



Report to the Commissioners
Area IX Agency on Aging, Flathead County
June 21, 2016
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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 91.66% for FY 2016, July 1, 2015-May 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:

- We have already met or exceeded annual targets in all but the three following performance measures/workload indicators:
 - Although the total number of meal recipients for both home-delivered and congregate meals has exceeded the annual target, the overall meal count is lagging the annual target by 3.66%. Staff are working on recalculating FY 2015 data due to a formula error in a previous spreadsheet that likely resulted in an over-count of congregate meals. Two other factors that are likely contributing to a decrease in meals from FY 2015 are 1) the temporary closure of the Bigfork Senior Center earlier in the year and 2) the discontinuation of a pilot project to provide noon meal service at Friendship House.
 - The total estimated units of Independent Living services to be provided in FY 2016 is 9,175. Through April, we provided 7,548 units of service, which represents 82% of the target, only 1.3% off the expected rate of 83.33% for April.
 - Eagle Transit rides were up this month from May 2015, but overall transportation rides continue to fall short of this year's target by 2.66%. Dial-A-Ride services will exceed the target for this year. The decline is in city and commuter rides.
- Information and Assistance contacts have been updated to reflect both April and May data.

AOA Administration

Budget and Contracts

- The FY 2016 state contract budget amendment to reflect the additional \$42,231 in funds allocated has been approved by DPHHS and is on the Commissioners' agenda for signature this week.

- The extension of the Benefits Enrollment Center grant through September 2016 (no additional funding) and the FY 2017 Senior Medicare Patrol (SMP) contracts are also on the agenda for Commissioner approval and signature.
- The FY 2017 DPHHS budget contract budget has been submitted.

State/Federal/Legislative Issues

- The Interim Committee on Children, Families, Health and Human Services is meeting in Helena today to consider and vote on proposed bills to improve service to individuals with Alzheimer's and related dementias, including a bill that would provide an additional \$1.5 million to the state's Area Agencies on Aging over the coming biennium. Lisa submitted written comments to all legislators on the Committee, developed the talking points for M4A's in-person testimony and sent out an email "action alert" to stakeholders.
- We submitted a letter of support for DPHHS's application for a federal Alzheimer's grant.
- The U.S. Senate Appropriations Committee has approved a bill to eliminate the very successful SHIP program that funds local Medicare counseling, so we are participating in advocacy efforts to oppose the bill.

Building

- **New building:**
 - Dining room and office furniture has been ordered and is scheduled to arrive mid-July.
 - We have created a surplus furniture list that includes \$17,850 in kitchen equipment to be sold at auction and \$5,250 in items to be given to the Fairgrounds.
 - The patio build is complete. Huge thanks to Dave Reynolds, owner of Alpine Landscaping, and his crew for donating the labor, and to Anderson Masonry, Montana CAD and The Hardware Store in Evergreen for providing materials.
- **Kelly Road:**
 - The landlord has secured a new tenant who will take occupancy on Sept. 1. This has accelerated our move plans as County Maintenance must restore part of the building to its original configuration. We must be completely out of the building, including items to be auctioned, by 7/31/16.

Advisory Council

- The Council met on 6/9/16. Flathead Industries staff presented on the organization's services. Other topics included updates on the move and upcoming events.
- The next meeting is scheduled for July 14, 2016. There will be no meeting in August.

Outreach/Education/Media

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

- 5/2/16, monthly interview on KGEZ, 11,000 listenership
- 5/18/16, information table at RSVP Volunteer Recognition dinner, 56 visitors
- 5/18/16, Flathead Beacon article, "The Graying of Montana"
- 5/24/16, Daily Inter Lake article featuring long-time RSVP volunteer and MOW driver Marcus Keithly, "Volunteering helps people live a purposeful life"
- 5/26/16, presentation to Kalispell Senior Center general membership regarding progress on the South Campus building, 30 attendees
- 5/29/2016, ½ page BEC ad in Daily Inter Lake
- Weekly information table at Salvation Army thrift store (5/3, 5/10, 5/17, 5/31), 57 people visited
- May 2016 newsletter
- Multi-media promotion for the Third Annual Shred Event, the annual Older Americans' Picnic, and "Face It: Senior Financial Fraud Happens," all held in June

Eagle Transit

- We received a \$10,000 donation from the Kalispell Regional HealthCare Foundation.
- Montana Department of Transportation (MDT):
 - To address the findings resulting from the FTA audit of the Montana Department of Transportation in May, MDT has worked with Eagle Transit to take the following steps:
 - Purchase maintenance tracking and recording software to better manage scheduling and documentation of needed maintenance.
 - Change Dial-A-Ride eligibility criteria to conform to complimentary paratransit rules, which do not allow for age-based eligibility as is the practice at Eagle Transit now. We will update our policies, procedures, forms and website to reflect the changes. Staff will work with existing customers to complete new eligibility applications. We have approximately 90 days to correct the identified issues once the forma audit letter has been submitted to MDT.
 - We have applied for a transit planning grant from MDT for the development of a new Transportation Development Plan (TDP) and are in the contract/RFP development process.
 - We are making fiscal-year end expenditure adjustments as a result of lower than expected fuel and insurance costs.
 - The Bigfork/Lakeside Community Connector loop ended 6/16/16.
 - We received approval from MDT to extend our New Freedom contract through December to allow us to expend the remaining funds. We plan to develop and implement a volunteer-based “bus buddy” program to teach people eligible for paratransit services to use Eagle Transit.
- Operations:
 - Production of the new Eagle Transit bus stop signs has been put on hold pending completion of the new Transportation Development Plan which may result in changes to routes and stops.
 - A .75 driver position has been posted.
- The Transportation Advisory Committee (TAC) met on 6/2/16. Members will take their annual trip to Glacier Park on August 4th.
- Glacier National Park
 - The parties involved in the Cooperative Agreement met on 5/23/16 to work on the draft of the new 5-year Agreement which, if approved, will go into effect December 2016.
 - Seasonal driver training was completed last week.
 - The new hiker/biker shuttle has transported 1,371 passengers and 470 bicycles so far this season.

Nutrition

- In May, we distributed handouts on “Exercise to Improve Your Balance” to all the congregate sites and in home-delivered meals.
- The Nutrition Committee met on 5/24/16. The primary topic was new cash handling procedures for meal sites.
- The Older Americans’ Picnic was held on 6/10/16 at the Expo Center. Thanks to all the AOA/Eagle staff, AOA Council members and RSVP volunteers, Mark Campbell and Fairgrounds staff, Lt. Governor Mike Cooney, Chad Campbell from Sen. Tester’s office and all our sponsors for making the event such a huge success. We served a record 492 meals!
- During the upcoming move, the dining room will serve cold meals until the new kitchen is up and running.

I & R/Assistance/Ombudsman

- Forty (40) people attended “Face It – Senior Financial Fraud Happens!” a fraud and abuse awareness event held on 6/15/16 at FVCC. Participants viewed the film “Fleeced,” which was followed by a panel discussion that included State Auditor, Monica Lindeen and representatives from the local Adult Protective

Services office, the Kalispell Police Department and our own Senior Medicare Patrol (SMP). Thanks again to FVCC and Glacier Bank for sponsoring the event!

- Two staff completed I&A certification/recertification training in Helena.

RSVP

- Grant update:
 - Revised job descriptions reflecting CNCS requirements were approved by Commissioners and submitted to the state RSVP office.
- The annual Volunteer Recognition Banquet was held 5/17/16 at Northridge Lutheran Church, and 135 volunteers attended.
- The RSVP Volunteer Coordinator position will be reduced from a .625 FTE to a .5 FTE starting July 1 as the pilot grant funding that paid for the additional 5 hours per week has ended. The change is on the Commissioners' agenda for approval this week.

Senior Mobile Home Repair

- The Advisory Board met on 6/14/16. The next meeting will be held on 7/12/16 at 9:00 am at Flathead Electric.
- Seven projects have been completed since last month's report; 16 are in progress.
- Funding: \$500 from Northwest Energy

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 met on 5/25/16 and 6/8/16 and is scheduled to meet every other week until the move. The next meeting will be on 6/22/16.
- The Kalispell Senior Center business office move will be delayed somewhat as AOA admin staff will be temporarily occupying that space in the Adam building until MHIP can relocate to the Health Department.