd quarter financial and ridership reports submitted at the end of January.
 - The Transportation Coordination Plan/5311 application process for FY 2017 is almost complete. The application is due 3/1/16.
 - A transit Focus Group was held in Whitefish on 1/19/16 with participation from a Whitefish City Council member, Whitefish City Manager and other key City of Whitefish staff.
 - The Transportation Advisory Committee (TAC) reviewed/approved the plan on 2/4/16.
 - The required official notice of funding request ran in the Daily Inter Lake on 2/10/16.
 - Lisa will present the plan/application to Commissioners on 2/24/16 and upon approval submit electronically to MDT through their new web-based system.
 - Lisa submitted written comments for a public hearing in Helena on 1/28/16 regarding proposed rule changes for external advertising on bus shelters that if implemented would eliminate bus shelters in our area.
- Operations:
 - We continue to work on refining graphic options and on getting quotes for the new Eagle Transit bus stop signs.
 - The Community Connector loop had 29 rides in January. AOA and Eagle staff have been promoting the route through various media.
 - We continue to work with County IT and GIS to build a new Eagle Transit website.

- Transportation Advisory Committee (TAC): The TAC met on 2/4/2016 to review and approve the FY 2017 Transportation Coordination Plan/5311 application and capital request. Commissioners appointed two new members in January: Don Brummell and Carla Augustad.

Nutrition

- We distributed nutrition education fliers to all the congregate sites and in home-delivered meals.
- We have a temporary food prep assistant through Experience Works.
- Longtime MOW volunteer (26 years), Eva Duncan, passed away. She will be missed by all.

I & R/Assistance/Ombudsman

- We will reconsider implementing the sliding fee scale for Independent Living services at the beginning of the fiscal year.
- We are working on the annual survey and expect to distribute it by the end of February.
- Benefits Check-up and 2EC (Homeowners/Renters Tax Credit) events are scheduled as follows:
 - 2/12/16, 10:00-noon: Columbia Arms Apartments
 - 2/16/16: 1:00-3:00 PM, Whitefish View Manor
 - 2/17/16: 1:00-5:00 PM, Gateway Community Center
 - 2/18/16: 1:00-4:00 PM, Lakeside Gathering Place
 - 2/19/16: 10:00 AM-2:00 PM, Whitefish Community Center
 - 2/22/16: 12:15 PM, North Valley Hospital Embrace Program
 - 2/23/16: 12:30-4:00 PM, North Valley Senior Center
 - 2/12/16: 11:00 AM-3:00 PM, Kalispell Senior Center
 - 3/4/16: 10:00 AM-2:00 PM, Bigfork Community Center

RSVP

- Grant update: Staff continue database clean-up and updating volunteer profiles and job descriptions.
- The Advisory Council will meet on 2/24/16. Commissioners appointed two new members in January: Tammy Burkowski and Jody Ford.
- RSVP staff and volunteers participated in the Winter Warm-Up event at Gateway Community Center on 1/29/16, giving away 65 hats, scarves, mittens.

Senior Mobile Home Repair

- The Advisory Board met on 2/9/16. The next meeting will be held on 3/8/16 at 9:00 am at Flathead Electric.
- Three projects have been completed since last month's report; 22 are in progress.
- Funding:
 - \$2,500 received from Whitefish Soroptimists
 - \$5,000 pledged from Roundup for Safety

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

- Mike, Whitney, Lisa and Commissioner Holmquist met with the Senior Center Boards in Whitefish, Columbia Falls and Bigfork to discuss CDBG project details. The next step is to hire an architect.
- The Bigfork Community Center plumbing issue has been resolved for now. Thank you Dave Prunty!
- The first "all center" pinochle tournament will be at the Kalispell Senior Center on 2/20/16.
- J.R. will be the guest speaker at the Kalispell Senior Center general meeting on 2/25/16.

Story: Caregiving is Critical and Stressful – Area Agencies on Aging Can Help

In October, the AARP Research Center completed a telephone survey of registered Montana voters ages 45 plus regarding caregiving of older adults and people with disabilities. Here are some related statistics and survey results:

- There are 118,000 family caregivers of adults in Montana; 48,000 of them care for someone with Alzheimer's or dementia
- They provide 110 million hours of caregiving annually at a value of \$1.4 billion
- Montanans overwhelmingly want for themselves and their loved ones to be able to age in place at home
- Survey says:
 - One in 6 are currently unpaid family caregivers; almost half have been a caregiver at some point
 - 90% of the care recipients are 65 or older, with an average age of 80
 - 43% of caregivers are 65 or older
 - More than half of caregivers work at paid jobs at the same time; they struggle to do both and they worry about losing income or losing their jobs altogether when they have to take time off for caregiving
 - In very high numbers, caregivers provide social activities and companionship, transportation to appointments, take shopping or shop for them, clean house and do chores, help with meals, take on responsibility for medical and personal care tasks, manage medications, manage finances
 - Caregivers are stressed out – they have difficulty balancing caregiving and job responsibilities, don't get enough sleep or exercise and don't have time to manage their own households.
 - They want and need information about programs and services, respite care and support groups for themselves and for their loved ones, help with transportation, housekeeping and chores, meals, and medications.

Are Agencies on Aging can help. Core Older Americans Act services include information about and assistance to access services for older adults and their families, meal assistance, transportation, homemaker/home chore services, respite and other in-home supports like personal care and senior companion care. AAAs/ADRCs in Montana currently serve approximately 60,000 individuals per year by providing more than 3 million "units of service" – a meal served, an hour of in-home support, a ride to a medical appointment, help accessing benefits, etc.