



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**February 18, 2014**  
 Prepared by Lisa Sheppard, Director

Below are two tables, one for performance measures and one for workload indicators, showing FY 2013 actuals, FY 2014 targets, January 2014 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 **58.33%**, keeping in mind that some numbers will be unevenly distributed throughout the year.

MEASURE	FY 2013 Actuals	FY 2014 Target	January 2014	Total Last Report	Total/Avg. to Date	% Target
# Receiving Independent Living Services	317	350	14	227	241	69%
# Receiving Meals on Wheels	349	373	22	303	325	87%
# of Seniors Receiving Congregate Meals	817	832	25	682	707	85%
# of Eagle Transit Dial-A-Ride Customers	368	470	not yet available	563	563	120%
# of RSVP Volunteer Hours	40,468	32,000	2,186	41,958	44,144	138%
# of Public Outreach/Education/Media Efforts	35	48	7	38	44	92%
% 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	not yet available	\$5.64	\$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	2	13	15	25%

WORKLOAD INDICATOR	FY 2013 Actuals	FY 2014 Target	January 2014	Total Last Report	Total/Avg. to Date	% Target
<b>Nutrition</b>						
Meals Served	76,893	78,000	7,529	41,043	48,572	62%
# Nutritional Assessments Conducted	not available	560	not yet available	300	300	54%
<b>Transportation</b>						
Total Ride Count	93,833	96,000	8,243	44,933	53,176	55%
Dial-A-Ride Count	34,083	40,320	2,420	15,269	17,689	44%
City, Commuter and Other Ride Count	59,750	55,680	5,823	29,664	35,487	64%
<b>Information and Referral</b>						
Outreach, Info and Referral Contacts	15,896	16,300	2248	8,370	10,618	65%
<b>Independent Living</b>						
Homemaker Units of Service	3,318	3,780	280	1,532	1,812	48%
Escorted Transportation Units of Service	1,845	1,768	210	944	1,154	65%
Respite Units of Service	2,742	2,932	176	1,088	1,264	43%
Community Support Units of Service	N/A	N/A	33	164	197	N/A
Medicare/Insur. Counseling Units of Service	not yet available	1,300	82	1220	1,302	100%
Monthly Ombudsman Visits	19	19	18	19.8	19.6	103%
<b>RSVP</b>						
Volunteers Recruited/Enrolled	493	500	0	488	488	98%
Volunteer Work Stations Developed and Maintained	59	60	1	82	83	137%
RSVP Newsletters Produced and Distributed	4	6	1	3	4	67%

## AOA Administration

### *Budget*

- FY 2015: Completed and submitted CIP request.

### *State/Legislative Issues*

- Lisa attended the M4A quarterly meeting in Helena 1/29-30.

### *Building*

- **New building:** Nothing to report.
- **Kelly Road:** A back office continues to flood. Working with landlord to repair.

### *Advisory Council*

- The AOA Advisory Council and Finance Committee meetings were held on 2/13/2014.
- Dr. Linda Hitchcock, the Valley's new and only geriatrician, and her husband Fred Hitchcock, spoke to the group about their new geriatric services.
- An orientation on AOA services was provided as there are many new members.

### **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.
- Registration is \$50 per person. Forms are available at AOA and online at <http://www.dphhs.mt.gov/sltc/services/aging/conference/index.shtml>.
- The agenda for May 7 will include Dr. Linda Hitchcock as the keynote speaker plus workshops on in-home services, innovative services in the Flathead, and a presentation by Mather Lifeways Institute on the benefits of volunteerism and intergenerational programs.

### **Outreach/Education/Media** - Increased outreach is a goal in our Area Plan on Aging (Oct. 2011- Sept. 2015)

- On 1/10/14, Lisa Sheppard, Director, participated in a panel for Leadership Flathead entitled “Health and Human Services,” about 40 in attendance
- On 1/14/14, Sue Holst, RSVP Director, and JR Isles, Nutrition Manager, spoke to The Hunger Group, about 12 in attendance
- On 1/14/14, Jim Atkinson was interviewed on KGEZ about the Senior Mobile Home Repair program.
- On 1/14/14, Lisa presented on AOA services to the Evergreen Rotary
- On 1/22/14 Jerry O'Brien, RSVPP Council Vice-Chair, was interviewed on KGEZ about the RSVP program. He will have a regular spot going forward to showcase the program.
- On 1/23/14, Lisa, Jim Atkinson, and Steve Burgland presented to the Kalispell Rotary on the Senior Mobile Home Repair program.
- Leslie Potter, RSVP Volunteer Coordinator, have a presentation on the RSVP program, about 40 in attendance.
- Lisa gives weekly brief presentations about AOA events and services Wednesday mornings at BNI.
- Revised the AOA Fact sheet for use in presentations and other outreach.

### **Eagle Transit**

- The Montana Department of Transportation (MDT) 5311 federal grant application is due on March 3<sup>rd</sup>. We are in the process of updating the Transportation Coordination Plan as part of the application process. The Advisory Board will review and approve via email this week. Adoption of the plan and signing of the application is on the Commission agenda 2/26/14 at 10:15 am.
- Eagle Transit is required b MDT to adopt a Title VI non-discrimination plan. The County Attorney's office has reviewed the plan documents. Adoption of the plan is also on the Commission agenda on 2/26/14.
- We have discovered that we have approximately \$27,000 in additional New Freedom funds available through the end of the fiscal year. We are in discussion with MDT about how to best use the funding.
- The 2<sup>nd</sup> quarter MDT report was submitted in January.
- The Eagle Transit Advisory Board met on 2/6/14. Members signed a letter to Glacier Park in support of continue shuttle service and extension of the Cooperative Agreement beyond the completion of construction.
- Lisa, Transportation Manager Jim Boyd and new Park Operations Lead Dale Novak met with Glacier park staff on 2/12/14 to work on finalizing budget details.

### **Nutrition**

- Educational materials and the “Senior Scoop” are sent out monthly to all Meals on Wheels and nutrition sites (approximately 250 recipients). January materials focused on general healthy nutrition tips.
- The Nutrition Subcommittee of the AOA Council met on 1/21/14 at AOA.
- AOA sent peanut butter and instant mashed potatoes to the Senior Centers for distribution to area seniors.
- We are getting 5-8 new referrals for Meals on Wheels each week.

## I & R/Assistance

- AOA staff continue to update info in the new database that did not export from the old system, and IT is very patiently working with us to make it perfect.
- Pickleball league play has begun at the Fairgrounds.
- We have completed interviews for the Outreach Coordinator position and anticipate making a decision soon.
- Staff have been assisting area seniors to apply for the Montana Home Owner/Renter tax credit.

## RSVP

- We have completed interviews for the new Project Coordinator position and anticipate making a decision soon.
- Sue attended a workshop related to the grant expansion in Helena 1/29-30. **We learned that the grant is only one of 7 awarded in the whole nation.** Good work RSVP!
- The “All Schools Cribbage Tournament” is scheduled for 2/26/14.
- RSVP volunteers participated in the Read for Peace Program in honor of MLK Day on 1/17/14.

## Senior Mobile Home Repair

- The Advisory Board meeting was held 2/11/14.
- 1 project was completed since the January meeting.
- 14 projects are in progress.
- Funding:
  - The BNSF Foundation presented the program with a \$5000 donation at a reception at the Hockaday Museum on 2/1/14. The award was noted in an article in the Daily Inter Lake.
  - Jim has requested \$5000 from Flathead Electric/Roundup for Safety.
  - Kalispell Rotary members donated \$550.

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

- The quarterly Senior Center President’s meeting scheduled for 1/27/14 was postponed.

## **Story: 27 Years of Dedicated Service**

Genevieve Zahler has dedicated 27 years volunteering with the RSVP program. She turned in her last time sheet on December 31<sup>st</sup> and she will be sorely missed. Genevieve graduated from St. Vincent’s Nursing School in Billings in 1945. She raised eight children and worked as a nurse until she retired at age 62. Her first volunteer position was with the Kalispell Visitor Center. She has also served at the American Red Cross, Immanuel Lutheran Communities, The Summit, Community Action Partnership, the Kalispell Chamber of Commerce, Hedges School and the Flathead County Health Department. She has given thousands of hours of service to our community. When asked about her favorite volunteer “gig” she said she “enjoyed them all and was especially touched by the many positive comments she received from those she volunteered for and with.”