



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**February 21, 2017**  
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On the last page are two tables, one for performance measures and one for workload indicators, showing:

FY 2015 actuals

FY 2016 annual targets

FY 2016 actuals

FY 2016 actuals as a percentage of annual targets

FY 2016 actuals as a percentage of FY 2015 actuals

FY 2017 actuals to date

FY 2017 annual targets

FY 2017 actuals as a percentage of FY 2017 annual targets

**The general target is 58.33% for FY 2017, July 1 – January 31, 2017**, 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:**

- Annual Independent Living and Nutrition client satisfaction surveys have been distributed.
- Total meals are 2% below the target for the year. This is due in part to lower numbers in July coinciding with our move. However, we are ahead of the pace for last year at 59% of the total meals served in FY 2016.
- Eagle Transit rides continue to be 4% below target for the year. We hope recent changes to the Kalispell City Bus route/stops will improve reliability and in turn ridership.
- We are having difficulty again pulling data from the DPHHS database for Info/Referral Contacts and Medicare Counseling. Our staff are working with DPHHS staff to resolve the issue.
- Although we are continuing to build up our Independent Living service client base after last year's suspensions, progress is slow. We are implementing new outreach efforts.

**AOA Administration**

***Budget and Contracts***

- A budget amendment to the NCOA Benefits Enrollment Center (BEC) grant through DPHHS is on the Commissioners' agenda today.
- Staff has almost completed a self-assessment document for submission to DPHHS in preparation for a compliance review visit sometime this spring.
- Staff completed the draft of the CIP and is working on budget documents.

### ***State/Federal/Legislative Issues***

- AOA is advocating for several legislative and executive initiatives that will sustain and improve services for older Montanans. Lisa has contacted legislators and educated stakeholders about the issues and encouraged/facilitated their participation in the process through action alerts, presentations, etc. M4A in partnership with AARP, the Alzheimer's Association and other groups has provided testimony in Helena and supported stakeholders to testify.
  - DPHHS Senior and Long Term Care services is facing potential cuts of up to \$52 million. While these cuts do not include decreases for Area Agencies on Aging, we are advocating for the restoration of these funds in the final budget.
  - Both the SLTC budget (in HB 2) and HB 36 include an additional \$1.5 million over the biennium to support Area Agencies on Aging to provide enhanced services to individuals with Alzheimer's and related dementias and their family caregivers. The bills include coordinating language. The budget item was heard by the Health and Human Services Appropriation Subcommittee on 1/19/17. The House Human Services Committee heard HB 36 on 2/6/17.
  - Two other bills supporting people with Alzheimer's and their family caregivers came out of the Interim Committee on Children, Families, Health and Human Services. The House Human Services Committee heard HB 35 to provide local grants to create volunteer respite programs on 2/6/17 and HB 17 on 2/20/17.
  - The final bill from the Interim Committee, HB 70, which would have strengthened guardianship options for older adults in Montana, was tabled by the House Judiciary Committee on 1/25/17.
- Federally, potential repeal of the Affordable Care Act means great uncertainty for the older adults we serve age 60-64 who are not yet eligible for Medicare but don't have employer-sponsored health insurance. It also means some Medicare-related provisions, like closing the prescription drug "doughnut hole" and keeping premium costs down are in jeopardy. Lisa participated in an Affordable Care Act listening session hosted by Senator Tester on 1/6/17 at Kalispell Regional HealthCare and shared these concerns.

### ***Building***

- We continue to work with CTA and Swank to resolve remaining punch list items and address other building issues as they arise.

### ***AOA Advisory Council***

- The Council met on February 9, 2017. The agenda included legislative updates, closure of the RSVP program, new routes/schedules for Eagle Transit, an orientation to AOA structure and services for new members and a presentation by Kalispell Senior Center President Dee Boyce on new activities and fundraising efforts.
- Members also discussed the Governor's Conference on Aging to be held in Kalispell Sept. 6-7 at the Red Lion.
- The Finance Committee did not meet.
- The next meeting will be March 9, 2017.

### **Outreach/Education/Media**

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

- 1/3/17, monthly KGEZ interview (11,000)
- 1/6/17, participation in an Affordable Care Act listening session hosted by Senator Tester (45)
- 1/11/17, POLITICO article, "Cities of the Old"
- 1/19/17, Lisa presented to JSEC (Job Service Employer Committee) (25)
- 1/22/17, Daily Inter Lake article, "Senior volunteer program set to end" (17,000)
- 1/23/17, Daily Inter Lake article, "Aging agencies, caregivers seek \$1.5 million" (17,000)
- 1/23/17, KGEZ interview on RSVP closure (11,000)

- 1/26/17, participation in United Way Winter Warm-Up event at the Gateway Community Center (25)
- 1/26/17, Medicare 101 presentation to Spectrum (15)
- 1/27/17, Daily Inter Lake article on RSVP, “Volunteer program provides winter items for Head Start” (17,000)
- 1/27/17, 2EC outreach event at the Whitefish Community Center (14)
- 1/29/17, AOA and BEC ad in the new United Way Answer Book
- DIL daybook notice for Advisory Council meeting

### **Eagle Transit**

- Legislature: We are following HB 408, sponsored by Rep. Steve Lavin, that would add car rental fee support for air travel in addition to its current use for TransADE funding that supports transit services for older adults and people with disabilities.
- Montana Department of Transportation (MDT):
  - The RFP for the Transportation Development Plan will be ready for Commissioner review and posting within the next couple of weeks.
  - The FY 2018 Transportation Coordination Plan/5311 Application and Annual Capital Request were approved by the TAC on 2/2/17 and are on the Commissioners’ agenda today for review and approval. All information has been entered into the state website for submission following approval. Due date is 3/1/17.
- Outreach/Education/Media:
  - The new KPAX commercial continues to run 100 spots per month on the CW and 18 spots per month on Channel 8 KAJ (CBS morning show and The Price is Right).
  - The January and February TAC meetings where the TCP/5311 application and capital request were discussed and voted on were promoted to 79 targeted stakeholders and in the DIL Daybook.
  - The new Columbia Falls schedule was advertised in the Daily Inter Lake on 1/27, 1/28 and 1/29/17, as well as through flyers on the bus.
  - The new Kalispell City Bus schedule was advertised in the Daily Inter Lake on 1/30 and 2/12 and on flyers on all Kalispell buses.
  - Eagle Transit has an ad in the new United Way Answer Book (1/29/17).
  - Dale Novak presented to JSEC (Job Service Employer Committee) on 1/19/17.
  - Dale worked with United Way to accommodate riders going to the Winter Warm Up on 1/26/17.
- Operations:
  - Two new 17-passenger buses have been received and inspected by MDT. They will be registered and on the road this week.
  - A .75 driver position has been reposted. Ongoing driver shortages have led to increased overtime. To address this issue, we have implemented “trip denials” for paratransit/Dial-A-Ride when necessary. We are monitoring the use of trip denials closely.
  - Interviews are underway for an open dispatcher position.
  - Update on efforts to improve routes/services, increase ridership and improve efficiencies:
    - The 2:00-3:00 pm hour of service in Columbia Falls was eliminated due to lack of ridership.
    - The new Kalispell City Bus route went into effect 2/13/17. Some of the changes are as follows:
      - Eliminated bus stops located in parking lots in Hutton Ranch to reduce delays and improve safety; new stops on north side of Walmart shelter, behind Target and at Cabelas and Hobby Lobby
      - Changed last run for City Bus 1 to the SPARKS run
      - Added high density stop on Meridian near Appleway Apartments
      - Increased overall time of Kalispell/Evergreen loop by about 15 minutes to better reflect actual departure times and account for increased traffic congestion

- Enhanced Columbia Falls Commuter route, including a new stop at Flathead Electric
  - Reformatted the Kalispell City Bus schedule to be more user-friendly.
- Transportation Advisory Committee (TAC)
  - The TAC met on 2/2/17 and reviewed/approved the TCP, 5311 application and capital request. Next meeting is April 6, 2017.
  - Two MDT staff attended the meeting.
- Glacier National Park
  - The Glacier Park Operations Lead has posted locally. MDT and the Montana Transit Association also sent the posting to their networks.

### **Nutrition**

- Meal averages in the AOA dining room continue to be between 80 and 90 per day despite icy conditions.
- Thirty-five (35) people attended the Super Bowl Party on 2/5/17.
- The Site Manager/Nutrition Committee met on 1/10/17.
- The annual survey has been distributed.

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

- Staff are busy assisting people to apply for the 2 EC Homeowner/Renter tax credit, on and off-site. We are using our 2EC contacts to also encourage people to participate in BEC screenings for other public benefits.
- The annual IL survey has been mailed out.
- Other service stats for January:
  - Telephone Reassurance calls: 191
  - Legal Appointments: 6

### **RSVP**

- Grant update:
  - Due to an unexpected decrease in funding from United Way and substantial administrative burdens, Commissioners voted on 1/17/17 not to renew the grant. The program will end on 3/31/17. Final financial and progress reports will be due 90 days after that date. CNCS is making \$75,000 in grant funds available to serve the Flathead area should another entity want to apply for the program (a \$25,000 increase over what has been available to AOA for many years).
  - The state RSVP office and the RSVP Advisory Council were informed on 1/18/17. Letters have been sent to all current volunteers and workstations. Interviews were given to the Daily Inter Lake and KGEZ radio.
  - Sue is in the process of meeting with all work stations to update files and complete exit interviews.
  - All volunteers should be able to continue in their placements. It is the matching function of potential volunteers to workstations that will no longer be supported.
  - The Kalispell Senior Center Board has voted to take on the three programs that were facilitated by RSVP staff: Cribbage in Schools, Winter Ready and the Senior Rest Area at the Fair. They are in the process of inviting the other area senior centers to partner with them. They have begun meeting with RSVP staff to develop a transition plan for these programs.
  - Staff and the RSVP Council met with Sherry Stevens from United Way. She has offered the United Way Volunteer Center as a vehicle to continue the matching function and offer volunteer insurance to area nonprofits. She also invited RSVP Council members to serve in an advisory capacity to the Volunteer Center.
- We will host a celebration of the RSVP program on Tuesday, March 21<sup>st</sup> from 2:00-3:30 pm in the AOA dining room. Invitees will include current and former RSVP volunteers, council members and staff and workstations. We will have a short program, refreshments and entertainment.

### **Senior Mobile Home Repair**

- The Advisory Board met on 2/14/17. Minutes not yet available.

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

- CDBG approved the change in scope for the grant to make ADA updates and other improvements to area senior centers, which will now focus on Whitefish Community Center, North Valley Senior Center in Columbia Falls and the Adam building. Other options continue to be explored for the Bigfork Community Center.
- On 1/9/17 the Daily Inter Lake featured a story on the Kalispell Senior Center's new dance class, "Kalispell Man Continues Life of Dance." This is one of many new activities being offered by KSC now they are settled into the South Campus.
- The Whitefish Community Center hosted a Winter Carnival celebration this month. They are also offering Fire Safety classes.