



Report to the Commissioners
Area IX Agency on Aging, Flathead County
August 17, 2015
Prepared by Lisa Sheppard, Director

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 8.33% for FY 2016 through July 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:

The following FY 2015 fiscal year end numbers are now available:

- Measures
 - # RSVP Volunteer Hours – exceeded FY 2015 target but less than FY 2014 actuals due to changes in grant structure
 - # complaints from the public regarding transportation services – well under maximum target at 50% but higher number of complaints than in FY 2014
- Workload Indicators
 - # Independent Living Units of Service for in-home and community assistance: The most meaningful measure is total units of service given there is a natural fluctuation in demand for the services offered, which include Homemaker, Escorted Transportation, Respite, Community Support/Senior Companion and Personal Care. In addition, Personal Care was added after the FY 2015 budget was developed and so does not have an individual target. Total units of service provided across all programs were 9,981, which exceeds the annual target of 9,375 at 106%, as well as the 8,117 units of service provided in FY 2014.
 - # Medicare Counseling Units of Service – exceeded both FY 2015 target and FY 2014 actuals
 - # Ombudsman cases/consults – exceeded FY 2015 target
 - # RSVP volunteers – slightly under FY 2015 target and FY 2014 actuals due to changes in grant structure
 - # RSVP Volunteer Work Stations – exceeded FY 2015 target but less than FY 2014 actuals; expect the number to continue to decline due to changes in grant structure

FY 2016 data begins anew in July

- The client count starts over. So anyone receiving services starting July 1, 2015 is considered “new” in that month.

AOA Administration

Budget and Contracts

- Staff have reconciled federal and state revenue and expenditures for FY 2015 for all funds and have submitted final adjustments to Finance.
- Staff continue to work on updating contracts for Senior Centers for Commissioner review and signature.
- Staff are working with DPHHS to finalize the FY 2016 Older Americans Act contract which will then be available for Commissioner review and approval.

State/Legislative Issues

- On July 16, 2015 the U.S. Senate unanimously passed S. 192 to reauthorize the Older Americans Act. The next step is passage in the House, but no action is yet underway.
- Lisa participated on the interview committee for the open State Long Term Care Ombudsman position.
- Lisa and Kathi will attend the Montana Area Agencies on Aging Association (M4A) quarterly meeting this week, August 19-20, 2015 in Helena.
- On August 18th Lisa will represent M4A at the Governor's Council on Aging meeting, also in Helena.

Building

- **New building:** Nutrition Manager J.R Isles, Mike Pence and Lisa met with architects on 7/24/15 to further refine the kitchen equipment list.
- **Kelly Road:** Nothing to report.

Advisory Council

- The Council did not meet in August. The next meeting is scheduled for September 10, 2015 at 2:00 pm at The Summit. The main item on the agenda will be a vote on recommending bylaw changes to the Commissioners.

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.

- 7/6/15, interview on KGEZ (Lisa's regular spot).
- 7/8/15, presentation to MHIP nurses at the Health Department, 22 in attendance.
- 7/20/15, presentation at Salvation Army, 16 in attendance.
- 7/20/15, discussion with community church leaders regarding AOA services following hospital discharge, 2 participants.
- 7/21/15, interview on KGEZ regarding Senate reauthorization of the Older Americans Act.
- 7/30/15, presentation to Kalispell Senior Center general membership on Benefits Enrollment Center grant services, 30 people in attendance.
- July AOA newsletter.
- Distribution of AOA brochures and flyers at the following locations: Shepherd's Hand, Imagine If Library in Kalispell, NW Veterans' Food Bank, United Way/Gateway Community Center.

Eagle Transit

- Montana Department of Transportation (MDT):
 - Our capital request for FY 2016 has been approved – one 27 passenger large body bus to replace an aging city bus.
 - FY 2015 final quarter reports are due at the end of the month. We anticipate drawing down all 5311 funds available. We will not use all remaining New Freedom funds. These funds will be available to us for use in FY 2016.

- Staff will attend the mandatory annual training at MDT in Helena September 30-October 1, 2015.
- **Operations:**
 - Commissioners approved converting the vacant .75 and .5 driver positions to a 1.0 position, with the remaining .25 added to an existing .75 to create another 1.0 position. Both positions are filled.
 - An existing .75 dispatcher position will be coming open shortly.
 - RouteMatch: The Call Notification Module has been operating successfully since 7/26/15. This project is now complete.
 - We continue to work on the graphics for the bus signs to be placed at all Eagle Transit bus stops.
 - A new Operations Policies and Procedures Manual, including a new Riders' Handbook, continue in the draft process.
 - New Eagle Transit uniforms are selected and are in the process of being ordered.
- **Glacier National Park:**
 - Starting 7/21/15, the Reynolds Creek fire halted shuttle service on the east side of Going to the Sun Road. Shuttle staff worked long hours to assist with evacuations and other emergency procedures. East side service was reopened last week, but there are no stops along the road. The closing of the east side put additional pressure on west side operations, but staff worked diligently to move passengers as quickly and efficiently as possible. Superintendent Mow and the Park management team have expressed their thanks to Dale Novak, our GNP Operations Lead, for his hard work and leadership during this time.
 - Commissioners approved a modification to the Cooperative Agreement on 8/13/15 to increase the annual budget to allow for needed bus repairs, bring the Agreement in line with CFR 2 and add language regarding minimum wage requirements in federal contracts.
- **Transportation Advisory Committee (TAC):** The TAC took its annual trip to GNP on 8/6/15. Superintendent Mow gave an overview of the Reynold's fire as well as an update on the Corridor Management Plan. Members also learned about this season's shuttle statistics to date.

Nutrition

- We are currently undertaking a volunteer recruitment campaign for Meals on Wheels drivers using radio, print media, presentations, etc. We are encouraging businesses to form "delivery teams."
- We do not yet know the results of Don K Subaru's fundraising efforts for MOW as part of the "Subaru Loves to Help" national campaign.
- Information on choosing healthy meals for adults age 65+ was sent to all Meals on Wheels recipients and to congregate meal sites.
- Background checks on all but a very few Meals on Wheels volunteers are complete.

I & R/Assistance/Ombudsman

- The recently awarded Benefits Enrollment Center (BEC) grant supports us to provide enhanced counseling for Medicare beneficiaries to inform them about and help them apply for other benefits they might be eligible for such as help with prescription drug costs and insurance premiums/co-pays, utility bill assistance, SNAP, etc.
 - On 7/23/15 staff attended training on how to use the Benefits Check-up online assessment tool.
 - AOA staff met with Summit Independent Living staff to discuss MOU regarding collaborative outreach for the grant.
 - Staff are in the process of developing an outreach /marketing plan and materials for distribution.
 - Statistics about the need for BEC services:
 - One in 3 Americans is economically insecure, which means they don't have enough money to meet basic food, housing and medical needs. About 1.7 million of them qualify for but don't receive benefits that could help them make ends meet.

- One of the markers of economic insecurity is living at or below 150% of the Federal Poverty Level (FPL); some consider 250% of FPL to be the definitional threshold. People living at 150% of the FPL have an annual income no higher than \$17,505 for an individual or \$23,595 for a couple. **Flathead County has 4,113 Medicare beneficiaries with incomes under 150% of the Federal Poverty Level (FPL), the 2nd highest area in the state. Those 4,113 people represent 31% of the total population in the county age 65+.**
- We are partnering with Extension to host two estate planning sessions here is Kalispell at Buffalo Hill Terrace - October 13th from 6:00 to 8:00 pm and October 14th from 9:00-11:00 am. The presenter will be Marsha A. Goetting, Ph.D., CFP®, CFCS, an MSU Extension Family Professor and Extension Family Economics Specialist. Marsha has authored many publications on estate planning in Montana.

RSVP

- Grant update: Staff are redoing all volunteer job descriptions and updating/reentering all volunteer and work station profiles into the database per new grant requirements.
- RSVP is again hosting the Senior Rest Area at the Fair and will be selling discounted rodeo tickets on Senior Day.

Senior Mobile Home Repair

- Advisory Board meeting was held on 8/11/2015 at 9:00 am at Flathead Electric. No meeting on September. Next meeting 10/12/2015.
- Three projects have been completed since last month's report; 15 are in progress. Nineteen are on a waiting list. Note: The contractors have been extremely busy this summer which has limited their availability to work on SMHR projects.

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 has launched its "First Friday Health Screening" program. A professional from Genesis Health will be at the Center the first Friday of each month to provide a free basic assessment of vital signs, blood pressure and weight.
- Kalispell:
 - KSC has hired a new Office Manager and a new custodian.
 - Lisa spoke at the Kalispell Senior Center general meeting on 7/30/15.
 - KSC is sponsoring Plein Air painting trips through Sept 22nd.
- Bigfork Community Center will host an open house on October 22nd featuring local food, door prizes and an introduction to center services and activities.

Story:

Recently, an older gentleman walked into the office and asked our receptionist if she knew the location of a particular street – he was here from out of town for his mother's funeral, was staying at his sister's house, left to run an errand and got lost. He was desperately trying to find his way back to his sister's in time to make it to the funeral. Several staff sprang into action, looking on maps, making calls, and driving around likely neighborhoods. We finally located his sister's home and he made it to the funeral on time. A few days ago, we received a very nice thank you letter from him. Although our work is certainly about the "official" services we provide, it is also very much about taking what people bring to us and doing whatever it takes to try to solve the problems at hand. Often what people need doesn't fit neatly into a "program." Our staff are charged daily with thinking outside the box and acting quickly to meet the many and varied needs of the older adults in our community, and even of visitors from far away.