



Report to the Commissioners
Area IX Agency on Aging, Flathead County
September 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 16.66% for FY 2017, July 1 – August 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.

Data to note:

FY 2016

- Final numbers are now available for Info and Referral/Assistance Contacts. We significantly exceeded the target.
- The final number of Ombudsman contacts was revised slightly from 1,415 to 1,454.
- All FY 2016 performance measures and workload indicators have been reported.

FY 2017

- Both congregate and home-delivered meals in August are up significantly from July. July's numbers were lower than usual due to modified meal service during the move from Kelly Road to the South Campus.
- Eagle Transit rides are just slightly below target for the year and are up substantially from this time in FY 2016. We provided 872 more rides this August than last and are up 1,915 rides total for this fiscal year. Both general public and Dial-A-Ride usage increased over last year.
- Independent Living service numbers lag at least one month.

AOA Administration

Budget and Contracts

- Staff completed final adjustments to the FY 2016 budget.
- Staff is still working on FY 2017 contracts for IL providers and senior centers.

- DPHHS is applying for another Benefits Enrollment Center (BEC) grant that will include our area (IX) plus areas V and VI. If awarded, we will receive \$15,530 for use October 2016-September 2017. The current BEC grant expires at the end of this month.

State/Federal/Legislative Issues

- Lisa facilitated the M4A quarterly meeting in Bozeman August 24-25.
- The Interim Committee on Children, Families, Health and Human Services unanimously voted to recommend a proposed bill to the full legislature that would 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.
- The American Cancer Society sponsored a series of candidate forums around the state, including Kalispell, that included questions related to legislative support for aging services and the proposed bills above.

Building

- The Kalispell Senior Center is now offering exercise classes, card games, Sunshine Chorus, bingo and computer classes at the South Campus. Art classes and other activities soon to follow.
- We have set the dates for the Open House, October 12-14 and are in the process of planning related events/activities. We'd like to have a program after lunch on the 12th to thank Commissioners and other key stakeholders for their support.
- We are working with county maintenance, the contractor and architects to resolve remaining punch list items as well as with IT to address door access issues.

AOA Advisory Council

- The Council met on 9/8/16 in the large conference room in the South Campus, which will be the permanent meeting place. State Senator Mark Blasdel gave an overview of how the state legislature works and how to best advocate for aging issues.
- The next meeting is scheduled for October 4, 2016. The meeting will be held offsite as members will be touring the Care Farm program.

Outreach/Education/Media

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

- 8/1/16, monthly interview on KGEZ, 11,000 listenership 7/5/16,
- 8/1/16, RSVP volunteer opportunities email blast
- 8/2/16, Daily Inter Lake article "Doors Open to South Campus"
- 8/3/16, Flathead Beacon, "Eagle Transit Changes Dial-A-Ride Service"
- 8/12/16, Daily Inter Lake, "Eagle Transit to Get New Bus and Cameras"
- 8/16/16, KAJ interview about new bus and cameras
- 8/31/16, participation on "The Penny Workshop" panel, financial seminar for women put on by the Montana State Auditor's office
- Fair Week, RSVP rest area and BEC info table

Eagle Transit

- Montana Department of Transportation (MDT):
 - FY 2016 4th quarter reports will be submitted to MDT by the end of this week.
 - Update on addressing the audit findings regarding:
 - Maintenance software: all data has been entered and software is fully functional
 - New fare rate of \$1 each way for all regular routes/services (city, commuter, DAR) went into effect 9/1/16.
 - 608 DAR applications have been mailed out to those who have used the service within the past year (and to new riders requesting service). We've received 252 completed applications.

Of those, 145 have been approved, 68 are on track to be approved pending final review, and we are working with 39 applicants to get additional information needed to process their applications. Eight (8) applicants did not meet the criteria and were denied eligibility. \

- Those who are determined to be eligible receive an approval letter, new i.d card and updated Passenger Guide. Those who are denied receive a denial letter with instructions for appeal. All applicants continue to be able to use the service until their application is processed.
- Complaints about the new DAR application process and fare structure have been very low.
- We are scheduled to receive a new 27-passenger bus this week. It was approved in the fiscal year 2016 funding cycle. We are still waiting for two 17-passenger buses approved in FY 2015 as well as another 27-passenger bus and onboard camera system recently approved for FY 2017.
- Commissioners signed a contract for an MDT planning grant for \$40,000 (\$32,000 from MDT, \$8,000 match). We are working with MDT to develop an RFP.
- We continue to use the remaining New Freedom funds to develop a “Bus Buddy” program to teach people eligible for paratransit services how to use Eagle Transit.
- Operations:
 - A .75 driver position and a .75 dispatcher position are posted.
 - We have pulled our radio ads and have made arrangements to purchase a TV commercial package.
- Transportation Advisory Committee (TAC)
 - The next meeting is scheduled for 10/6, 8:30-10:00, in the South Campus building.
- Glacier National Park
 - Regular season final report as of 9/5/16: 199,681 rides, just short of the record
 - Shoulder season (9/6-18) as of 9/15/16: 5,500 rides

Nutrition

- Meal service continues to increase at the South Campus. Our high day to date has been 85 meals served, with multiple days over 80. Daily average is in the 70s.

I & R/Assistance/Ombudsman

- I&A and RSVP staff/volunteers helped host the recent Shred Event at Gateway Community Center. Details to follow in next month’s report.
- AOA is part of a local workgroup working to achieve World Health Organization “Age-Friendly Community” designation for the Flathead. Other workgroup members include Immanuel Lutheran Communities, A Plus Health Care, The Summit and Kalvig Law Firm. As part of this effort, the workgroup put on a half-day Community Leadership Focus Group event on 9/9/16 at FVCC designed to educate community leaders about aging demographics (including the sharp rise in the prevalence of dementias) and the resulting opportunities and challenges facing communities worldwide and here at home. The keynote speaker was Dr. Marvin Kaiser who was instrumental in implementing the Age Friendly initiative in Portland. The program also included a presentation on aging in the Flathead and a round table discussion of local age-friendly features/barriers. Rep. Ron Ehli, chair of the Interim Committee on Children, Families, Health and Human Services, spoke about the importance of supporting the recommended legislation to help Montanans with Alzheimer’s and their caregivers. About 65 people participated.

RSVP

- Grant update:
 - We received notice of an upcoming compliance monitoring visit. A specific date has not been set.
- The RSVP Senior Rest Area at the Fair was once again a success.
 - Twenty-one volunteers served 139 hours.
 - Generous sponsors, including Lyncare and Culligan, donated water and about 1000 cookies.

- Visitors donated \$522 to support RSVP.
- Survey respondents noted their appreciation for the Rest Area and the refreshments and expressed a desire for a larger area next year.

Senior Mobile Home Repair

- The Advisory Board met on 9/13/16.
- 19 projects are in progress and 4 have been completed since the last report.

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 continues to meet every other week.
- CDBG Grant update: Whitney Aschenwald and Lisa Sheppard met with the Bigfork Community Center board on 9/8/16 to provide an update on alternatives explored to date.

Story – “A World Never to be Young Again”

By 2045, adults age 65 and older will outnumber the young worldwide – forever

This is already true in many developed countries, with Japan and Europe leading the way.

U.S.

- Older adults will double to 80 million by 2030 and will represent 1 in 5 Americans.
- Those 85 and older are the most rapidly growing age group.
- 80% have at least one chronic condition; 50% at least two. Chronic conditions = 88% of health care costs.
- The older we get, the more likely we are to need assistance with daily care.
- Median annual income for older men is \$27,707 but only \$15,362 for women.
- 10% of older Americans are abused, neglected or exploited each year.

Montana

- It is the state with the 6th largest percentage of adults 65 and older; it will be number 4 or 5 by 2030.
- In 2030, it will be one of 10 states with more people age 65+ than under 18.
- It ranks 38th in income level among states.
- One in five Montanans receives Social Security; SS pumps \$4.5 billion into the state economy.
- Social Security is the only source of income for 1 in 3; 50% would live below poverty without it.
- Montana ranks 34th overall in senior health. We get high marks for relatively low levels of obesity (6), availability of home-delivered meals (8) and low hospital readmissions (5), but we are at the bottom when it comes to chronic drinking (42), suicide (46), lack of health care screenings (48) and falls (49).
- 19,000 Montanans have Alzheimer’s; increasing to 27,000 by 2030. Alzheimer’s is the 6th leading cause of death and costs Medicaid \$150 million each year.
- 118,000 Montanans are family caregivers to older adults; 48,000 for someone with Alzheimer’s. They provide 10 million hours of care annually at a value of \$1.4 billion. They need help.

65 + in the Flathead today

- Median age is 73
- 52% women; 48% men
- Just over half are married; 44% live alone
- 20% are widowed
- 30% are veterans
- 30% have some type of disability
- 15.5% are working; they represent 6% of the labor force
- 16% live below 150% of poverty; almost 9% live below 100% of poverty
- One-quarter of homeowners spend 30% or more of their monthly income on housing; half of renters do.