



Report to the Commissioners
Area IX Agency on Aging, Flathead County
June 16, 2014
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Below are two tables, one for performance measures and one for workload indicators, showing FY 2013 actuals, FY 2014 targets, May 2014 totals and fiscal year-to-date totals. 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.

The general target is 91.66%, keeping in mind that some numbers will be unevenly distributed throughout the year.

MEASURE	FY 2013 Actuals	FY 2014 Target	May 2014	Total Last Report	Total/Avg. to Date	% Target
# Receiving Independent Living Services	317	350	10	295	305	87%
# Receiving Meals on Wheels	349	373	20	406	426	114%
# of Seniors Receiving Congregate Meals	817	832	19	814	833	100%
# of Eagle Transit Dial-A-Ride Customers	368	470	not yet available	680	680	145%
# of RSVP Volunteer Hours	40,468	32,000	3,705	36,822	40,527	127%
# of Public Outreach/Education/Media Efforts	35	48	15	64	79	165%
% of Ind. Liv. Recipients/Intake at Moderate to High Risk of Institutionalization	N/A	70%	not yet available	84%	84%	120%
Per Meal Cost of Nutrition Services	\$6.08	\$6.00	\$5.65	\$5.91	\$5.65	99%
% of Annual Survey Respondents Who Indicate Overall Satisfaction with AOA Services	N/A	90%	N/A	N/A	N/A	N/A
Maximum # of Public Complaints About Transportation Services (5 per month, no more than 60 annually)	N/A	60	not yet available	15	15	25%

WORKLOAD INDICATOR	FY 2013 Actuals	FY 2014 Target	May 2014	Total Last Report	Total/Avg. to Date	% Target
Nutrition						
Meals Served	76,893	78,000	7,358	70,788	78,146	100%
# Nutritional Assessments Conducted	not available	560	not yet available	300	300	54%
Transportation - March only						
Total Ride Count	93,833	96,000	7,926	77,744	85,670	89%
Dial-A-Ride Count	34,083	40,320	2,182	23,549	25,731	64%
City, Commuter and Other Ride Count	59,750	55,680	5,744	55,700	61,444	110%
Information and Referral - March only						
Outreach, Info and Referral Contacts	15,896	16,300	1,292	13,738	15,030	92%
Independent Living						
Homemaker Units of Service	3,318	3,780	258	2,552	2,810	74%
Escorted Transportation Units of Service	1,845	1,768	251	1,795	2,046	116%
Respite Units of Service	2,742	2,932	191	1,895	2,086	71%
Community Support Units of Service	N/A	N/A	43	352	395	N/A
Medicare/Insur. Counseling Units of Service	1,793	1,300	85	1567	1,652	127%
RSVP						
Volunteers Recruited/Enrolled	493	500	5	490	495	99%
Volunteer Work Stations Developed and Maintained	59	60	0	87	87	145%
RSVP Newsletters/Volunteer Opportunities Produced and Distributed	4	6	2	6	8	133%

AOA Administration

Budget

- FY 2014: Admin staff submitted a revised FY 14 DPHHS contract budget based on recent instruction from DPHHS regarding additional funding and other changes in allocations; final revisions to AOA's FY 14 county budget will be made accordingly at a later date
- FY 2015: Admin staff submitted the FY 2015 DPHHS contract budget.

State/Legislative Issues

- M4A: Lisa and Kathi will attend the M4A quarterly meeting this week in Billing, which will include a training and strategic planning session facilitated by the National Association of Area Agencies on Aging (n4a). On the way back, they will tour the Bozeman Senior Center.
- Development of Area Plan for October 2015-September 2019: We continue to work with a volunteer consultant to help us develop and implement program specific surveys and interviews. We hope to have the surveys ready for distribution by the end of July.

Building

- **New building:** County Commissioners will vote on the CIP today which includes a new building for AOA and other county offices on the “south campus” site on the southwest corner of Main and 11th Streets.
- **Kelly Road:** Nothing to report.

Advisory Council

- AOA Advisory Council and Finance Committee met on 6/12/2014. Topics discussed included a debrief of the Governor’s Conference, an update on the new building, and a discussion about establishing new subcommittees.
- We are now announcing the Advisory Council meetings in the Daily Inter Lake Daybook section. The next meeting will be held on July 10th.

Outreach/Education/Media - Increased outreach is a goal in our Area Plan on Aging (Oct. 2011- Sept. 2015)

- On 5/1/14, Maarten Fischer with A Plus Health Care presented on the Lifeside Farm Program to the Kalispell Rotary, highlighting our partnership to serve seniors through this innovative effort.
- On 5/3/14, AOA had a booth at the Health Expo sponsored by the Montana Health Journal at the Red Lion Hotel in Kalispell
- On 5/5/14, Lisa was a featured speaker on the KGEZ morning show. (This is a regular spot the first Monday of every month at 7:20.)
- AOA hosted the 46th Annual Governor’s Conference on 5/6-5/7, 2014 at the Red Lion Hotel in Kalispell. Approximately 280 people participated in the 2-day event.
 - AOA had two ads in the Conference Program Book
- Media coverage in May of the Governor’s Conference included:
 - 2/25/14: Daily Inter Lake article, “State seeks to honor centenarians” (omitted from March report)
 - 5/7/14: Daily Inter Lake article, “Bullock thanks centenarians for rich lives”
 - 5/19/14: Daily Inter Lake, Newsmakers Section noted the Certificate of Gratitude given to Diane Queen Miller of KGEZ by AOA at the Governor’s Conference
- On 5/16/14, an interview with RSVP Advisory Board member Jerry O’Brien aired on KOFI
- On 5/19/14, the Flathead Business Journal ran an article on the relocation of the Apgar Visitor Center to the Transit Center, “Collaboration crucial in building new facility,” which will have a positive impact on our seasonal shuttle service in Glacier Park.
- On 5/28/14, the Flathead Beacon ran two transit articles, “Eagle Transit Sees Growing Ridership” and “The Future of Glacier Park Transportation”.
- On 5/29/14, Lisa was the speaker at the Kalispell Senior Center general membership meeting where she introduced new Community Outreach Coordinator, Christine Neater
- The April/May issue of *Montana 406 Woman* magazine featured an article on the Senior Mobile Home Repair program
- Also in May:
 - Eagle Transit staff took part in the Summit Independent Living workshop at FVCC, connecting with over 80 students from area high schools who are eligible for Dial-A-Ride services.
 - Nutrition Manager, J.R. Isles, presented on Meals on Wheels to the “Dirt Bags” men’s prayer group
 - Lisa gave several AOA updates to the Kalispell Business Networking International Group.

Eagle Transit

- The Eagle Transit Advisory Committee (TAC) met on 6/5/14. Jim Foster, Chief of Facility Management at Glacier National Park, updated members on new and ongoing issues related to the summer shuttle service. Members also voted to recommend bylaw changes to the County Commissioners for approval.
- County Commissioners approved the bylaw changes as recommended by the TAC on 6/12/14.

- We continue to experience difficulty with the RouteMatch software. RouteMatch staff will conduct onsite problem-solving and training at Eagle Transit in early July at no additional charge. MDT staff will also attend to help ensure a satisfactory resolution to our issues.
- Jim Boyd, Eagle Transit Manager, participated in the transportation planning for Project Homeless Connect, which took place Thursday and Friday of last week. Eagle Transit provided free city bus and Dial-A-Ride service to those going to and from the event

Nutrition

- Educational materials and the “Senior Scoop” are sent out monthly to all Meals on Wheels and nutrition sites (approximately 300 recipients).
- Staff sent out an annual nutrition survey. Satisfaction with the program was overwhelmingly positive. Some quotes:
 - “The drivers are friendly and so helpful and nice.”
 - “When I started Meals on Wheels I was not well and was not eating or cooking. Now I am well and able to do some cooking on my own.”
 - Regarding congregate meals, “It is like eating with family.”
- The Older American’s Day picnic is scheduled for Friday June 27th at the Trade Center at the Fairgrounds. Doors open at 10:00 and food will be served 11:30-1:00. **Commissioners are all invited to join the celebration!** Staff are working on promoting the picnic throughout the Valley and encouraging media coverage of the event. Some highlights planned for the picnic include:
 - A statement from Senator Tester read by his Chief of Staff
 - Honoring local seniors, including George Ostrom and seniors chosen by each of the 5 area centers
 - A quilt raffle hosted by the senior centers to benefit Meals on Wheels

I & R/Assistance

- We continue to work with IT to complete and refine the needed database reports.
- Our current contractor for Independent Living services does not plan to renew their contract with us for FY 15, so we have made some much-needed changes to the program, have agreements in place with three new providers and have begun to transition clients.
- We are expanding our air conditioner loan program. Most of the original units are now out of commission. We purchased 30 new portable units, which will be stored and installed/uninstalled each summer by Flathead Industries for low income seniors approved for the program by AOA staff. Airworks will continue to volunteer their services to help maintain the units.
- The new Community Outreach Coordinator attended SHIP/I&A training in Helena.
- We are exploring ways to collaborate with AARP on community education. Staff attended the Geriatric Council meeting on 5/27/14 as part of the effort.
- We are in the process of helping state staff plan and promote a legal clinic to be held at the Whitefish Community Center at the end of July. Low income seniors age 60 and older will be able to make appointments to have numerous legal documents prepared.

RSVP

- The current grant year budget has been revised and submitted to CNCS to reflect the carry-forward of pilot funds.
- The RSVP Advisory Board met on 5/14/14.
- Staff attended the Senior Corps State Directors’ meeting in Helena on 5/27-29/14.
- Staff are exploring new opportunities to serve veterans through collaboration with local veterans’ groups.

Senior Mobile Home Repair

- Advisory Board meeting was held on 6/10/14.
- 1 project was completed in May, 13 are in progress and 16 are on the waiting list.

- AOA staff will now do intakes on all individuals referred for mobile home repair services to assess them for all AOA services
- Flathead Industries will now be assisting with repairs.
- Funding:
 - \$500 mini-grant from at the Governor's Conference
 - \$100 from Three Rivers Bank

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

- Whitefish: The Whitefish Summer Solstice Bluegrass Bash fundraiser will be held on Saturday June 21st at the Community Center. Tickets are on sale now. Adults \$20 and children \$10. In May, the Center arranged a tour of Applied Materials as part of its "Out and About Tours", hosted a presentation on arthritis and invited foreign exchange students to share their experiences on 5/28.
- Kalispell: The adjacent house is now on the rental market and they hope to get it leased soon.
- Columbia Falls: Lisa, J.R. and Christine attended the monthly potluck on 6/6/14.

Story: Family, Friends and Neighbors

At AOA, all of our staff feel very strongly our connection to this community and our commitment to serve our clients because we are, after all, and above all, family, friends and neighbors. Each month I ask staff for a story to share in my report, and this month I received this from our newest staff member, Community Outreach Coordinator Christine Neater. It epitomizes the spirit in which we approach our work.

I visited the Lakeside Senior Center to have lunch and get to know people. I met up with one of my neighbors who I discovered attends the senior center's activities quite regularly. This gentleman is a pleasant person; I often see him alongside the road in my subdivision with a smile on his face as he heads to the mailboxes. We acknowledge each other with a smile and a wave when our paths cross, but it had been quite a while since I'd had a chance to spend time in conversation with him. I was thankful that we had the opportunity to catch up on the events in our lives.

Afterwards, I received a telephone call from him at work. He was looking for advice because he needs a job to supplement his social security income. Healthy and active at 81 years of age, he is eager to find some work and is willing to learn computer skills. It is hard, however, to compete in the job market at his age. Since he knew I worked at the AOA, he called to ask if I had any suggestions on how he could get help.

I've quickly discovered that the thing about working at the Agency on Aging is that I am surrounded by people who deeply care and want to help others. After consulting with coworkers, I had a list of helpful ideas.

I called my neighbor and gave him the information. He was so happy that he had a strategy to follow. He does not want favors; he wants to be in charge of his own destiny, he says. I asked him to call me and let me know how things go with the leads. In the meantime, I will continue to keep my eyes open for additional opportunities and resources for him.

He doesn't have a job yet. But he is closer to reaching that goal, and he knows that he has people who care about him. And that can make a difference.