Report to the Commissioners
Area IX Agency on Aging, Flathead County
October 17, 2017
Prepared by Lisa Sheppard, Director

On the last page are two tables, one for performance measures and one for workload indicators, showing:
FY 2016 actuals
FY 2017 annual targets
FY 2017 actuals
FY 2017 actuals as a percentage of annual targets
FY 2017 actuals as a percentage of FY 2016 actuals
FY 2018 actuals to date
FY 2018 annual targets
FY 2018 actuals as a percentage of FY 2018 annual targets

The general target is 25% for FY 2018, July 1-September 30, 2017, 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 "Total Last Report" column in the table has been updated to include both July and August numbers.
- All clients are counted as "new" in July, which results in the total client numbers for Independent Living Services and Meals being substantially above the annual target. This effect will diminish as the year progresses.
- Our public outreach and community education efforts are above target primarily due to promotional efforts related to the Governor's Conference on Aging in September, BEC grant outreach and preparation for Medicare Open Enrollment.
- Transportation rides are 6% above target for the year at 31%. However, this is due to the addition of the GNP commuter from Kalispell to Glacier National Park during the summer season, which allowed us to count rides to the Park as well as a limited number of rides within the Park. Although Dial-A-Ride rides are on target for the year and ahead of last year's pace, fixed route rides lag 5% due to what appears to be a substantial decrease in Kalispell city bus rides. We recently discovered the onboard tablets used to record rides are being dropped from cell service during the Evergreen portion of the city route. Drivers have switched to paper to try to determine if this is having an effect on the ridership count.

- September data is not yet available for Independent Living Services hours, but we were just 2% off target for July and August.

AOA Administration

Budget and Contracts

- As part of the budget shortfall at the state level DPHHS has been asked to make an additional 10% budget cut on top of the substantial cuts made to the Senior and Long Term Care division during the recent legislative session. Funding for Area Agencies on Aging was not affected by the legislative cuts. However, we anticipate cuts to the state funding portion of our budget as a result of the additional 10% reduction. We do not yet know any details but are looking at options.
- We have now received most of the payments due to us from DPHHS for FY 2017, but are working with DPHHS staff to resolve a few remaining discrepancies.
- Staff continue to work on the final financial reconciliation report for DPHHS for FY 2017.
- We received a 3-month extension of our Benefits Enrollment Center grant (October-December) in the amount of $8,750. We are working with DPHHS and the Area VI Agency on Aging on a new BEC grant request due November 1st that would begin January 1st if awarded.

State/Federal/Legislative Issues

- Charlie Rehbein, Aging Service Bureau Chief at DPHHS, is retiring after 38 years of service. He will be honored at a reception in Helena on October 24th.
- On 10/10/17, Lisa participated in the first of three required conference calls related to rolling out the Veterans Direct Home and Community-based Services (VDHCBS) program in Flathead County, which we are undertaking in partnership with the Area VI Agency on Aging. The next call will be held on 10/18. We hope to begin serving veterans by the end of December.
- Lisa attended the quarterly M4A meeting in Billings in August and will attend the next meeting in Helena, October 24-26.
- On the state level, in addition to advocating for no or minimal cuts to our own funding, we are asking officials not to cut Big Sky Rx which helps many vulnerable, low-income seniors afford their Medicare Part D plans.
- Federally, we continue to engage in advocacy efforts regarding healthcare and funding for aging services in the FY 2018 budget. At this time, Older Americans Act services appear to be on track to be flat funded, with a possible increase in nutrition services. The State Health Insurance Program (SHIP), which allows us to provide Medicare and benefits counseling, is in jeopardy as the House version of the budget calls for eliminating the program.

Building

- The following punch list items related to AOA have not been resolved or have not been repaired to our satisfaction: redo of the top of the reception desk in the lobby (in progress), carpet repair in the AOA suite (in progress), repair of kitchen freezers (ongoing), repair or replacement of outlets in kitchen used for stand-alone refrigerators.
- We have now received all of the new furniture for the lobby donated by CTA, Swank and J2.
- External and internal signs are in progress.
- The South Campus Building Committee met on 10/13/17.

AOA Advisory Council

- The Advisory Council met on 10/12/17. Jody White, Executive Director of the Flathead Community Health Center was the presenter. Other topics included state/federal budget updates, council vacancies, Medicare pan changes and Open Enrollment, Age-Friendly Flathead and the Eagle Transit 5-Year Transportation Development Plan process.
- There will be no meeting in November. The next meeting will be a potluck on December 14th.
- The Council will begin a new schedule of meeting every other month starting in January.

Other

- Staff continues to work on a new Continuity of Operations Plan (COOP).

Outreach/Education/Media

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

- 7/3/17, monthly KGEZ interview, 11,000
- 7/6/17, AOA hosted Flathead Senior Network. 35 attendees
- 7/25/17, Medicare 101 class, 6 attendees
- July AOA newsletter, 400
- July Elder Abuse Awareness PSA produced by M4A aired multiple times on major radio and TV networks
- August Elder Abuse Awareness PSA produced by M4A aired multiple times on major radio and TV networks
- AOA ad in August/September edition of Montana Senior News, 12,000
- 8/5/17, Daily Inter Lake article, "Weyerhauser donates to Senior Mobile Home Repair," 17,000
- 8/7/17, monthly KGEZ interview, 11,000
- 8/10/17, BEC/Medicare info to Flathead County Health Department nurses, 5
- 8/11/17, KGEX interview of Jim Atkinson about Weyerhauser donation to SMHR, 11,000
- 8/15-17/17, promotion of Senior Rest Area at Fair/inclusion in DIL Daybook, 17,000
- 8/16-20/17, coordination of Senior Rest Area at Fair with senior centers
- 8/24-29/17, promotion of Medicare 101 classes/ inclusion in DIL Daybook, 17,000
- 8/20/17, Aging Horizons TV show interview re. Governor's Conference on Aging, 250,000
- 8/28/17, article in Daily Inter Lake, "Kalispell to host Governor's Conference on Aging," 17,000
- 8/29/17, Medicare 101 class, 15
- July-September, Bigfork Blog Event Notice re. Governor's Conference on Aging, 4,000
- 9/5/17, promotion in Kalispell Senior Center Gazette re. BEC Open House, 300
- 9/3-8/17, promotion of the Governor's Conference on Aging/ inclusion in DIL Daybook, 17,000
- 9/7-8/17, co-hosted Governor's Conference on Aging, 240
- 9/7-8/17, vendor booth at Governor's Conference on Aging, 240
- 9/7-8/17, AOA ad in Governor's Conference on Aging program book, 240
- 9/8/17, presentation on Age-Friendly Flathead at Governor's Conference on Aging, 150
- 9/8/17, monthly interview KGEZ, 11,000
- 9/8/17, KPAX newscast and website posting on Governor's Conference on Aging, 30,000
- 9/10/17, Daily Interlake article/pictures of Centenarian Luncheon at Governor's Conference on Aging, 17,000
- 9/15-19/17, promotion of Medicare 101 classes/ inclusion in DIL Daybook, 17,000
- 9/15/17, Medicare 101, 20
- 9/18/17, Medicare 101 for ASSIST, 30
- 9/19/17, Medicare 101 in Bigfork, 3

- 9/19/17, BEC Open House in Lakeside, 15
- 9/20/17, MT Food Bank Network, 40
- 9/21/17, BEC Open House at Kalispell Senior Center, 30
- 9/23/17, AOA/BEC/Medicare table at Alzheimer's Walk, 120
- 9/29-30/17, hosted Dietary Manager's Meeting and food show, 30
- 9/30/17, presentation on Healthy Aging at Dietary Manager's Meeting, 30

Eagle Transit

- Montana Department of Transportation (MDT):
  - Staff corrected one of the two items identified in the recent MDT onsite compliance review. The remaining item involves a simple addition to Eagle Transit job descriptions noting they are safety sensitive positions subject to drug and alcohol testing. However, since several of the job descriptions have not been update in some time, we are taking this opportunity to make additional changes.
  - All bus stops in MDT right-of-way are now in compliance.
  - Staff submitted the final quarterly financial/program report for FY 2017 in August and are working on the FY 2018 first quarter reports due October 30th.
  - Planning Grant: The 5-Year Planning Committee met on September 6th and will meet next on 10/27.
  - Dale, Lisa and Tom Schneider (GNP Operations Lead) attended the annual MDT transit training workshop in Helena September 27-28.
  - We received permission to count all rides on the new GNP Commuter, including those within Glacier Park, in our annual 5311 statistics, which positively impacts our funding formula. The total was 8,440. We will need to amend the Cooperative Agreement to reflect the change.
- Outreach/Education/Media:
  - Dale and Lisa presented on our 5-Year Transportation Development Plan process at the MDT workshop.
  - The KPAX commercial continues to run 100 spots per month on the CW and 18 spots per month on Channel 8 KAJ (CBS morning show and The Price is Right).
  - KGEZ continued to run PSAs for the Kalispell to GNP Commuter through the end of the summer season.
- Operations:
  - We are in the process of selecting and obtaining the onboard cameras approved as part of our FY 2017 capital request.
  - Bus stop signs have been revised and plans are moving forward for installation in Kalispell prior to winter.
- Transportation Advisory Committee (TAC)
  - The TAC meets every other month. The last meeting was held on 10/5/17.
- Glacier National Park
  - The Kalispell to Glacier commuter started on July 1st and ended September 4th.
  - The regular shuttle service also began on July 1st and ended on September 24th. West Glacier was shut down near the end of the regular season due to wildfire activity but buses continued to run to Logan Pass from the East Side. Total rider ship for the year was 229,709, up from approximately 209,000 last summer.

Nutrition

- 400 education fliers were sent to MOW recipients and all congregate sites.
- We hosted the Dietary Manager's Conference September 29-30, which included a mini-food show and presentations.

I & R/Assistance/Ombudsman

- We continue to experience difficulty getting home-based services to clients in a timely way. We have made several changes to our process that we hope will improve the situation and are considering additional steps.
- Medicare Open Enrollment is October 15-December 7, 2017. We will not hold any Medicare 101 classes again until after Open Enrollment ends.
- The Age-Friendly Flathead Steering Committee met on 8/17 and 9/21. The next meeting will be held on October 19th, followed by a strategic planning meeting facilitated by AARP on November 4th. The Steering Committee presented on efforts to date at the Governor's Conference.
- Ruth Pomeroy was honored with the 2017 AARP Montana Andrus Award for Community Service this past week at an awards banquet in Helena. This is AARP's most prestigious award, given annually to one individual in each state whose volunteer service exemplifies the AARP mission. Ruth was accompanied at the ceremony by her son and AOA I&A Program Manager Susan Kunda.

RSVP

- Grant update: The final FFR is due. However, we continue to be unable to access the federal online system we are supposed to use to submit it. The state RSVP office has initiated another inquiry on our behalf. There is no penalty for late filing.

Senior Mobile Home Repair

- The Advisory Board met on 10/10/17.
- Three projects were completed last month and 21 are in progress.
- Funding:
    - BNSF application in progress
    - $10,000 donation from Weyerhauser

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

- Work is in progress on the CDBG senior center project, starting in Columbia Falls, followed by work in Whitefish, then elevator installation in the Adam building.
- The County is moving forward with an appraisal of the Bethany Lutheran building in Bigfork as a potential site for a new Bigfork Senior/Community Center and ImagineIF library.
- We are supporting the Kalispell Senior Center to partner with Agape Home Care to provide smoke detectors to area seniors.
- The new FY 2018 AOA contracts with senior centers are being developed and will require all boards to participate in annual board governance training.

October 2017 Report: Performance Measures Tables -September 2017 stats (FY 2018)

25.00%

MEASURE	FY 2016 Actuals	FY 2017 Target	FY 2017 Actuals	FY 2017 % of Target	FY 2017 as % FY 2016	Sept.	Total Last Report	Total/Avg. to Date	FY 2018 Target	% Target
# Receiving Independent Living Services	447	400	178	45%	40%	**not yet available**	70	70	233	30%
# Receiving Meals on Wheels	471	450	470	104%	100%	**22**	223	245	465	53%
# Seniors Receiving Congregate Meals	867	980	1,785	182%	206%	**76**	588	664	1,000	66%
# Eagle Transit DAR Unduplicated Riders	502	500	401	80%	80%	**29**	194	223	500	45%
% of Service Recipients at Moderate to High Risk of Institutionalization	94%	88%	89%	101%	95%	**90%**	89%	90%	88%	102%
Per Meal Cost of Nutrition Services	$6.30	$6.50	$6.89	106%	109%	**$5.01**	$3.59	$5.01	$6.75	74%
% Overall Satisfaction with AOA Services from Annual Survey	N = 98%, IL = 95%	95%	N=99% IL-96%	100%	100%	**N/A**	0%		95%	100%
Maximum annual number of transportation complaints	27	36	30	83%	111%	**2**	0	2	36	6%
WORKLOAD INDICATOR	**FY 2016 Actuals**	**FY 2017 Target**	**FY 2017 Actuals**	**FY 2017 % of Target**	**FY 17 as % FY 16**		**Total Last Report**	**Total/Avg. to Date**	**FY 2018 Target**	**% Target**
Outreach/Education/Media						**Sept**				
Public Outreach/Education/Media Efforts	153	120	123	103%	80%	**22**	18	40	120	33%
Nutrition						**Sept**				
Total Meals	78,541	82,000	82,428	101%	105%	**6,827**	13,675	20,502	79,000	26%
MOW	49,283		49,695	N/A	N/A	**3,956**	7,919	11,875		
Congregate	29,258		32,733	N/A	N/A	**2,871**	5,756	8,627		
Nutritional Assessments Conducted	1,451	1,550	2,424	156%	167%	**152**	468	620	1,550	40%
Transportation						**Sept**				
Total Ride Count	91,196	94,000	85,305	91%	94%	**14,715**	13,036	27,751	90,000	31%
Dial-A-Ride Count	30,644	31,020	30,025	97%	98%	**2,479**	5,113	7,592	30,000	25%
City, Commuter and Other Ride Count	60,552	62,980	55,280	88%	91%	**12,236**	7,923	20,159	60,000	34%
Eagle Transit Outreach/Special Events	8	10	40	400%	500%	**3**	5	8	15	53%
Information and Referral/Assistance						**Sept**				
Info and Referral/Assistance Contacts	19,586	18,000	17,523	97%	89%	**890**	3,132	4,022	18,000	22%
Independent Living			38%			**Sept**				*14%*
Homemaker Units of Service	1,616	3,333	784	24%	49%	**not yet available**	203	203	2,500	8%
Escorted Transportation Units of Service	1,548	2,186	792	36%	51%	**not yet available**	240	240	1,739	14%
Respite Units of Service	2,600	3,315	992	30%	38%	**not yet available**	469	469	2,468	19%
Community Support/Senior Companion Units of Service	1,322	1,090	1,060	97%	80%	**not yet available**	209	209	1,353	15%
Personal Care Units of Service	1,150	465	358	77%	31%	**not yet available**	49	49	435	11%
Benefits Counseling						**Sept**				
Benefits Counseling Hours of Service	N/A	N/A	600	N/A	N/A	**15**	72	87	450	19%
Ombudsman						**Sept**				
Ombudsman consults/cases opened	1454	1,100	1,034	94%	71%	**135**	184	319	1,100	29%