



**Report to the Commissioners**  
**Area IX Agency on Aging, Flathead County**  
**September 15, 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 16.66% 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:**

Independent Living

1. Although we did not meet our FY 2014 target, the numbers of individuals receiving independent living services *increased* 1% from FY 2013 to FY 2014. The total numbers for FY 2015 are likely to stay the same or possibly go down as we have raised the rates we pay to contracted providers to ensure high quality service provision.
2. 88% of the people we served in FY 2014 were considered at moderate to high risk of institutionalization based on assessment of presenting issues related to physical health (including nutritional needs), mental health, cognitive functioning, ability to complete ADLS or IADLS, mobility, communication, transportation, social connectivity, caregiver support and access to needed services.
3. We did not meet our overall FY 2014 target for units of service for all IL services. However, we provided 3% *more* services in FY 2014 than FY 2013. The largest growth was seen in Escorted Transportation, which was up by 24%.
4. Medicare counseling services *increased* by 10% over FY 2013.

Information and Assistance

1. General information and assistance contacts *increased* 5% from FY 2013.

RSVP

1. Volunteer hours served in FY 2014 were 48,999, an *increase* of 21% over FY 2013. Using the Montana value of an hour of volunteer service (\$15.28), these hours represent \$748,705 in assistance to the County and nonprofits in the Valley.
2. The number of volunteers considered active *decreased* from 493 in FY 2013 to 410 in FY 2014 as a result of data clean-up and redefinition of volunteer roles in preparation for new grant criteria.

## 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%*.

## AOA Administration

### ***Budget***

- FY 2014: Admin staff continues to work on reconciling the FY 2014 DPHHS contract with final program expenditures as they are recorded in CSA. The process should be complete by the end of this week.

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

- Development of Area Plan for October 2015-September 2019:
  - The survey and interviews are complete. Staff will meet with volunteer consultant, Sam Herbert, next week to review the results.
- Lisa will join Erin McGowan at the MACo conference on 9/23/14 to report on M4A activities; Lisa and Jim Boyd will attend the Transportation session that afternoon.
- Lisa and Kathi will attend the M4A meeting in Helena at the end of October.

### ***Building***

- **New building:** County Commissioners approved the CIP and FY 2015 budget which includes funding for the new South Campus building.
- **Kelly Road:** We are in the process of adding required lighting and exit signs. Pat McCarthy inspected the building on 8/20/14 and noted in a letter dated 8/28/14 that many issues originally noted in January and February of 2013 remain unaddressed as they are systemic to the building.

### ***Advisory Council***

- The Council met on 9/11/14. Members broke into the following committees to discuss focus and potential tasks: Advocacy, By-laws and Board Development, Community Education and Outreach, 501(c)(3) and Program Income.

## 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.

- 8/11/14, Lisa was interviewed on KGEZ (regular spot).
- Volunteer Ruth Pomeroy provided fraud education at the RSVP Senior Rest Area at the Fair 8/13-15, reaching approximately 250 people.
- Outreach Coordinator Christine Neater visited the Kalispell (8/20), Whitefish (8/28), Lakeside (8/21) and Bigfork (8/22) Senior Centers to promote the shred event on 9/11/14 and the legal clinic, which has been rescheduled for 10/22/14 – approximately 72 people.
- Multiple efforts to promote the Shred and Feed Event co-hosted by AARP, United Way and RSVP, including the RSVP newsletter, article on the Daily Inter Lake senior page and announcements in the Day

Book, ad on the Health Department monitors, flyers with Meals on Wheels deliveries, flyers posted at senior housing, senior centers and local businesses, etc.

- Ad for AOA services in the August issue of Montana Senior News
- Flathead Beacon article on Senior Mobile Home Repair Program on 8/30/14: “Agency on Aging Program Keeping Seniors’ Homes Safe”

### **Eagle Transit**

- The RouteMatch onsite consultation is scheduled for this week, 9/16-18.
- Outreach/Education/Media:
  - Daily Inter Lake article on 7/26/14, “War veterans invited to join Flathead Lake boat trip,” noted Eagle Transit as a donor of free transportation for veterans for the event on 8/5/14 (62 rides).
  - Ad in the August issue of the Montana Senior News
  - Weekly radio ads on KOFI
  - On 8/26/14, the Daily Inter Lake ran a letter to the editor from a satisfied Eagle Transit rider (not included in media count)
- Montana Department of Transportation (MDT)
  - MDT staff conducted an onsite compliance review on 8/21/14. No major issues identified.
  - FY 2014 4<sup>th</sup> quarter reports have been submitted.
  - Lisa, Jim Boyd and Dale Novak will be attending the required MDT training session in Helena October 1<sup>st</sup> and 2<sup>nd</sup>.
- Glacier National Park:
  - Lisa, Jim and Dale will meet with Jim Foster (GNP) and Audrey Allums (MDT) on 10/2/14 in Helena to finalize recommendations for the agreement modification due in December 2014 and continue work on the next 5-year agreement due the following year.
  - Final ridership statistics for the season are as follows:
    - 168,566 total rides (second highest ridership to date)
    - 77% of rides were on the west side and 23% were on the east side
    - The shuttles were driven 221,775 miles and used 22,145 gallons of fuel
  - Final expenditures will be reported next month.
- Transportation Advisory Committee (TAC): Did not meet in September. Next meeting scheduled for 11/6/14 at Heritage Place.

### **Nutrition**

- Educational materials and the “Senior Scoop” are sent out monthly to all Meals on Wheels and nutrition sites (approximately 300 recipients). In August, the information was on the importance of eating vegetables in maintaining health.

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

- The Administration on Aging has changed the criteria for receipt of Older American Act Title III D funds (Health Promotion) to include only evidence-based programs. We have completed a survey of the Senior Centers to determine what if any of their current activities meet the new guidelines and have submitted the results to DPHHS for review. We receive less than \$8000 a year total in III D funding.
- Maarten Fischer of A Plus Health Care and Lisa will be 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 application (which will start April 1, 2015 if awarded) was submitted on 9/8/14. The amount available for Flathead County area is \$50,246. The grant will be judged on a new competitive basis. We don’t know if any other entities have applied for this area.

- Staff have been engaged in redefining volunteer placements to meet the new criteria. As a result, volunteers considered “active” have been reduced to 393 and the number of work stations has been reduced to approximately 75. We expect this number will decrease slightly as new MOUs are prepared. We do not expect to develop any new work stations at this time.
- 35 volunteers supported the Senior Rest Area at the Fair; approximately 2000 people visited the area each day
- The annual volunteer recognition banquet was held on 9/9/14.
- Staff and seven RSVP volunteers partnered 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.
- Volunteer “Opportunities” emails were sent to 350 people on 8/1 and 8/28.

**Senior Mobile Home Repair**

- Advisory Board meeting was held on 9/9/14.
- 2 projects were completed and 10 are in progress.
- Funding:
  - Received a Walmart Foundation Community Grant for \$1000 (through Community Action Partnership).
  - A special thanks to WBC and Plum Creek for their support of a recent roofing project!

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

- The Commissioners selected Solus Architecture to complete the CDBG planning grant project to evaluate the senior centers owned by the County.
- Whitefish: The July pickleball event was a success with 21 participants. On 9/10, local musician Kathy Sullivan played at the Center.
- Kalispell: The weekend of October 18-19, the Center will host the ARTstravaganza, a show featuring local artists, a silent auction of miniature artwork, a raffle and an art supply sale to benefit Center programs.
- Columbia Falls: Lisa attended and spoke briefly at the monthly potluck on 9/5/14. The Center held a pancake breakfast fundraiser on 9/7/14.

**Story: Service isn’t supposed to be Easy**

Anyone who has worked for any length of time in social services knows that sometimes some clients get a “bad reputation.” It is often the case that word of this “bad reputation” spreads like wildfire among the local agencies and caregivers, resulting in a collective reluctance to serve the person. Many times, the person truly is difficult to serve – angry, belligerent, manipulative, inappropriate, seemingly impossible to please, and maybe even scary to be around. Sometimes staff interpret the person’s actions and words through a lens that is colored by their preconceived idea of the person as a “problem.” Either way, this is a person not to avoid but to embrace, a person whose very difficultness signals a great need. It is our job as service providers to figure out how to help. Recently we began serving an individual on Meals on Wheels who has one of those bad reputations. He is loud and angry and has burned many of his bridges around town. Staff have discovered that certain topics upset him and have counseled drivers on how to talk with him. As a result he is pleasant to drivers, they love to deliver to him, and he has called AOA many times to express his thanks for the service. One of the messages of this story is that a bad reputation can be turned around by treating a person like a person. But, there is another underlying message: This gentleman could just as easily still be loud and angry despite all of our efforts, and we should still be trying to figure out how to best serve him. Service is about meeting the needs of people who are hurting, even when they are hurtful. It’s about reaching out to others even when their behavior pushes us away. Service isn’t supposed to be easy, it’s only supposed to be the right thing to do.