



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**August 18, 2014**  
Prepared by Lisa Sheppard, Director

On the last page of the report 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 July 31, 2014 as a percentage of FY 2015 annual targets

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 100% for FY 2014 and 8.33% for FY 2015**, 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.

**Data to note from FY 2013 to FY 2014:**

Nutrition

1. The number of meals on wheels recipients *increased 29%*.
2. The number of congregate meal recipients *increased 5%*.
3. The number of total meals served *increased 15%*.
4. The cost per meal *decreased* from \$6.88 per meal in FY 2013 to \$6.28 per meal in FY 2014.
  - Note: A calculation error from FY 2013 that showed per meal cost at \$6.08 has been corrected.

Eagle Transit

1. The number of registered Dial-A-Ride customers *increased 113%*
2. Although we did not reach our target of 96,000, the number of total rides *increased by 1%*.

Outreach/Education/Media Efforts

1. The number of targeted outreach efforts *increased 165%*.

Information and Assistance, Independent Living and RSVP numbers are not yet available for comparison.

**AOA Administration**

***Budget***

- FY 2014: Admin staff is working to reconcile the FY 2014 DPHHS contract with final program expenditures as they are recorded in CSA. Upon completion, a final budget amendment will be required for both the DPHHS contract budget and the County budget.

- FY 2015: the FY 2015 DPHHS contract has been approved by the Commissioners and submitted to DPHHS.
- Capital purchases: We have purchased a new vehicle.

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

- Development of Area Plan for October 2015-September 2019:
  - A key element of the plan is to determine what services the seniors in Flathead County want and need and how AOA is or is not currently meeting those needs. We decided to use surveys as one of the techniques to gather this information (which will also fulfill one of our performance measures for the County). We recently conducted a survey of meal recipients and have the results of the onboard survey completed by our transportation consultant as part of our Five Year Transportation Development Plan, both of which we will use to inform our Area Plan. We decided to focus a new survey on those who receive our Independent Living services to round out our data. With the assistance of volunteer consultant, Sam Herbert, we developed a targeted survey that we sent to 250 IL recipients on 7/31/14, with a due date of 8/6/14. We received 75 responses (30% return rate). Additionally, Mr. Herbert will complete individual interviews of approximately 15 randomly selected survey respondents who agreed to be interviewed. He will then prepare and analysis and report of the survey results and interview themes.
  - We have received the Area Plan guidelines and template from DPHHS. Emphasis is on core programs, three specific programs (ADRC, Evidenced-based Disease Prevention and SHIP/SMP), participant directed/person-centered planning, and elder justice (includes ombudsman)
  - Our initial draft is due to the State on 3/1/15; the final draft is due on 5/1/15

### ***Building***

- **New building:** County Commissioners have chosen CTA Architects to design the new South Campus building. Lisa participated on the proposal scoring committee.
- **Kelly Road:** We added a second electrical box to handle increased load from kitchen appliances.

### ***Advisory Council***

- There was no August meeting due to the Fair. The next meeting will be held on September 11<sup>th</sup> and will focus on Committee assignments/discussion.

**Outreach/Education/Media** - Increased outreach is a goal in our Area Plan on Aging (Oct. 2011- Sept. 2015); Note: transportation-related efforts reported separately in the Eagle Transit section below.

- Three articles were printed on the Care Farm program (of which AOA is a sponsor/partner). The stories included highlights of AOA clients:
  - “Farm Life,” West Shore Montana news, 7/2/14
  - “Farm Aid,” The Daily Inter Lake, 7/12/14
  - “LifeSide Farms,” Senior Echoes, Western Montana Area VI. Agency on Aging, Inc., June edition
- 7/3/14, “County Plans for New Agency on Aging Building,” Flathead Beacon (Lisa interviewed)
- 7/7/14, Lisa was interviewed on KGEZ (regular spot).
- On 7/9/14, Lisa presented on AOA services to Kalispell BNI (approximately 15 people in attendance).
- 7/14/14, “Depleted Highway Trust Fund Could Have Big Impacts on Montana’s Roads,” Flathead Beacon (Lisa interviewed)
- Outreach Coordinator Christine Neater visited the Kalispell (7/23 and 7/25), Whitefish (7/14), Lakeside (7/17) and Bigfork (7/18) Senior Centers to talk about AOA services and promote the legal clinic (scheduled to take place on 7/30/14 in Whitefish but postponed until 9/16/14) – approximately 55 people.

## **Eagle Transit**

- The RouteMatch onsite consultation was scheduled for last week, but the consultant became ill and couldn't travel. We are awaiting word on when they are prepared to reschedule.
- Transportation Manager Jim Boyd and Lisa participated in the Healthy Communities Workshop on 7/22, hosted by City of Whitefish, North Valley Hospital and the Flathead County Health Department. One area of focus was the role of public transportation in the Valley.
- Eagle Transit was noted in the Best of the Flathead reader poll in the best bus driver category (7/26/14).
- Outreach/Education/Media:
  - Eagle Transit provided bus service to the July 4<sup>th</sup> fireworks in Whitefish (666 rides)
  - Ad in Flathead Beacon 7/2/14
  - Weekly radio ads on KOFI
- MDT
  - Compliance review: draft document has been submitted to MDT and onsite is schedule for 8/21/14
  - 4<sup>th</sup> quarter reports are due at the end of this month; we received an extension from 7/31/14 to allow for all expenditures to be recorded in CSA for the fiscal year close-out.
- Glacier National Park:
  - The Eagle Transit Advisory Committee (TAC) took its annual trip to GNP on 8/7/14. Members were joined by Commissioners Holmquist and Scott. The trip featured a Q&A session with Superintendent Jeff Mow and Chief of Facilities Management Jim Foster as well as a shuttle ride to Logan Pass.
  - Lisa and Jim Boyd met with Jim Foster (GNP) and Audrey Allums (MDT) on 8/12/14 to discuss revamping the Winter Lease Program and to begin preparations for the next agreement modification due in December 2014 and the next 5-year agreement due the following year.
  - We anticipate a budget amendment will be needed before the end of the season to accommodate higher than expected fuel costs.

## **Nutrition**

- Educational materials and the "Senior Scoop" are sent out monthly to all Meals on Wheels and nutrition sites (approximately 300 recipients). In July, the information was on dehydration.
- The increase in meals has required us to purchase additional equipment, including warmers to ensure food stays at the proper temperature while awaiting delivery.
- We have been awarded a Walmart Foundation Community Grant of \$1000 for Meals on Wheels.

## **I & R/Assistance**

- Flathead Industries has installed 15 A/C units so far for seniors who need them as part of our expanded loan program.
- We continue to work with IT to complete and refine the needed database reports.
- The Administration on Aging/Administration for Community Living is conducting a quality of service assessment in which reviewers will contact a sample of our clients in the upcoming months.
- The Administration on Aging is changing the criteria for receipt of Older American Act Title III D funds (Health Promotion). These funds can now only be used to support confirmed evidence-based programs. We currently support a variety of activities at area senior centers with III D funds and are in the process of surveying the centers to determine what if any of their current activities meet the new guidelines. We receive less than \$8000 a year total in III D funding.
- Maarten Fischer of A Plus Health Care and Lisa have been accepted as co-presenters on the Care Farm program at the Gerontological Society of America's 67<sup>th</sup> Annual Scientific Meeting, Nov. 5-9 in Washington, D.C.

## **RSVP**

- CNCS grant update:
  - The new CNCS grant (which will start April 1, 2015 if awarded) is due on 9/9/14. We have been instructed to request our base budget from previous years of \$50,246. No word yet on the possibility of extending the additional pilot funding we received in FY 2014. This new grant will be reviewed and evaluated within a new competitive process. The criteria for volunteers and workstations are changing. Staff are in the process of updating databases, MOUs, job descriptions, etc. to comply with the new requirements.
  - We were randomly selected for an audit of federal funds spent during a six month period (September 2012-June 2013). All documentation has been submitted as requested.
  - We submitted the FFR report covering the period 4/1/14-6/30/14 and are expecting a payment of \$31,803.72.
- RSVP staff and volunteers ran the Senior Rest Area at the Fair. Details will be reported next month.
- The annual volunteer recognition banquet has been set for September 9<sup>th</sup>.
- Staff and RSVP volunteers are partnering with AARP and United Way to support a free document shredding event on 9/11/14 as part of the grant-required September 11 day of service.
- New workstations being developed include Feed the Flathead and Habitat for Humanity.
- The Advisory Board will not meet this month because of the Fair.

## **Senior Mobile Home Repair**

- Advisory Board meeting was held on 8/12/14.
- 4 projects were completed and 11 are in progress.
- There are an increasing number of requests for roof replacements or major repairs. These jobs are very expensive and will require additional funding to be secured in order to move forward with them.
- Funding:
  - We have submitted a request for a Walmart Foundation Community Grant for \$2000.
  - Jim Atkinson applied for a \$5000 grant from the Lambros Foundation
  - The Whitefish Soroptimists have committed \$2000

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

- The scoring committee for the CDBG planning grant to evaluate the senior centers owned by the County will meet on 8/26/14.
- Christine Neater, AOA Outreach Coordinator, has made multiple visits to the Centers to get to know people and learn what services they need or are interested in seeing developed.

## **Story: Saving Lives is the Service**

Once again, a Meals on Wheels delivery driver has saved a life. On July 7<sup>th</sup> a Whitefish driver became concerned when the gentleman he was delivering to did not answer the door or his phone, even though his car was in the driveway. The volunteer called the Community Center and the site manager called the man's sister. She went to his house and discovered him on the floor and unable to get up or call for help. She said if our folks hadn't contacted her, he would have died. It is easy to think that the focus of the Meals on Wheels service is the meal itself. And it is vitally important in preventing hunger, malnutrition and dehydration and all of the health woes that come along with those things; but equally important is the daily check by a caring and well-trained volunteer who can call for help if need be. Drivers will not only call if someone doesn't answer the door but also if the person seems disoriented or confused. Many of our area seniors live alone, and the watchful eye is just as critical as the hot meal.