



Report to the Commissioners
Area IX Agency on Aging, Flathead County
April 18, 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 75% for FY 2016, July 1, 2015-March 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:

- Annual surveys have been completed for Nutrition and for IL Services (Respite and Personal Care recipients only). Overall satisfaction results are reported in the Performance Measures Table. Additional detail is provided in the report narrative below.
- Because home-delivered meal data for March is not yet available, total meal counts and the cost per meal calculation are also not available.
- We continue to restore clients to Independent Living services.
- Transportation rides were up from February but lower than this time last year. Overall rides continue to fall short of this year's target by 2%.

AOA Administration

Budget and Contracts

- We received an extension on the due date to submit a budget amendment to DPHHS for the additional \$42,231 in funds allocated for FY 2016. The deadline to submit FY 2017 budgets has been extended as well to 5/27/16.

State/Legislative Issues

- The BEC sustainability grant has been submitted and is under review. A conference call with the NCOA representative is scheduled for 4/19/16.
- Lisa facilitated an M4A conference call on 3/30/16 but will not be attending the M4A quarterly meeting at the end of this month due to obligations related to Eagle Transit.

- At their May 9th meeting, the Interim Committee on Children, Families, Health and Human Services will be reviewing draft legislation based on M4A's proposal to increase funding for Area Agencies on Aging to enhance services to people with Alzheimer's and related dementias and their family caregivers. Lisa may attend this meeting.
- The reauthorization of the Older Americans Act has been sent to the President for signature.

Building

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

Advisory Council

- The Council met on 4/14/16. Council member Jim Driscoll gave a very informative presentation on Medicare. Other topics included progress on the South Campus, the FY 2016 and FY 2017 budgets and upcoming events.
- The next meeting is scheduled for May 12, 2016.

Outreach/Education/Media

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

- 2/15/16, J.R. presented at the Kalispell Senior Center general membership meeting, 25 participants
- 3/3/16, presentation on BEC at Northwest Coalition meeting, 16 attendees
- 3/3/16, presentation on RSVP at Embrace Health, 8 attendees
- 3/4/16, BEC event at Bigfork Community Center, 10 participants
- 3/7/16, monthly interview on KGEZ, 11,000 listenership
- 3/17/16, Daily Inter Lake pictures of annual Cribbage Tournament
- 3/22/16, volunteer opportunities email, 325 recipients
- 3/29/16, presentation to Kalispell noon Lion's Club, 20 attendees
- 3/31/16, RSVP presentation at Veteran's Provider Group Meeting, 55 attendees
- Weekly information table at Salvation Army thrift store (3/1, 3/8, 3/15, 3/22, 3/29), 150 people visited

Eagle Transit

- The Kalispell Regional HealthCare Foundation has pledged \$10,000 to support Dial-A-Ride service for medical rides in the Valley.
- Montana Department of Transportation (MDT):
 - Re. proposed rule changes limiting advertising on bus shelters which would result in the loss of the majority, and possibly all, of the bus shelters in Flathead County:
 - Commissioners submitted a letter in opposition to the proposed rules and Commissioner Krueger testified against the rule changes at the public hearing at MDT on 4/1/16.
 - Lisa also gave verbal and written testimony opposing the rule changes at the 4/1/16 hearing.
 - The Montana Department of Transportation is being audited by the FTA. Eagle Transit has been chosen as the 5311 entity to be included in that audit. The onsite visit will take place May 4, 2016. We have been working with MDT staff to prepare for the audit.
 - Third quarter (Jan-March 2016) financial and program reports are due to MDT at the end of this month.
- Operations:
 - The new Eagle Transit bus stop signs continue in production.
 - We updated the current Eagle Transit webpage as part of preparation for the audit. The work will also aid us in putting together the new interactive website.
 - One .75 driver position is in the process of being filled.
- The Transportation Advisory Committee (TAC) met on 4/7/16. Topics included running on General Election Day, operational updates and setting a date for officer elections.

Nutrition

- In March we distributed nutrition education handouts on “Overcoming Roadblocks to Healthy Eating” to all the congregate sites and in home-delivered meals.
- Plans continue for the annual picnic, which will be held on Friday, June 10th at the Expo building at the Fairgrounds. The theme this year is “Good Ol’ Summertime – Picnics Past and Present.”
- The Nutrition Committee met on 3/25/16.
- Survey Results:
 - Congregate Meals – 107 surveys returned
 - 96% are satisfied with the quality of the foods, 56% very satisfied
 - 99% are satisfied with the taste of the food, 53% very satisfied
 - 98% say the site manager is friendly and helpful
 - 100% say the volunteers are friendly
 - 98% say eating at a meal site improves their socialization with others
 - Meals on Wheels
 - 89% say the service makes it possible for them to remain at home
 - 98% are satisfied with the quality of the food, 33% very satisfied
 - 97% are satisfied with the taste of the food, 26% very satisfied
 - 95% would recommend the service to a family member or friend
 - 9% say the volunteer driver is the only visitor they see in a day; 39% say this is sometimes the case
 - 97% say the drivers are friendly
 - 95% agree that the service helps them eat regularly scheduled meals
 - 86% say the service helps them feel less lonely
 - 89% say the service helps them have closer ties to other people
 - Comments:
 - “I always enjoy the meals and the volunteers are so friendly.”
 - “I am very happy to have found this place.”
 - “The meals are good and plenty to eat.”
 - “I love playing pinochle Tuesday afternoons.”
 - “I would like to see fresh salads served, especially each summer – a good way to get more veggies into people.”
 - “The meat on the cheeseburger is dry – I know it must be cooked well, just a personal preference. I don’t enjoy the BBQ riblet. I eat it however and am thankful for all of the food. The variety of the meals is excellent. Thank you!”

I & R/Assistance/Ombudsman

- A new Resource Specialist starts today.
- We will be hosting a fraud and abuse awareness event on June 15th, which is World Elder Abuse Awareness Day, at FVCC. We will screen a video on abuse and exploitation of older adults, followed by a panel discussion with local experts. More details to come.
- Survey Results – 20 responses (Respite and Personal Care clients only):
 - 95% are satisfied overall with the service they receive
 - 100% said they were treated in a respectful and professional manner by AOA staff
 - 100% said staff provided them with information about services
 - 84% said they received services within 2 weeks of intake
 - 74% rated the service as reliable; 21% as somewhat reliable; 11% as unreliable
 - 84% said they were satisfied with the quality of the service; 11% somewhat satisfied; 5% unsatisfied

- 74% said they got enough of the service to meet their needs; 11% said this was somewhat true; 15% said they did not get enough of the service to meet their needs
- 79% said the service helped them or a loved one remain at home; 11% said this was somewhat the case; 10% indicated the service did not have this result
- 87% of respondents said they knew their monthly contribution helped to fund the services they receive
- The results of the following question were unclear: “If you have ever made a complaint, was it resolved to your satisfaction?” It seemed respondents may have been answering the question even when they had not made a complaint.
- Comments:
 - “I’m on oxygen 24/7 an cannot keep up with my care. I need help full-time now.”
 - “Since my husband died I seem to be in a fog at times. I appreciate your care. My sincere thanks.”
 - “I am very satisfied with the service. The support staff are very caring, kind and lovely people. Thanks again.”
 - “It was for my husband. He was hard to please but they put up with him. He is no longer here and I don’t need anyone – yet.”
 - “Betty didn’t have to be told what to do, she just knew and did it. When she was done, she would check to see if I needed anything else. She was one of a kind.”
 - “I think my mother-in-law is reluctant to use the services. Dad’s dementia and well-being are both deteriorating, so more help would certainly be appropriate if she would accept it. Thanks for what you do! We are grateful for the help.”

RSVP

- Grant update:
 - We completed a compliance review related to pre-hire criminal background checks on RSVP employees. The Corporation for National and Community Service (CNCS), which is the federal agency that administers the RSVP program, does not sanction the use of most Consumer Reporting Agencies, like the one used by Flathead County, to do background checks on prospective employees to be paid with RSVP grant funds. Therefore, we will likely be found to be out of compliance and face a financial penalty. To correct the issue, we have developed a separate criminal background check process and policy for RSVP staff.
 - The quarterly program and financial reports are due at the end of this month, as is the semi-annual FFR.
- The annual Volunteer Recognition Banquet will be held at Northridge Lutheran Church on Tuesday, May 17th starting at 3:30.

Senior Mobile Home Repair

- The Advisory Board met on 4/12/16. The next meeting will be held on 5/10/16 at 9:00 am at Flathead Electric.
- Five projects have been completed since last month’s report; 20 are in progress.
- Funding: Washington Foundation - \$10,000

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

- Kalispell Senior Center has formed a moving committee; we are planning the initial meeting of our Joint AOA/KSC Committee sometime in the next 3-4 weeks.
- The Whitefish Community Center is co-hosting a Spring Fling Dance at The Springs, 4/14, 5:30-7:30 pm
 - The Bigfork Community Center has begun a series of presentation on “Growing Up in Bigfork.”