



Report to the Commissioners
Area IX Agency on Aging, Flathead County
July 20, 2015
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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 June 30, 2015 as a percentage of FY 2015 annual targets

The general target is 100% for FY 2015 through June 30th, 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:

Final fiscal year numbers are available for the following:

- Measures
 - # Receiving Independent Living Services – exceeded FY 2015 target and FY 2014 actuals
 - # Receiving Meals on wheels – exceeded FY 2015 target and FY 2014 actuals
 - # Seniors Receiving Congregate Meals – exceeded FY 2015v target and FY 2014 actuals
 - # Eagle Transit Unduplicated Dial-A-Ride Customers – new measure, no target
 - % Service Recipients at Moderate to High Risk of Institutionalization – exceeded FY 2015 target, consistent with FY 2014 actuals
 - % Annual Survey Respondents Satisfied with AOA Services – exceeded FY 2015 target, no survey in FY 2014
- Workload Indicators
 - # Outreach/Education/Media Efforts – exceeded FY 2015 target and FY 2014 actuals
 - # Meals Served - exceeded FY 2015 target and FY 2014 actuals
 - # Eagle Transit Rides – met FY 2015 target (raw numbers slightly lower than target), consistent with FY 2014 actuals; difference due to additional holiday in November – when controlling for November data, numbers are up in FY 2015 from 2014
 - # RSVP newsletters – produced 3 instead of 4; next newsletter will go out this month

Fiscal Year totals are not yet available for the following:

- Measures
 - # of RSVP volunteer hours
 - Maximum number of Eagle Transit complaints
- Workload Indicators

- # Nutritional Assessments Conducted
- Information and Referral/Assistance Contacts (typically lag one month)
- Independent Living Units of Service for all services total (Note: These numbers lag at least one month. All units reported through **May** total 8,662, which is 96.3% of the projected target of 9000.)

AOA Administration

Budget and Contracts

- Staff have almost completed revisions to the AOA County budget based on final contract budgets from DPHHS.
- The DPHHS contract for the Benefits Enrollment Center sustainability grant is ready for Commissioner signature – on today’s agenda. The grant term is June 2015-May 2016.
 - The grant also includes MOU’s with area senior centers and the Summit Independent Living Center to pay stipends for referrals – these will be available shortly for Commissioner review and approval.
- Staff are in the process of updating contracts for Senior Centers and Independent Living Services Providers. These should be ready shortly for Commissioner review and signature.

State/Legislative Issues

- Review and approval of Area Plan is on today’s Commissioner agenda.
- Montana Area Agencies on Aging Association (M4A): next quarterly meeting is August 19-20, 2015 in Helena.
- Governor’s Council on Aging: Lisa will attend the Governor’s Council meeting in Helena on August 18, 2015 to represent and report on behalf of M4A.

Building

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

Advisory Council

- The Council met on July 9, 2015. Final suggested revisions to Council bylaws were discussed. The Council will vote on whether to recommend approval of the new bylaws to the Commissioners at the September meeting.
- The August meeting has been canceled as many members volunteer at the Fair.
- The next meeting is scheduled for September 10, 2015 at 2:00 pm at The Summit.

Other

- We are in the process of developing uniform volunteer policies and procedures for all areas of the Agency.
- All Agency supervisors are meeting regularly to review County employee policies and procedures.

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.

- 6/1/15, Lisa was interviewed on KGEZ (regular spot).
- 6/4/15, Lisa was one of the presenters at the Live Better! Health and Wellness Seminar at the Whitefish Community Center, sponsored by Moore Hearing, approximately 25 people in attendance.
- 6/6/2015, Christine Neater and Board Chair Lois Katz presented on AOA services at Lakeview Care Center, 6 attendees.
- 6/17/15, AOA booth at Homeless Connect event, 24 contacts (immediate assistance to 3 individuals)
- 6/19/2015, Older Americans Picnic with AOA, RSVP and sponsor info tables, 459 in attendance
- Older Americans Picnic promotion
 - KGEZ interview (6/18)

- KOFI interview (6/17)
- Distribution of posters and flyers/ web posting
- June AOA newsletter
- RSVP volunteer opportunities email 6/23/15

Eagle Transit

- Montana Department of Transportation (MDT):
 - New bus has been received and passed inspection. Valley Ford has purchased the wrap.
 - 5311 and TransADE contracts signed by Commissioners on 7/9/2015.
- Operations:
 - Two driver positions (one .75 and one .5) are in the hiring process.
 - The extended Whitefish route is going well. The extended hour in Columbia has been temporarily suspended pending additional route revision.
 - RouteMatch: The Call Notification Module testing is complete. All Dial-A-Ride customers have been notified in writing about the new call system, and we will “go live” with all riders on 7/26/2015. The project will be considered complete upon two successful weeks of operation.
 - We are in the process of selecting the graphics for bus signs to be placed at all Eagle Transit bus stops.
 - A new Operations Policies and Procedures Manual is in the drafting process. We plan to have a final version ready for TAC and Commissioner approval in September.
 - A new Rider Policy is also being developed via a committee that includes staff and riders.
 - Eagle Transit drivers will begin wearing uniform shirts and safety vests shortly that will identify them as Eagle Transit employees.
 - Based on TAC, rider and staff feedback, we plan to use the advertising/marketing budget to create a new interactive website and expect to put out an RFP by September.
- Glacier National Park:
 - The season is in full swing, and despite the later start this year staff project we will exceed last year’s total rides by 10,000 or more (179,000 plus).
 - GNP, MDT and Eagle staff met on 6/22/15 to discuss the Cooperative Agreement modification due this December and the draft of the new Cooperative Agreement to go into effect FY 2017-2021.
- Transportation Advisory Committee (TAC): The TAC will take its annual trip to GNP on 8/6/15 to meet with Superintendent Mow, receive an update on the shuttle season and experience the shuttle ride to Logan Pass. Commissioners are also invited to attend.

Nutrition

- A very successful Older Americans Picnic was held on June 19 at the Expo building at the Fairgrounds.
 - 459 people attended.
 - 81 veterans were recognized in a special ceremony which was the highlight of the picnic.
 - Seven sponsors supported the picnic - additional businesses expressed interest in sponsoring the picnic next year as well as other AOA events
 - Many thanks to the Flathead Composite Squadron of the United States Civil Air Patrol for presenting our nation’s colors.
 - More than 25 volunteers helped with set up, greeting, serving, bringing desserts, selling raffle tickets and more. We are so very grateful for their help - we couldn’t have done it without them!
 - Special thanks to AOA staff who worked so hard to make this the best Older Americans Picnic ever, on top of all of their regular duties. And an extra thank you to our Community Outreach Coordinator Christine Neater for obtaining sponsors, promoting the event and organizing us all.
 - Great photos in the Inter Lake!
- Don K Subaru selected our MOW program this year as part of the “Subaru Loves to Help” national campaign. They will donate a portion of the proceeds from Subaru sales in June.

- Information on avoiding Medicare related scams was sent to all Meals on Wheels recipients and to congregate meal sites.
- Background checks on all Meals on Wheels volunteers are almost complete.

I & R/Assistance/Ombudsman

- 20 air conditioners were installed as part of our Summer A/C Loan Program.
- Staff were trained on data reporting requirements for the new BEC grant and will attend training on how to use the Benefits Check-up online assessment tool on 7/23/15 in Polson.
- Staff are participating in a University of Montana evaluation of the Care Farm Program.
- AOA was chosen for this year's HHS Westat survey of client satisfaction.
- Data reports: of active clients assessed
 - 69% are at moderate to high risk based on physical health needs
 - 48% need assistance with transportation
 - 12% are experiencing cognitive decline
 - 18% report mental health needs
 - 14% have limited social connections
 - 72% need help with household and/or personal tasks
 - 60% live alone
 - 38% have at least one life factor rated at the highest risk category

RSVP

- Grant update:
 - First quarter (April-June) financial reports have been submitted.
- Current efforts are focused on Big Brothers Big Sisters, Care Farm, Lone Pine State Park, The Nurturing Center, Imagine If Library, Head Start, Immanuel Lutheran Communities, Food Corp Summer Meal Program
- The next quarterly newsletter will go out this month.

Senior Mobile Home Repair

- Advisory Board meeting was held on 7/14/2015 at 9:00 am at Flathead Electric. Next meeting 8/11/2015.
- Two projects have been completed since last month's report; 16 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 is arranging a private tour of Bibler Gardens on 7/29/15.
- Kalispell:
 - KSC is looking for a new Office Manager. The position has been posted at the Job Service and in the Inter Lake and distributed to the AOA advisory boards.
 - Lisa will speak at the Kalispell Senior Center general meeting on 7/30/15.