



Report to the Commissioners
Area IX Agency on Aging, Flathead County
June 15, 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 May 31, 2015 as a percentage of FY 2015 annual targets

The general target is 91.66% for FY 2015 through May 31st, 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:

- We have met or exceeded our targets for most of our performance measures and workload indicators. We are on track to meet our goals for the following:
 - Number of Eagle Transit rides
 - Number of Information and Assistance contacts
 - Independent Living Units of Service for all services total (Note: These numbers lag at least one month. All units reported through *April* total 7,829, which is 83.5% of the projected target.)
- RSVP staff have been working to revise the number of active volunteers and workstations according to the new grant requirements and update the database accordingly. As a result of this effort, active volunteers have been reduced from 410 to 365 and workstations from 72 to 54.

AOA Administration

Budget

- The final contract budgets from DPHHS are now available and staff are working to revise the DPHHS contract budget and County budget accordingly. For fiscal year 2016, we will receive an additional \$4,038 in federal funds and \$21,367 in state funds (after and adjustment for an overpayment in the current fiscal year.)
- We will also receive \$25,470 in additional funds in FY 2016 from a Benefits Enrollment Center sustainability grant. Area VI will subcontract with us to provide enhanced benefits counseling in Flathead County. The grant will begin in July.

State/Legislative Issues

- Development of Area Plan for October 2015-September 2019: We are still awaiting DPHHS go ahead for final Commissioner review and approval.
- Montana Area Agencies on Aging Association (M4A): Lisa facilitated the May conference call.

Building

- **New building:** Nothing to report.
- **Kelly Road:** The anticipated sale of the building has not gone through.

Advisory Council

- The Council met on June 11, 2015. The main topic of discussion was revision of the Council bylaws. The next meeting is scheduled for July 9, 2015, 2:00 pm at The Summit.

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.

- 5/1/15, presentation on AOA services to Summit Independent Living Center staff, 6 participants.
- 5/4/2015, Lisa was interviewed on KGEZ (regular spot).
- 5/12/15, Lisa presented with Maarten Fischer of A Plus Health Care on the benefits of the Care Farm Program at the Governor's Conference on Aging in Helena, approximately 20 people in attendance.
- 5/13/2015, Christine Neater and Board Chair Lois Katz presented on AOA services at Canvas Church, 60 attendees.
- 5/19/15, AOA booth at annual RSVP recognition banquet
- 5/20/2015, Ruth Pomeroy conducted a Medicare 101 class for retiring teachers, held at Glacier High School, 35 participants
- 5/29/2015, AOA booth at Mental Health Fair
- May AOA newsletter
- ad in the May/June addition of the Montana Senior News
- Promotion of the Older Americans Picnic – flyers, press releases, Daybook, etc.

Eagle Transit

- Montana Department of Transportation (MDT):
 - Lisa participated in a mandatory conference call for MDT contractors on 5/15/15.
 - The 4th Quarter Report will be due approximately 60 days after the end of the fiscal year.
 - We expected the new bus at the end of May but are now looking at the end of June.
- Operations:
 - Due to a driver resignation we have posted a .75 position.
 - The extended hour route in Columbia Falls is now in operation.
 - Eagle Transit management is in the process of reviewing possible route changes/expansion.
 - RouteMatch: The Call Notification Module is now in the second phase of testing and we hope that it will be functional shortly.
- Glacier National Park: Preparation for the season is in full swing. The shuttle system will run this year from July 1-Sept 7.
- Transportation Advisory Committee (TAC): The TAC met on 6/4/2015. Members voted to comment on the GNP management options under consideration. Lisa submitted the comments online on behalf of the TAC on 6/5/15.

Nutrition

- The Older Americans Picnic will be held this Friday, June 19 at the Expo building at the Fairgrounds. Doors open at 10:00, and food will be served from 11:30-1:00. There will be a special recognition for veterans, door prizes, and a raffle to benefit Meals on Wheels. We typically serve about 450 people.

- Don K Subaru is supporting our MOW program this year as part of the Subaru national campaign. They are collecting non-perishable food items in the dealership throughout the month of June and will donate a portion of the proceeds from Subaru sales in June.
- Starting July 1, we are increasing our suggested donation for senior meals from \$3 to \$4. The cost for non-seniors will be \$6 to more accurately reflect the per meal cost.

I & R/Assistance/Ombudsman

- We've identified about 20 people for our Summer A/C Loan Program and installations will begin shortly.
- Data reports: of active clients assessed
 - 67% are at moderate to high risk based on physical health needs
 - 48% need assistance with transportation
 - 13% are experiencing cognitive decline
 - 17% report mental health needs
 - 14% have limited social connections
 - 72% need help with household and/or personal tasks
 - 57% live alone
 - 37% have at least one life factor rated at the highest risk category

RSVP

- Grant update:
 - Our request to carry-forward unexpended funds from the grant period ending 3/31/15 was denied because we are now in a new three-year grant cycle and the funds were attached to the previous three-year grant cycle. We had hoped to carry forward the funds to help pay for additional hours for the Volunteer Coordinator position that were added in the last grant cycle. However, we do have enough funds in reserve to cover the expense without the carry-forward.
 - The first quarter of the new grant cycle will end June 30th. Quarterly reports will be due by the end of July.
- The annual RSVP Volunteer Recognition Banquet, held May 19th at Northridge Lutheran Church, was a huge success. Thank you to the 25 workstations who honored their RSVP volunteers in the "Wow Room." Thanks to the Commissioners for the attendance at the banquet and ongoing support of the program, and special thanks to Commissioner Krueger for his keynote speech.

Senior Mobile Home Repair

- Advisory Board meeting was held on 6/9/15 at 9:00 am at Flathead Electric. Next meeting 7/14/2015.
- Five projects have been completed since last month's report; 10 are in progress.
- Funding: Nothing to report at this time.

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

- The Whitefish Community Center will hold its annual Summer Solstice Bluegrass Bash fundraiser on June 2, 2015. Tickets are on sale now and at the door.
- Lisa attended the Kalispell Senior Center general meeting and potluck on May 28th and gave a brief update on the CDBG grant submission, the Governor's Conference on Aging and the building progress.
- Lisa and J.R. attended the monthly potluck at the North Valley Senior Center on June 5th.
- The Bigfork Community Center (formerly Senior Center) has hired a new Community Center Coordinator who will focus on developing new activities at the Center as well as manage the onsite meal program. The Center is in the process of growing its board membership as well.

Story: It Takes a Village...

Our staff are charged with, and spend a lot of time and energy on, reaching out to older adults and their families/caregivers to educate them about the services we provide. In addition to our daily connections with seniors as a natural part of our work, we make presentations, hold workshops, have information booths at fairs and conferences, run ads and PSAs in local media, create and distribute brochures and flyers, update our website, participate in local coalitions and workgroups, and in general speak to anyone and everyone we can about AOA and how we can help. But we can't do it alone. We depend on and are so very grateful to our Advisory Council members, volunteers, clients, colleagues and friends who spread the word alongside us. While this has always been so, lately staff have commented on how energized people are about the Agency and how they are taking the initiative to tell others about our programs. Some recent examples:

- Over the last couple of months, Lois Katz, AOA Advisory Council Board Chair, has arranged and made multiple presentations about AOA to community service providers, churches and other groups as well as helped several individuals living in senior housing sign up for services.
- Judy Bolstad, Bigfork Community Center member, spread the word about the free caregiver training series while doing her Avon route.
- A regular diner at the Lakeside Gathering Place initiated distributing AOA brochures to physicians' offices in the area.

These are but a few examples of how our "family" helps us reach out to those in need each and every day.

To all of them - thank you and keep up the good work!