



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**May 16, 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 83.33% for FY 2016, July 1, 2015-April 30, 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:**

- Home-delivered meal data and total meal counts were updated to include March numbers
  - Note: Staff is in the process of recalculating FY 2015 data due to a formula error in a previous spreadsheet that likely resulted in an over-count of congregate meals.
- The numbers of RSVP volunteers and workstations continue to drop as staff align work with new grant requirements and make corresponding changes in the RSVP database.
- Transportation rides continue to fall short of this year's target by 2.3%.
- We are experiencing some difficulty extracting I&A contact info from the state database.

**AOA Administration**

***Budget and Contracts***

- The FY 2016 state contract budget amendment has been submitted to DPHHS to reflect the additional \$42,231 in funds allocated. The deadline to submit the FY 2017 budget is 5/27/16.
- Staff participated in the admin County budget review on 4/15/16 and the Commissioners' review on 5/12/16.

***State/Legislative Issues***

- Benefits Enrollment Center grant
  - On 4/19/16 Lisa participated in a conference call with the NCOA Benefits Enrollment Center grant representative regarding our submission for a continuation grant in FY 2017.
  - We were not awarded the continuation grant this cycle because we have yet to reach one of the grant targets.

- NCOA is extending the current grant through September to allow us to reach the target and apply for a new grant again in October if we choose. The grant extension does not come with additional funding, but staff have incorporated the required benefits screenings and application assistance into our ongoing service array.
- DPHHS is requiring each Area Agency to complete a comprehensive self-assessment. AOA will be one of the Area Agencies to receive an onsite review as well this calendar year.
- On 5/9/16, Lisa provided testimony to the Interim Committee on Children, Families, Health and Human Services regarding 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.
- The reauthorization of the Older Americans Act has been signed by the President.

### ***Building***

- **New building:**
  - We are in the process of finalizing selection of new dining room furniture.
  - We are reviewing the surplus furniture list to determine if other departments or senior centers (with Commissioner approval) may be able to use some of the items.
- **Kelly Road:** Nothing to report.

### ***Advisory Council***

- The Council met on 5/12/16. Council member Jennifer Crowley presented on Life Care Planning. Other topics included updates on the South Campus, the Interim Committee, transportation and upcoming events.
- The next meeting is scheduled for June 9, 2016.

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

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

- 4/4/16, monthly interview on KGEZ, 11,000 listenership
- 4/10/16, Daily Inter Lake article on proposed state rule changes regarding bus shelters
- 4/22/16, presentation on South Campus progress to Kalispell Senior Center exercise class, 20 attendees
- 4/26/16, two ads in the Daily Inter Lake Estate Guide Section, one for AOA services and one for Benefits Check Ups
- 4/28/16, presentation to Kalispell Senior Center general membership regarding progress on the South Campus building, 45 attendees
- Weekly information table at Salvation Army thrift store (4/5, 4/12, 4/26), 37 people visited
- April newsletter

### **Eagle Transit**

- Montana Department of Transportation (MDT):
  - The Montana Department of Transportation transit division was audited by the FTA the week of May 2<sup>nd</sup>. Eagle Transit was included in the audit as a 5311 contractor. The auditors conducted an onsite visit of Eagle Transit on 5/4/2016, which included review of quarterly financial reports, preventive maintenance practices, selected policies and procedures, fixed routes and Dial-A-Ride services and a facility inspection. Two findings are anticipated as a result of the onsite:
    - Inadequate tracking of preventive maintenance schedules resulting in some buses not receiving required preventive maintenance in a timely way.
    - Unallowable eligibility criteria for Dial-A-Ride service. For approximately 8 years Eagle Transit has offered Dial-A-Ride to people with documented disabilities and adults age 60 and older (based on age alone). However, per 5311 guidelines, we can either offer complimentary paratransit, which is restricted to people with disabilities, or we can offer general public demand response which is open to everyone. We are working with MDT to determine the best method for Eagle Transit going forward.

- We have approximately 90 days to correct the identified issues.
  - We intend to apply for a transit planning grant as our current Transportation Development Plan expires in FY 2017. We have begun discussions with MDT regarding the grant process. There is no specific deadline to apply.
  - Third quarter (Jan-March 2016) financial and program reports were submitted to MDT in April.
- Operations:
  - Lisa set up an office at Eagle Transit in April and is primarily working out of that office for the time being.
  - Production of the new Eagle Transit bus stop signs continues but has been delayed due to an issue with the placement of the pre-punched holes on the metal signs relative to the design of the sign.
  - The recently open .75 driver position has been filled, which makes us fully staffed.
  - An ad for Eagle Transit services ran in the Daily Inter Lake on 4/26/16.
- The Transportation Advisory Committee (TAC) did not meet in May. The next scheduled meeting is June 2, 2016.
- Glacier National Park
  - The cost for seasonal employees will increase 1.5% this year due to Affordable Health Care Act requirements pertaining to health coverage for employees of temporary staffing agencies.
  - The plows have reached Logan Pass.
  - The hiker/biker shuttle began operating on 5/7/16 and has been well-received.

### **Nutrition**

- In April we distributed nutrition education handouts on “What Does Healthy Eating Mean?” to all the congregate sites and in home-delivered meals.
- Nutrition Manager J.R. Isles attended a Food Show and Seminar sponsored by Food Services of America and completed a dietary management continuing education course in Fort Benton.
- Multiple sponsors have been secured for the upcoming annual Older Americans’ Picnic on Friday, June 10th at the Expo building at the Fairgrounds. Press releases will go out shortly.

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

- Community Outreach efforts for May are focused on promoting the picnic and “Face It – Senior Financial Fraud Happens!,” a fraud and abuse awareness event on June 15<sup>th</sup> from 2:00-4:00 pm, which will be held in room 139 in the Arts and Technology building at FVCC. We will view the film “Fleeced,” followed by a panel discussion with representatives from the Montana State Auditor’s Office, local Adult Protective Services, the Kalispell Police Department and Senior Medicare Patrol. Thanks to FVCC and Glacier Bank for sponsoring the event!
- Data reports: of active clients assessed
  - 73% are at moderate to high risk based on physical health needs
  - 50% need assistance with transportation
  - 15% are experiencing cognitive decline
  - 25% report mental health needs
  - 14% have limited social connections
  - 73% need help with household and/or personal tasks
  - 65% live alone
  - 38% have at least one life factor rated at the highest risk category

### **RSVP**

- Grant update:
  - Staff completed and submitted the quarterly program and financial reports as well as the year-end report in April (for the grant year ending March 31, 2016).

- Staff attended the Pacific Region CNCS Conference.
- The annual Volunteer Recognition Banquet is this month on May 17, 2016 at Northridge Lutheran Church.

### **Senior Mobile Home Repair**

- The Advisory Board met on 5/10/16. The next meeting will be held on 6/14/16 at 9:00 am at Flathead Electric.
- Seven projects have been completed since last month's report; 19 are in progress.
- Funding: nothing to report

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

- The AOA/KSC Joint Committee held its first meeting on 5/11/16. The Committee will address issues related to the move to the South Campus building and the logistics of sharing space and coordinating activities. The Committee will meet every other week until the move. Once we've transitioned and settled into the new building, the Committee will continue to address logistical issues as they arise but will shift focus to enhancing and promoting a wide range of activities.
- The Whitefish Community Center is offering "Intro to Pickleball" on Thursday, May 9th at Memorial Park Courts.