

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 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, Kim Wherry Toryanski, and the seven geographically based Commissioners are appointed by the Governor. The Commission is located in Boise and operates with 15 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 sub-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 seniors.

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.

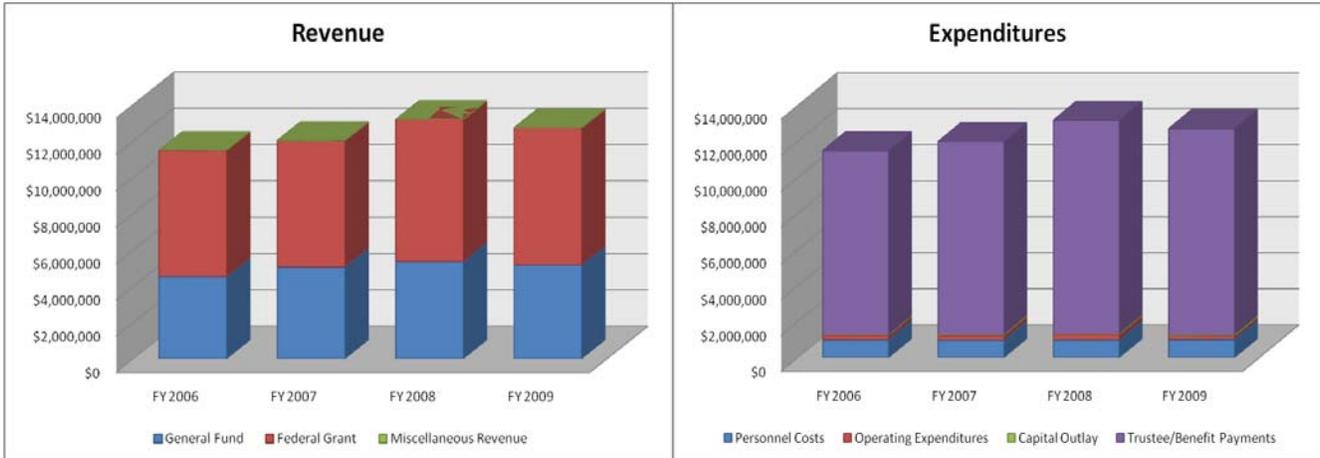
Under these statutory authorizations, the Commission oversees the following broad programs, which are carried out by regional non-profit contractors called Area Agencies on Aging:

- 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 and mistreatment.
- An additional significant element of the Commission's charge is to manage grants and contracts that enable the above services and other relevant services to be provided at the local community level throughout the State.

Revenue and Expenditures:

Revenue	FY 2006	FY 2007	FY 2008	FY 2009
General Fund	\$4,510,300	\$5,028,600	\$5,343,500	\$5,147,700
Federal Grant	\$6,943,400	\$6,948,800	\$7,819,400	\$7,556,800
Miscellaneous Revenue	\$6,500	\$36,500	\$0	\$1,800
Total	\$11,477,700	\$12,013,900	\$13,162,900	\$12,706,300
Expenditure	FY 2006	FY 2007	FY 2008	FY 2009
Personnel Costs	\$979,400	\$947,700	\$967,400	\$988,000
Operating Expenditures	\$252,200	\$271,700	\$303,400	\$225,600
Capital Outlay	\$5,700	\$27,400	\$17,600	\$16,100
Trustee/Benefit Payments	\$10,240,200	\$10,736,800	\$11,878,700	\$11,473,000
Total	\$11,477,500	\$11,983,600	\$13,167,100	\$12,702,700

(Note: Economic Recovery Fund is included in general fund. Current year includes encumbrances; reverted encumbrances are deducted from prior year.)



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2006	FY 2007	FY 2008	FY 2009
Adult Protection (service units)	25,391	26,211	28,529	29,979
Home Delivered Meals (service units)	533,476	534,329	521,370	514,566
Information and Assistance (service units)	19,426	21,902	14,578	14,892
Homemaker (service units)	106,244	94,484	97,820	93,921
Respite & Adult Day Care (service units)	42,567	41,073	44,257	44,211

Performance Highlights

The ICOA took the lead with our partner Medicaid, in transitioning and designing the Aging Connections (AC) pilot project into a virtual aging and disability resource center which will be sustainable on a statewide basis through the Commission on Aging. AC was established in Coeur d’Alene in September 2006; two satellite offices were added in Sandpoint and Kellogg. During 2007 and 2008, the ICOA continued to provide staffing for project leadership and the project’s productive technical advisory team. Services provided by AC include: options counseling about a range of alternative long term care services, streamlined access and assistance with eligibility and application for all public services, and information about private services, including those that help with advanced planning for long term care needs. Highlights of major findings about the project through 2007 from an evaluation accomplished by an independent evaluator include: high levels of satisfaction among the target population and the stakeholders; a good working relationship with partners that continues to improve, quarterly benchmarks that were exceeded in 2007; and AC has made an impact in the three communities where offices and satellite sites are located as evidenced by discussions with Community Resource Teams (teams of community members developed as part of the project) in those various locales. The success and lessons learned from this pilot project is being applied to creation of a web-based single-point-of-entry system for elder care in home and community based services.

Idaho’s Aging Connections ADRC pilot was one of a handful that was recognized nationally by the U.S. Administration on Aging for having “successfully operationalized the Quality Assurance and Evaluation function.” Medicaid led the Pilot Project development, in partnership with the Eligibility office at the Div. of Welfare, ICOA and our northern Idaho Area Agency on Aging.

ICOA was tapped to lead Idaho's participation in the National Governor's Association Policy Academy on Increased Engagement of Older Workers from 2008-2009. The policy academy team included key state agencies and private business entities. Successes include: development of a volunteer management training curriculum; compilation of research on senior volunteering in Idaho and the nation; Senior Community Service Employment Program participants will be trained to assist older job seekers in the use of the Idaho Career Information System in One-Stop Career Centers (May 14, 2009); "Innovations" grant application was submitted with the following goals: (1) train volunteer gatekeepers to enhance caregiver access to information via development of an on-line electronic learning model; and (2) develop printed guide regarding civic engagement of older adults in service to rural caregivers; preparation of brochures/materials invitations 3-4 businesses to pilot pre-retirement counseling about civic engagement opportunities; Idaho's first Mature Worker Job Fair model was created; Job Seeker and Employer Outreach campaign was conducted (20,000 mailers, 60 TV spots, 71 radio spots, 25 employers, and 10 service providers); Job Fair (including 7 workshops) was conducted October 4, 2008; 1200 older job seekers attended. Employer presentation on workplace value of mature adults was prepared and delivered; Alfred P. Sloan Awards for Business Excellence in Workplace Flexibility were awarded to 9 employers in Southwest Idaho; "Workplace Flexibility and the Aging Workforce" presentation prepared and delivered; Workplace Flexibility seminar hosted Jan., 2009 by Idaho Department of Labor, Boise Chamber of Commerce and U. S. Women's Bureau; Idaho Policy Academy members participated in "Listening Session on Workplace Flexibility" hosted by Senator Mike Crapo; Idaho Department of Labor and Workforce Council hosted "Governor's Workforce Summit in November, 2008; Idaho employers were urged to apply for the "AARP 50 Best Employers" competition held in February, 2009; A review of "Return to Work" policies impacting members of the Idaho Public Employment Retirement System" was conducted; A review of enrollment incentives currently offered by Idaho Post-secondary institutions was completed.

ICOA and H&W/Medicaid hosted a Long Term Care Symposium on June 10 in Boise. We are working with all aspects of state, federal and local governments to put together the stakeholders in the home and community based services networks. Over 150 attendees and 30 speakers were in attendance. The Symposium was part of our efforts to break down the silos we have in senior services and set the stage for action to better coordination and streamlined services. The Symposium will further our ICOA's efforts to promote responsible government, empower individuals, expanded collaboration and policy making opportunities.

During FY 2008, the ICOA received a no cost extension of its grant entitled "Model Approaches to Statewide Legal Assistance Systems." The purpose of the grant project, initiated in 2006 and is a collaborative effort by the Commission and Idaho Legal Aid Services, is to enhance Idaho's existing senior legal services delivery system by: (1) re-establishing an attorney-staffed statewide senior legal hotline (Hotline), (2) creating the nation's first web-based senior legal form bank linked to document automation and assembly software, (3) increasing the number of senior related forms, brochures and informational materials and (4) encouraging greater coordination of services between Idaho's senior legal services providers. During SFY 2008, the number of calls to the Hotline continued to increase, a statewide legal needs assessment was completed, and significant enhancements were made to the senior legal forms bank.

ICOA participates with the Idaho Department of Health and Welfare, Division of Public Health, in the Living Well Program (Living Well) in Idaho. Living Well enlists older community members with chronic illness to teach their peers how to control their symptoms through relaxation techniques, diet, exercise and better communication with health providers. The instructors use the Stanford University-developed Chronic Disease Self-Management Program (CDSMP), a curriculum that research has shown produces positive results. The ICOA provides staffing to a project advisory group which is responsible for guiding project partners, including three health districts and nine senior centers, in the process of implementing the CDSMP, while achieving quality, fidelity and sustainability over time. In FY 2007, nine senior centers were identified as coordination sites for the Living Well Program in their communities: Post Falls, Sandpoint, Spirit Lake, Pocatello, Blackfoot, St. Anthony, Rexburg, Idaho Falls and Ririe.

Part II – Performance Measures

Performance Measure	2006	2007	2008	2009	Benchmark
1. Consumer survey responses indicate that programs are relevant and helpful in addressing their needs.	95%	95%	94%	100%	75%
2. ICOA staff and AAAs form eight new relationships with local entities that extend or enhance services to seniors.	N/A	N/A	100%	100%	100%
3. Participants say ICOA presentations increased their knowledge about our programs.	96.3%	N/A	100%	98.5%	75%
4. Senior Employment Program attains placement of low-income and at-risk persons in unsubsidized employment. Federal Title V benchmark	20% 29%	15.6% 22%	26.3% 25%	35.6% 36.6%	Varies by year based on Federal guidelines
5. Programs reviewed are found to be in compliance with applicable laws, rules, regulations, and operations manuals.	92.5%	95.4%	91.9%	95.7%	90%

Performance Measure Explanatory Note:

Measure 2 is a new goal for the agency. We will continue our efforts to improve performance in these areas during this year and will further refine our survey or methodology to provide more information for improving our progress toward our goal of better service and communication.

Eligibility and program requirements for the Senior Employment Program measure have been revised, resulting in a much lower placement rate since 2004. The Federal awarding agency updates all performance measure goals annually. Measure 4 has been revised to reflect the goal and actual achievement for each year. Current year achievement data is estimated because it is not yet final; prior year data is updated to reflect the final percentage. Overall, for FY 2009, the Idaho Senior Employment Program met 95.92% of the "common measures" performance goals.

For More Information Contact

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