



Report to the Commissioners
Area IX Agency on Aging, Flathead County
March 16, 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 February 28, 2015 as a percentage of FY 2015 annual targets

The general target is 66.66% for FY 2015 through February 28th, 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:

1. The number of Independent Living Services clients is not yet available as we are working with IT to develop automated reports from our database to replace the manual process we have been using.
2. The total units of IL services provided are at 58% of the total target through **January** (which is on track for the fiscal year).

AOA Administration

Budget

- Performance Measures and Workload Indicators for FY 2016 have been submitted and admin staff are working on the budget. However, draft contract budgets will not be available from DPHHS until later this month and final contract budgets will not be confirmed until the state budget is signed.
- DPHHS has informed us that we will get \$5,000 in Title IIIA admin funds as well as an additional \$2,500 in SHIP funds for the current fiscal year. We submitted a budget amendment to reflect this change.

State/Legislative Issues

- Development of Area Plan for October 2015-September 2019:
 - The first draft of the Plan has been submitted to DPHHS.
 - The major change from current operations will be transition to an Aging and Disability Resource Center (ADRC) which will expand program/funding opportunities, one of which is to become a Veterans Direct Home and Community-Based Services Provider.
 - During public meetings, the most frequently cited unmet need was county-wide, flexible, affordable transportation for older adults who no longer drive or are limited in their driving.
 - The draft was presented to the AOA Advisory Council on 3/12/15.

- After DPHHS review, the draft will be revised and submitted to the Commission for final review and approval
- State legislative update:
 - The joint Health and Human Services Appropriations Subcommittee approved a 2% provider rate increase and approved an amendment to provide an additional \$250,000 per year for aging services over the coming biennium.
 - SB180, which provides for a % of car rental tax collections for public transportation for older adults and people with disabilities, has passed the Senate and made it through the House Transportation Committee.
- Montana Area Agencies on Aging Association (M4A)
 - Lisa facilitated the monthly M4A conference call on 2/26/2015. The next quarterly meeting is at the end of April.
 - DPHHS submitted Lisa for consideration as a participant in the White House forum on aging to be held in Seattle in mid-April, a precursor to the White House Conference on Aging which will be held this summer.

Building

- **New building:**
 - On 3/10/2015 the Commissioners approved a volunteer fundraising effort, spearheaded by Diane Queen miller, to restore the patio to the project. On 3/12/2015 the Daily Inter Lake ran an editorial encouraging public support of the fundraiser and thanking Diane for her efforts.
 - An official Groundbreaking Ceremony will be held on Wednesday 3/18/2015 at 10:00 am at the building site with remarks by Commissioners and AOA Advisory Council Chair Lois Katz. The public, especially seniors, are invited to bring shovels and participate in the celebration. Coffee and doughnuts will be provided courtesy of CTA.
- **Kelly Road:** Nothing to report.

Advisory Council

- The Finance Committee met at 1:30 pm on 3/12/2015 to review the financial reports. The full Council meeting followed at 2:00 pm. Members reviewed, discussed and approved the draft of the Area Plan.
- The next meeting is scheduled for April 9, 2015, 2:00 pm at The Summit.

Staff Development

- All supervisors attended the Discipline and Discharge training March 2/3 hosted by HR.

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.

- 2/3/2015, Lisa was interviewed on KGEZ (regular spot)
- 2/3/2015, Area Plan Public Meeting held at Lakeside Gathering Place, 14 in attendance
- 2/4/2015, Area Plan Public Meeting held at Bigfork Senior Center, 34 in attendance
- 2/9/2015, Area Plan Faith-based Focus Group held at Northridge Lutheran, 9 in attendance
- 2/27/2015, Daily Inter Lake article about RSVP All-schools Cribbage Tournament, "It's All in the Cards"
- AOA ad in February/March addition of Montana Senior News

Eagle Transit

- Montana Department of Transportation (MDT):
 - The annual Transportation Coordination Plan and 5311 application were approved by Commissioners on 2/25/2015 and submitted to MDT.
 - We completed the 2nd Quarter Financial Desk Review.

- Operations:
 - Commissioners approved an additional .5 driver position and .5 dispatcher position. These positions were posted and closed last Friday.
 - The Whitefish route is now running an additional hour in the morning, M-F, dedicated to Dial-A-Ride.
 - The extended hour route in Columbia Falls is still being worked on and should be completed shortly.
 - RouteMatch:
 - Transition to the RouteMatch server was delayed and did not take place until 2/14/2015.
 - The transition was accompanied by an upgrade to the newest version of the software.
 - The system is running slower, as expected.
 - Technical Assistance is more timely due to the direct link, and some system errors have been resolved. However, they have been replaced by other errors, which RouteMatch says is the result of “bugs” in the new software version that will be patched in several weeks.
 - Other “old” errors continue with seemingly no potential solutions.
 - The Call Module still does not work. We are trying to determine what the problem is.
- Glacier National Park:
 - Commissioners approved a service agreement with L.C. Staffing to provide temporary staffing for the seasonal shuttle service.
- Transportation Advisory Committee (TAC):
 - The TAC is now meeting every other month with the next meeting scheduled for April 2, 2015, 8:30-10:00 at Heritage Place.
 - Members contacted elected officials regarding SB180.
- Outreach/Education/Media:
 - Weekly radio ads on KOFI

Nutrition

- Nutrition education materials on healthy eating habits were sent to all MOW recipients and congregate meal sites on 2/9/2015.
- St. Matthew’s School donated 150 Valentine’s Day gift baskets that we distributed to Kalispell area MOW and congregate meal recipients.
- Commissioners approved an MOU between AOA and Flathead Industries to provide on-the-job training for individuals with disabilities. AOA receives a daily payment as the job site. The first individual began training last week as a dishwasher and is off to a great start.

I & R/Assistance/Ombudsman

- Ombudsman staff are assisting residents of Greenwood Village Assisted Living to find new placements as the facility is in the process of closing. The Daily Inter Lake ran an article on the closure, highlighting AOA’s role in assisting residents, on 3/10/2015. They also published an editorial on 3/15/2015 thanking Susan Kunda, AOA Ombudsman and I&A Program Manager, for her efforts.
- Volunteer Ruth Pomeroy provided 58 hours of fraud education in February and developed new educational materials for use in her fraud prevention presentations.
- Data reports: of active clients assessed
 - 65% are at moderate to high risk based on physical health needs
 - 47% need assistance with transportation
 - 12% are experiencing noted cognitive decline
 - 18% have significant mental health needs
 - 16% have limited social connections
 - 69% need help with household and/or personal tasks
 - 60% live alone

- 40% have at least one life factor rated at the highest risk category

RSVP

- Grant update: We have been awarded the new competitive grant, which is on a three-year cycle beginning April 1, 2015. The pilot project funds we received in FY 2014 are no longer available so we have returned to the base funding level of \$50,246 annually. We will have some unexpended funds from the pilot and will request to roll them over to continue to fund the RSVP Volunteer Coordinator's extended hours.
- The RSVP Advisory Council will not meet this month so members can participate in the groundbreaking ceremony.
- The 22nd Annual All-School Cribbage Tournament was held on 2/25/2015 with 40 fourth-grade students from 8 schools participating. Congratulations to winners Baylie O'Neil and Kadence Ross from Evergreen!

Senior Mobile Home Repair

- Advisory Board meeting was held on 3/10/15 at 9:00 am at Flathead Electric. Next meeting 4/7/2015.
- Three projects have been completed since last month's report; 16 are in progress.
- Funding:
 - \$500 received from Freedom Bank
 - The second of five \$500 checks received from Glacier Bank

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

- CDBG grant:
 - On 2/17/2015 Commissioners voted to pursue a full CDBG grant to upgrade the Centers and bring them into ADA compliance. Representatives from the Centers spoke in favor of the grant.
 - Detailed information on the Centers as well as Letters of Support are being gathered as part of the grant process.
- Immanuel Lutheran Communities is offering Caregiver Education and Support sessions at the Bigfork Senior Center for six weeks beginning April 6, 2015. AOA will provide respite services as needed to allow interested caregivers to participate.
- AOA staff have been meeting with center boards regarding new contract and reporting requirements.
- The Whitefish Community Center produced an annual report detailing programs and service statistics.

Story: New Day, Same Story: Meals on Wheels Saves Lives

My first January in the Flathead, just a few months into my job as AOA Director, a volunteer Meals on Wheels driver in Whitefish saved a man's life. He had severed an artery in his arm and was literally bleeding to death when the driver found him and got emergency medical help. It was a dramatic and, I assumed, rare event. Was I ever wrong! I have lost count of the number of times similar stories have played out across the Valley. This January, Marianne Dyon, one of the site managers at the Whitefish Community Center, called to ask if I still wanted to hear about these life-saving stories. You bet I do, so here are two more:

- On January 26th, a gentleman did not answer the door or phone when the MOW driver came to deliver his meal. Kathy Cozad, the site manager on duty, called his emergency contact but couldn't reach anyone. She persuaded his apartment manager to check on him right away as something serious could be wrong. And indeed it was – he had a stroke and couldn't walk or talk. The apartment manager called 911 and he was taken to the hospital. His daughter called the center to let them know how grateful she was for their help.
- On January 27th, a MOW driver arrived at a client's home to discover no one home, the door unlocked and blood everywhere. Kathy called his sister out-of-state, but she couldn't reach him either. Kathy finally located him at the hospital. He had been beaten and robbed. He did not have his cell phone at the hospital so Kathy helped his sister get in contact with him. She later updated Kathy on his condition and thanked her profusely for her help.