

Part 1 – Agency Profile

Agency Overview

The Commission on Aging (ICOA) is charged with providing a broad array of services intended to make it possible for aging and disabled Idahoans to remain in their own homes and communities, and avoid or delay institutionalization. This ICOA Mission is increasingly important as Idaho experiences a dramatic increase in its population of persons 60 years of age and older. The agency has existed since 1968 (previously called the Office on Aging) under the Office of the Governor. The Administrator, Sam Haws, is appointed by the Governor and confirmed by the Senate. Seven geographically based advisory Commissioners are also appointed by the Governor. The Commission is located in Boise and operates with 14.35 FTEs.

Services supported by the Commission on Aging are provided at the local level through contracts with an aging network made up of six regional Area Agencies on Aging and other contractors throughout the State. In addition to State and Federal funds received from ICOA, the aging network uses local funds, community resources, and volunteers to provide services to eligible individuals.

Core Functions/Idaho Code

The functions of the Commission on Aging are set out in Idaho Code in the Idaho Senior Services Act at Title 67, Chapter 50, and the Adult Abuse, Neglect and Exploitation Act at Title 39, Chapter 53. The Commission is also charged with providing services to seniors under the Older Americans Act of 1965. The Commission manages grants and contracts that enable programs and services to be provided at the local community level throughout the State.

Under these statutory authorizations, the Commission oversees the following broad programs, which are carried out by regional non-profit contractors called Area Agencies on Aging (AAA):

- In-home services, including homemaker services, home delivered meals, respite, and chore, all of which are intended to assist the older person (and caregiver) to safely remain at home.
- Community-based services, including transportation, congregate meals, adult day care, case management, and older worker employment and training programs, which assist older persons to continue to participate in essential activities in their community, and the legal assistance, adult protection, and ombudsman programs, which provide them protection from fraud, abuse, neglect and exploitation.

Revenue and Expenditures:

Revenue	FY 2009	FY 2010	FY2011	FY 2012
General Fund	\$5,147,700	\$3,977,900	\$4,552,300	\$4,411,100
American Reinvestment Fund	\$0	\$577,400	\$29,700	\$0
Federal Grant	\$7,556,800	\$7,801,200	\$7,404,900	\$8,565,100
Miscellaneous Revenue	\$1,800	\$700	\$0	\$0
Total	\$12,706,300	\$12,357,100	\$11,986,900	\$12,976,200
Expenditure	FY 2009	FY2010	FY 2011	FY 2012
Personnel Costs	\$988,000	\$894,300	\$830,400	\$874,200
Operating Expenditures	\$225,600	\$312,100	\$395,500	\$348,700
Capital Outlay	\$16,100	\$13,500	\$23,500	\$1,800
Trustee/Benefit Payments	\$11,473,000	\$11,137,200	\$10,568,200	\$11,565,400
Total	\$12,702,700	\$12,357,100	\$11,817,600	\$12,790,100

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2009	FY 2010	FY 2011	FY 2012
<i>Adult Protection (Hourly Units)</i>	29,979	27,974	24,260	29,431
Home Delivered Meals (Number of Meals)	*512,959	*476,528	*518,597	530,141
Congregate Meals (Number of Meals)	545,074	524,122	523,542	528,265
<i>Information and Assistance (Contacts)</i>	14,892	18,316	23,764	23,099
<i>Case Management (Hourly Units)</i>	34,469	36,220	34,920	33,696
Homemaker (Hourly Units)	93,921	68,394	61,369	54,468
Respite & Adult Day Care (Hourly Units)	44,211	28,939	33,873	34,885
<i>Ombudsman (Closed Complaints)</i>	1,919	1,816	1,928	1,731

Italic indicates services directly provided by the regional Area Agency on Aging.

*Performance statistics were adjusted to reflect changes in standardized reporting criteria.

Performance Highlights

In 2012, the Idaho Commission on Aging (ICOA) worked with Access Idaho to incorporate the Aging and Disability Resource Center (ADRC) into ICOA's website: <http://www.aging.idaho.gov/>. The ADRC provides a No-Wrong-Door approach to gain support and service information for seniors and people with disabilities into a single access point. Through the ADRC, people can obtain information and find services that can assist them to live independent lives and stay in their homes as long as possible. This website also provides a venue for public comment and houses ICOA's Statewide Planning documents.

Planning: The ICOA developed the following state plans in 2012:

- The Idaho Senior Service Four-Year State Plan that focuses on the delivery of supportive services including information and assistance, in-home programs, nutrition and caregiver support services and to serve as the effective and visible advocate for the elderly and people with disabilities in the state.
- The Aging and Disability Resource Center (ADRC) five-year Plan is the No-Wrong-Door access point for consumers to find long-term care support and service options for seniors and people with disability.
- Idaho's Senior Community Service Employment Program Plan provides employment training and part-time community service through work-based training opportunities for low-income seniors 55 years or older. This program enhances their skills to be able to compete in the job market and move into unsubsidized employment.

These plans were developed with the direction of multiple agencies, consumer steering committee members, and input from the Area Agencies on Aging (AAAs) and the public. ICOA submitted these to the appropriate federal agency and is waiting for federal approval.

Coordination & Collaboration: In 2012, ICOA participated with other agencies to develop additional opportunities to serve seniors and people with disabilities in Idaho:

- Partnered with Medicaid, State Independent Living Council (SILC), and the Centers for Independent Living (CILs) in the development of the Money Follows the Person (MFP) integration grant with the ADRC. This grant was funded and focuses on assisting people transitioning out of medical facilities to live independently in the community.
- Partnered with Medicaid in the development of the Chronic Disease Self-Management Program (CDSMP) grant. The CDSMP focuses on educating people and providing them with the tools and skills needed to manage their chronic disease: Pending award.

- Partnered with the Idaho Foodbank to develop the Commodity Supplemental Food Program in a joint effort to support food transportation, storage and distribution throughout Idaho: Pending award.
- Partnered with Boise State University's Center for the Study of Aging to develop statewide Lifespan Respite Coalition to improve awareness of and access to coordinated respite care services across the state for people of all ages: Pending award.
- Partnered with the Veterans Affairs to develop the Veterans Directed Home and Community Base Services (VD-HCBS) program into the "no wrong door" ADRC. The ADRC will provide options counseling to veterans at risk of entering long-term care facilities and coordinate the delivery of support services to keep them in their own home as long as possible: Pending award.
- Collaborated with Idaho Legal Aid and Family Justice Centers in the development of the Idaho's Elder Abuse Prevention (IEAP) pilot project to implement elder abuse, neglect and exploitation interventions and determine their effectiveness: Pending award.
- Partnered with Boise State University's Center for the Study of Aging to conduct a statewide needs assessment. The assessment is to provide information for future planning for the long-term care needs of older Idahoans and was utilized in the development of the Senior Services Four-Year State Plan.
- Coordinated and conducted statewide Adult Protection and Ombudsman training that involved law enforcement, legal counsel, Bureau of Facility Standards, Behavior Health, Board of Guardians, and Residential and Assisted Living agencies.

Area Agencies on Aging:

Area I. Area I established the Aging Services for North Idaho Endowment, with the Inland Northwest Community Foundation. The Endowment will assist in addressing the growing demand for services, with level funding. The Endowment will provide the opportunity to generate funding through a semi-annual mail campaign, and plans to expand fee-for-service options. Area I is pursuing fee-for-service partnership development, focused on hospital readmission rates, with a variety of health and social service providers within the Inland Northwest.

Area II. Area II partnered with the Nez Perce Tribe to establish an Adult Protective Service (APS) Program on the reservation. Through a Department of Justice grant, the tribe hired an APS staff, and developed a Nez Perce Tribe Elder Code that specifically addresses the protection of vulnerable adults. Additionally, Area II serves 17% of the Nez Perce Tribe senior population, through various home and community based services.

Area III. Area III committed significant time and effort to begin the process of implementing recommendations from the Office of Performance Evaluation-Coordination and Delivery of Senior Services in Idaho Report dated February 2011 (Report). Recommendation 4.4; Area III meals contractor(s) must add Area III-approved clarifying language to each Memorandum of Understanding (MOU). Recommendation 5.1; Standardized reimbursement rates will be reevaluated not less often than annually by Area III and the meals contractor(s), to assess progress toward decreasing variations in reimbursement rates/values among providers/centers.

Area IV. Area IV collaborated with ICOA and Boise State University to conduct the Alzheimer's Conference at the College of Southern Idaho for 140 caregivers. Additionally, a Senior Medicare Patrol Scam Jam, educated 250 senior on Medicare/Medicaid fraud.

Area V. Area V gave a presentation of services to the Portneuf Medical Center, Acute Care Membership, in Pocatello. The presentation was so successful, that the AAA has been invited to be part of future Acute Care Quarterly meetings. The Portneuf Medical Case Managers desired to lessen their hospital re-

admissions of elderly patients by referring them to the AAA for services to keep them in their own home setting.

Area VI. Area VI received the Award of Excellence in Community Action Partnership, through their parent organization, Eastern Idaho Community Action Partnership. Area VI is the 9th Community Action Agency in the United States to be recognized with this award. The award is based on 7 Categories of Excellence and 34 standards. In addition, a significant amount of effort was direct towards the Community Food Bank, Senior Nutrition Program, grandparents raising grandchildren, and weatherization programs.

Part II – Performance Measures

Based on ICOA’s four-year State Plan Update, new performance measures were developed and used in the table below. For those measures that show an N/A, data was unavailable for previous fiscal years.

Performance Measure	2009	2010	2011	2012	Benchmark
1. Increase ADRC website awareness through presentations and utilizing social media tools.	N/A	N/A	N/A	100%	Increase by 10% annually
2. Provide training to The 2-1-1 CareLine operators so they provide accurate ADRC information, and refer clients to the correct agencies.	N/A	N/A	N/A	100%	Training conducted quarterly
3. The ADRC website contains current and accurate information to include; calendar of events, and FAQ page.	N/A	N/A	N/A	100%	Updated Monthly
4. The ICOA Program Manual provided to the AAAs contains current and applicable processes, guidelines, and policies.	N/A	N/A	N/A	100%	Updated at least semi-annually
5. Increase the number of Home Delivered Meal clients.	-12.7%	-1.4%	2.4%	2.9%	Increase by 2% annually
6. Senior Employment Program attains placement of low-income and at-risk persons in unsubsidized employment. *Federal Title V benchmark.	35.63% *36.6%	33.3% *29.4%	37% *29.4%	26.7% *38%	Meet Federal benchmark guidelines
7. AAAs increase health and disease prevention evidence-based program options.	N/A	N/A	N/A	100%	Increase number of programs by 1 annually Statewide
8. AAAs increase number of partners actively preventing the abuse, neglect, and exploitation of vulnerable adults.	N/A	N/A	N/A	100%	Increase partnerships by 1 annually Statewide

9. AAAs Support organizations providing education and outreach to vulnerable adults.	N/A	N/A	N/A	100%	Increase by 1 organization annually Statewide
10. AAAs increase program volunteer recruitment.	N/A	N/A	N/A	100%	Increase number of volunteers by 2% annually Statewide

For More Information Contact

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