



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**August 15, 2016**  
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On the last page are two tables, one for performance measures and one for workload indicators, showing:

FY 2015 actuals

FY 2016 annual targets

FY 2016 actuals

FY 2016 actuals as a percentage of annual targets

FY 2016 actuals as a percentage of FY 2015 actuals

FY 2017 actuals to date

FY 2017 annual targets

FY 2017 actuals as a percentage of FY 2017 annual targets

**The general target is 8.33% for FY 2017, July 1 - 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.

This report also includes performance measures and workload indicators for June 2016 in the FY 2016 format.

**Data to note:**

**FY 2016**

- Final numbers are available for all but one measure.
- All performance measures were met or exceeded.
- Seven (7) of 12 workload indicators were met or exceeded. All met at least 90 % of the target. Analysis of variances:
  - Total meals served were 78,541, 96% of the 82,000 target. In FY 2015, we provided the noon meal at Friendship House (assisted living) for a total of 3,908 meals. We discontinued this service after October 2015, which resulted in approximately 2,605 fewer meals served for FY 2016. In addition, the Bigfork Community Center was closed for meals for a period of time during the year due to plumbing problems. When these factors are accounted for the total number of meals served in FY 2016 is in line with the total number of meals served in both FY 2014 and FY 2015.
  - Total Eagle Transit rides were 91,196, 97% of the 94,000 target. This represents a 3% decrease in rides from FY 2015. Some of the decrease is the result of not providing transportation to special events as was done in the previous year. In addition, lower gas prices and an improved economy may have impacted the number of riders on fixed city routes. Dial-A-Ride rides actually increased slightly in FY 2016 over FY 2015.
  - Total Independent Living service hours were 8,236, 90% of the 9,175 target. Mid-year we suspended some services to address a projected budget shortfall. We eliminated or reduced service

hours for less intensive services and maintained hours for more intensive services considered imminently critical to preventing institutionalization. The more intensive services have a higher per hour rate, which resulted in a lower number of total service hours.

## **FY 2017**

- All meal recipients and independent living services clients as of July 1 are considered “new” to enable an unduplicated count for each fiscal year.
- The meal count is only slightly below target even with serving cold meals for half of July and being shut down for two days of service due to the move.
- Eagle Transit rides are on target. Rides for July 2016 are up 1,043 from July 2015.

## **AOA Administration**

### ***Budget and Contracts***

- Commissioners approved the FY 2017 DPHHS contract, the extension of the Benefits Enrollment Center grant through September 2016 and the FY 2017 Senior Medicare Patrol (SMP) contract.
- Staff is working on final adjustments to the FY 2016 budget and final report to DPHHS.
- Staff is working on FY 2017 contracts for IL providers and senior centers.

### ***State/Federal/Legislative Issues***

- Lisa will attend and facilitate the M4A quarterly meeting in Bozeman August 24-25.
- The Interim Committee on Children, Families, Health and Human Services is meeting in Helena on August 25-26 for a final vote on recommending a proposed bill to provide an additional \$1.5 million to the state’s Area Agencies on Aging over the coming biennium to better serve people with dementia and their families.
- In June The U.S. Senate Appropriations Committee approved a bill to eliminate the SHIP program that funds local Medicare counseling. In July, the House Appropriations Committee voted to restore funding. We are monitoring the situation as the budget bill is worked out in conference.

### ***Building***

#### **South Campus:**

- We’re all moved in! Thank you to all AOA staff, especially the kitchen crew, and to Maintenance!
  - AOA admin staff are temporarily housed in a lower level room at the Adam building. They will move to an upper level suite once MHIP moves to the Earl Bennett building.
  - When AOA admin staff move, the room they are currently occupying will become the Kalispell Senior Center (KSC) business office.
  - KSC will likely begin activities in the South Campus building on August 22<sup>nd</sup>.
- Final construction tasks continue.
- We are still awaiting delivery of dining room chairs. Lounge and lobby furniture are not yet ordered.
- We are monitoring the parking situation. We have moved our county cars into the Maintenance lot to help free up space for the public.
- We have 10-12 Volunteer Greeters who are working in the reception area during the busiest part of the day. The KSC Office Manager will regularly staff the reception area for a portion of the day once KSC activities have moved over.

- **Kelly Road:**
  - We're all moved out! Lease terminated in July.

### ***AOA Advisory Council***

- The Council met on 7/14/16. Jenna Justice, Director of Frontier Hospice, presented on the hospice model and local services.
- The next meeting is scheduled for September 8, 2016 in the South Campus building conference room. There is no meeting in August.

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

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

#### ***June 2016***

- 6/3/16, information table at Community Shred Event and Veteran's Food Drive, 100 people
- 6/5/16, promoted Older Americans Picnic and Face It! Fraud event at church camp, 60 people
- 6/6/16, monthly interview on KGEZ, 11,000 listenership
- 6/10/16, hosted Older Americans Picnic, 480 people (posted on 6/10/16 in Daily Inter Lake calendar)
- 6/15/16, Face It! hosted fraud awareness event at Flathead Valley Community College, 40 attendees
- 6/15/16, KAJ TV interview re. patio build at South Campus
- Weekly information table at Salvation Army thrift store (6/14, 6/21), 95 people visited
- 6/20/16, Daily Inter Lake article, "Donors Pitch in to Provide South Campus Patio"
- 6/22/16, Flathead Beacon article: "South Campus Building Adds Patio for Agency on Aging"
- 6/27/16, RSVP "Volunteer Opportunities" email
- 6/30/16, presentation at KSC general membership meeting

#### ***July 2016***

- July 2016 AOA newsletter
- 7/5/16, monthly interview on KGEZ, 11,000 listenership
- 7/6/16, Eagle Transit website update with all new DAR info, AOA brochure update
- Weekly information table at Salvation Army thrift store (7/12), 25 people visited
- 7/13/16, AOA information folders for local senior/subsidized housing managers
- 7/26/16, update Kalispell Senior Center board on building/move status
- 7/27/16, KPAX TV interview on Dial-A-Ride changes

### **Eagle Transit**

- Montana Department of Transportation (MDT):
  - Update on addressing the audit findings regarding our Dial-A-Ride (DAR) program:
    - Maintenance software has been installed and data entry is almost complete.
    - Created a new DAR application form and protocol as well as new i.d. template.
    - Updated the DAR Passenger Guide. In the process of updating internal policy and procedure guide to align with new requirements.
    - Set a new fare rate of \$1 each way for all regular routes/services (city, commuter, DAR), effective 9/1/16.
    - On 7/21/16 mailed letter describing DAR changes along with new application and instructions to all 500+ customers who have used the service within the last year. The deadline for submitting the completed application is 8/25/16. All applications will be reviewed by a 3-person committee to determine eligibility. All customers who submit their application by the deadline may ride until their applications are processed.
    - Updated schedules, brochures and websites with new information.
    - Educated public about changes through TV, radio and print media.

- Our FY 2017 capital request for one 27-passenger bus and onboard cameras for all buses has been approved.
- MDT approved our transit planning grant request, \$40,000 (\$32,000 from MDT, \$8,000 match).. We've received the contract and it will be on the Commissioner agenda shortly for review and approval. The next step will be to develop an RFP with input from MDT.
- We have taken the initial steps in developing a "Bus Buddy" program to teach people eligible for paratransit services to use Eagle Transit. The effort is being funded with the remaining New Freedom funds.
- Operations:
  - A .75 driver position has been filled. We are currently fully staffed.
  - Kalispell City Bus route changed due to AOA move. South Campus stop replaced courthouse west stop. Sunburst Mental Health has replaced Kelly Road as the first/last stop on the loop.
- Transportation Advisory Committee (TAC)
  - On 8/4/16, TAC members took their annual trip to Glacier National Park for a briefing on the shuttle season to date.
  - The next meeting is scheduled for 10/6, 8:30-10:00, most likely in the South Campus building.
- Glacier National Park
  - Commissioners approved an amendment to the current year Agreement on 7/11/16 to accept additional funding for the new hiker/biker service.
  - Season report as of 7/31/16:
    - 95,399 rides, which is 15,530 more rides than same time in 2010 (record year) and equivalent of 1 year of Eagle Transit rides --- If this pace continues, rides for season projected at 211,000
    - 131,264 miles traveled (5.27 times around the equator)
    - 6,110 bus hours of service (equivalent to 24/7 for 8.5 months)
    - \$27,400 spent on maintenance
    - Purchased 102 tires

### **Nutrition**

- During the transition to the new building cold meals were served. Hot meals resumed 8/1/16.
- Meals are no longer being served at the Kalispell Senior Center, effective 8/1/16.
- Meal service is increasing at the new location. Approximately 80 people ate in the dining room last Friday.
- We received approximately \$15,300 for the kitchen equipment sold at auction.
- In June we distributed handouts on "Food Safety" to all the congregate sites and in home-delivered meals.

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

- Staff participated in a BEC grant site visit in Polson on 6/28/16.
- FY 2016 IL expenditures were within the original budget. We continue to reinstate and add new clients to services.
- Two staff are attending ombudsman training in Helena this month.

### **RSVP**

- Grant update:
  - Submitted program and financial reports for the quarter ending 6/30/16.
  - Received \$3,500 in additional grant funding for FY 2017 to assist with staff training and volunteer recognition.
- RSVP staff and volunteers will once again host the Senior Rest Area at the Fair and will sell discounted rodeo tickets on senior night.

### **Senior Mobile Home Repair**

- The Advisory Board met on 7/12/16 and 8/9/16.
- Three projects have been completed since the last report; 19 are in progress.
- Funding: \$500 from Kalispell Noon Rotary

**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 6/22/16 and 7/13/16. Our next meeting is scheduled for August 17<sup>th</sup>.
- CDBG Grant update: The projected cost to remodel/repair the area Senior Centers is higher than expected. Mike Pence, Whitney Aschenwald and Lisa Sheppard met with the Bigfork Community Center board on 8/5/16 to discuss options given the degree of work needed there.

### **Story – Gratitude**

The AOA transition to the South Campus has been a bit bumpy at times, causing some of us to be a bit grumpy at times, so at our recent staff meeting we took a few minutes to really focus on the immense gratitude we feel for our amazing new space. It's beautiful, functional and welcoming, more than we could have imagined and hoped for. But the best thing is, all grumpiness aside, the sense of excitement about the future that has come over everyone - staff, volunteers, the seniors we serve and even staff from other county departments. People want to be involved, to be part of making this good thing we have going even better, and they are already setting new ideas into motion.

On behalf of all us and those we serve, thank you for our new home.