



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**February 17, 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 January 31, 2015 as a percentage of FY 2015 annual targets

**The general target is 58.33% 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 2014-January 2015:**

1. Independent Living and I&R statistics typically lag one month and are not yet available for January 2015. Statistics reflect activity through December 2014. 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 through December.
2. Statistics for Ombudsman cases/consults are now available. This is the first year we have tracked this as a performance measure, so the target was just a “best guess.” We will have a better baseline to use for this coming fiscal year.
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.
4. The cost per meal is beginning to approach the projected target, which is typical for this time of the fiscal year.

**AOA Administration**

***Budget***

- The draft CIP for FY 2016 has been submitted and admin staff are working on the budget.

***State/Legislative Issues***

- DPHHS informed us they were not awarded the Benefits Enrollment Center grant they applied for on our behalf.

- Development of Area Plan for October 2015-September 2019:
  - The first draft of the Plan is due to DPHHS on 3/1/2015.
  - On 1/20/2015, Commissioners voted to retain AOA as a County department.
  - Public meetings to obtain citizen input into the Plan were promoted and held as follows:
    - 1/22/2015, 12:30 pm, Whitefish Community Center – **20 participants**
    - 1/23/2015, 1:00 pm, AOA – **39 participants**
    - 1/26/2015, 1:00 pm, North Valley Senior Center, Columbia Falls – **28 participants**
    - 2/3/2015, 1:00 pm, Lakeside Chapel Gathering Place – **14 participants**
    - 2/4/2015, 12:30 pm, Bigfork Senior Center – **34 participants**
  - A faith-based focus group was held on 2/11/2015, attended by 7 pastors/church representatives.
- Montana Area Agencies on Aging Association (M4A)
  - Lisa attended the quarterly M4A meeting in Helena, Jan 27-29, 2015.
  - On 1/28/2015, as President of M4A, Lisa presented legislative testimony on the importance of adequate funding for aging services to the Health and Human Services Appropriations Subcommittee. In addition, she emailed information to members prior to her testimony.

### ***Building***

- **New building:**
  - The Commissioners voted on cost savings for the building project on 1/28/2015.
  - On 2/6/2015, AOA staff and Mike Pence met with CTA and the kitchen consultant to review the kitchen equipment list. Approximately \$120,000 in potential savings were identified. The final list will be completed shortly.
- **Kelly Road:** Nothing to report.

### ***Advisory Council***

- The Advisory Council did not meet in February. The next meeting is scheduled for March 12, 2015, 2:00 pm at The Summit.
- Members made legislative contacts.
- Lois Katz, Board Chair, attended the Area Plan Public Meetings on behalf of the Council.

### **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.

- 1/5/15, Lisa was interviewed on KGEZ (regular spot.).
- 1/6/15, Lisa was interviewed by a local TV station about the Meals on Wheels cancellation due to the winter storm.
- 1/11/2015, Daily Inter Lake article promoting Area Plan Public Meetings (also ads/articles in other area papers).
- 1/16/15, Public Meeting held regarding the annual Transportation Coordination Plan. **13 people attended.**
- 1/20/2015, presentation on AOA services at the Community Resource Link hosted by United Way, 25 people in attendance.
- 1/28/2015, presentation on Medicare and fraud/abuse prevention at Montana Employment Service, 8 people attended.
- 1/30/2015, AOA/RSVP staff participated in the United Way Winter Warm Up event at Gateway Community Center. 52 people received information.
- Area Plan Public Meetings: Three meetings were held in January. Promoted through multiple forums, including flyers, media, etc. See schedule and attendance in Admin Section above.

## **Eagle Transit**

- Montana Department of Transportation (MDT)
  - The Second Quarter Report and reimbursement request has been submitted.
  - The annual Transportation Coordination Plan and 5311 application is due to MDT 3/2/2015.
  - The TAC reviewed/approved the Plan, application and capital request at its meeting on 2/5/2015.
  - Legal notices for both the operating and capital requests were posted in the Inter Lake on 2/11/2015 per MDT requirements.
  - The documents to be submitted have been reviewed by Tara and are on the Commission agenda for signature on 2/25/2015, which will allow for submission by the deadline.
  - The FY 2016 budget will also include a roll-over of remaining New Freedom funds to support expanded service hours in Whitefish and Columbia Falls. The new Whitefish schedule has been publicly posted per MDT requirements and expanded service will begin this week. We intend to post the Columbia Falls schedule expansion by the end of February.
  - Two bills before the Montana legislature have the potential to impact funding for public transit services. We informed key legislators about the positive impact that increased funding would have on our ability to maintain and expand bus service in Flathead County.
- Glacier National Park:
  - The Selection Committee for the RFP for shuttle staffing services met on 1/23/2015 and selected a respondent to recommend to the Commission pending clarification for Tara of some contract terms.
  - The budget meeting for the coming season was held on 1/20/2015 and the specifics are in the process of being finalized (\$700,000 total budget through September 2015).
  - On 1/21/15, Eagle Transit and GNP staff participated in a planning meeting.
- Transportation Advisory Committee (TAC):
  - The TAC met on 2/5/2015 and welcomed new members: Greg Bancroft, Carrie Jacobs, Roxy Larsen, and Bev Sorenson.
  - The Committee confirmed its intent to meet every other month (by-laws require a minimum of quarterly meetings). The next meeting will be April 2, 2015, 8:30-10:00 at Heritage Place.
- Outreach/Education/Media:
  - Weekly radio ads on KOFI

## **Nutrition**

- Nutrition education materials on the MyPyramid Dietary Guidelines were sent to all MOW recipients and congregate meal sites.

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

- Telephone reassurance calls are increasing as we get new volunteers. We made 111 calls in January.
- We are offering respite services in coordination with the Immanuel Lutheran Caregiver Education and Support sessions that began on 1/17/2015 and will run seven consecutive weeks.
- Data reports: of active clients assessed
  - 63% are at moderate to high risk based on physical health needs
  - 45% need assistance with transportation
  - 13% are experiencing noted cognitive decline
  - 18% have significant mental health needs
  - 17% have limited social connections
  - 67% need help with household and/or personal tasks
  - 60% live alone
  - 39% have at least one life factor rated at the highest risk category

## **RSVP**

- Grant update:
  - Staff completed and submitted the revised/final grant application for the April 2015-March 2018 funding cycle on 2/9/2015.
  - The Federal Financial Report and quarterly reimbursement request was submitted on 1/27/2015.
- The RSVP Advisory Council met on 1/21/2015 at 9:15 am at Heritage Place.
- The MLK National Day of Service was recognized by collecting food and personal items for the NW Montana Veteran's Food Pantry. All area Senior Centers promoted and participated in the event.
- Staff and volunteers participated in the United Way Winter Warm Up event on 1/30/2015.
- The annual all-school Cribbage Tournament will be held on 2/25/2015.

## **Senior Mobile Home Repair**

- Advisory Board meeting was held on 2/10/15 at 9:00 am at Flathead Electric. Next meeting 3/10/2015.
- Five projects have been completed since last month's report; 18 are in progress.
- Funding:
  - \$500 received from Kalispell Rotary
  - \$500 received from Glacier Bank
  - Pending grant requests: BNSF (\$5,000), Lambros Foundation (\$5,000), Plum Creek (\$5,000)

**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 sent to area Centers.
  - Information on \$450,000 CDBG grant request under consideration has been sent to all Centers involved. Public Hearing scheduled today, 2/17/2015.
- Public meetings to gather senior input for the Area Plan conducted at all area Centers (see schedule above).
- Whitefish crowned the senior Winter Carnival royalty, King Ullr and Queen of the Snows, aka Bernard and Kay Parker.

## **Story: Claire's Story**

Statistics are important. They help us make informed decisions, keep us accountable and alert us when things aren't going as planned – but they are dry as a bone and a sure cure for insomnia. That's why I tell you a story every month, to make it personal and make it real. Every number represents a person and what we are doing to help. However, my stories are still second best. I wish I could bring someone with me every month to tell their own story, someone like Claire. I had the opportunity to hear Claire speak to our elected state officials in January at the Health and Human Services Appropriations Subcommittee hearing, and I was in awe. Claire is in her late 70's, and she receives multiple services from the Area Agency in Missoula. Claire isn't a spry, active senior. She is in fact quite frail. She uses oxygen, needs a walker and lives in constant pain. All eyes were on her as she slowly approached the podium, and she began to speak. Her opening line? "I haven't left Missoula for 20 years, but I came today because it is so important to let you know what these services mean to people like me. I came to ask you for my life; these services have saved my life." She spoke for a good ten minutes - despite the standing room only crowd waiting for their turn – and we all, legislators included, hung on her every faint but powerful word. She made us laugh and cry and shake our heads in wonder. I wish you could have heard Claire talk about how her paid caregiver makes her feel special, or how she knew from her research that given her age and condition she wouldn't last a year in a nursing home, or how much it meant to her to stand up for services for seniors. We have lots of Claire's right here in the Flathead, so hopefully you'll get your chance.