

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 made more difficult 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 agency's two management functions are Program Operations (program development, implementation, and oversight) and Administrative Support (planning, budgeting, and accounting/reporting). 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

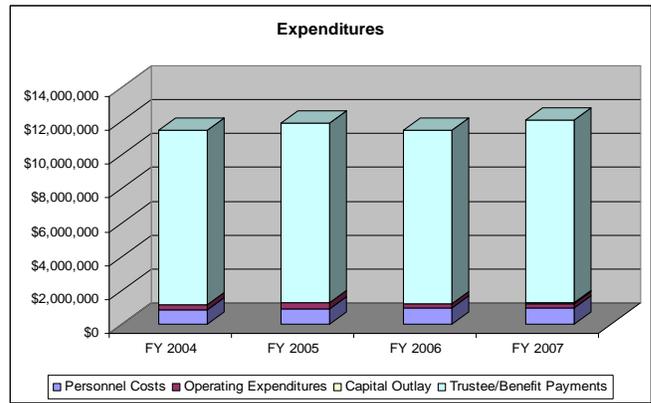
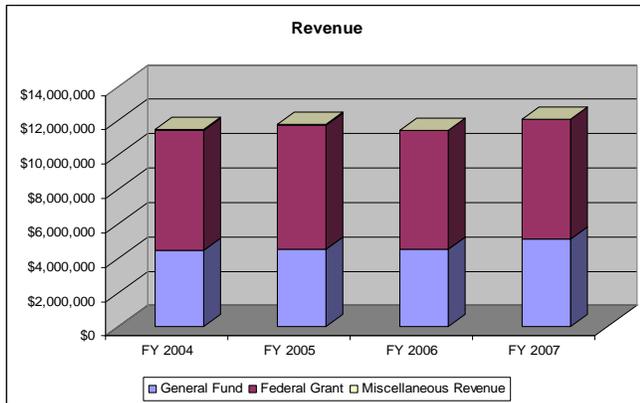
The functions of the Commission on Aging are set out in Idaho Code in the Idaho Senior Services Act at Title 67, Chapter 50, and the Adult Abuse, Neglect and Exploitation Act at Title 39, Chapter 53. The Commission is also charged with providing services to seniors under the Older Americans Act of 1965.

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:		Economic Recovery Fund			\$17,500	\$9,800
Revenue	FY 2004	FY 2005	FY 2006	FY 2007		
General Fund	\$4,481,400	\$4,500,600	\$4,510,300	\$5,088,900		
Federal Grant	\$6,965,200	\$7,245,400	\$6,943,400	\$6,972,100		
Miscellaneous Revenue	\$38,600	\$45,500	\$6,500	\$36,500		
Total	\$11,485,200	\$11,791,500	\$11,477,700	\$12,097,500		
Expenditure	FY 2004	FY 2005	FY 2006	FY 2007		
Personnel Costs	\$872,200	\$899,200	\$979,400	\$947,700		
Operating Expenditures	\$289,300	\$369,600	\$252,200	\$271,700		
Capital Outlay	\$9,700	\$23,400	\$5,700	\$27,400		
Trustee/Benefit Payments	\$10,291,300	\$10,563,500	\$10,240,200	\$10,806,900		
Total	\$11,462,500	\$11,855,700	\$11,477,500	\$12,053,700		

(Note: Revenue does not include noncogs and receipts to appropriation.)



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2004	FY 2005	FY 2006	FY 2007
Adult Protection (service units)	21,740	24,255	25,391	26,211
Home Delivered Meals (service units)	551,421	555,292	533,476	534,329
Information and Assistance (service units)	15,517	20,573	19,426	21,902
Homemaker (service units)	108,055	106,877	106,244	94,484
Respite & Adult Day Care (service units)	40,952	54,033	42,567	41,073

Performance Highlights:

ICOA's Medicare Education Program received special recognition from Centers for Medicare and Medicaid Service and the US Department of Health and Human Services for its collaborative efforts with other individuals and organizations during the 2006-2007 implementation of the Medicare Drug Program. During this period, the Medicare Education Program worked with 1,204 beneficiaries during 142 group meetings. We held 30 volunteer training sessions and had 95 active volunteers who logged over 1,008 hours to the program. In addition to the group sessions, we were a part of 121 community events, reaching Idahoans in every part of the state, where approximately 86,108 people attended and learned about Medicare benefits, and Medicare Fraud and Abuse issues.

The Idaho Ombudsman program protects the health, safety, welfare, and rights of individuals over sixty receiving long-term care services in Idaho. Demands on the program continue to increase as the population and number of Assisted Living facilities grows. In an effort to meet this growing need, four Area Agencies on Aging have developed volunteer programs that allows them to conduct regular, weekly unannounced visits to facilities to provide residents more timely access to ombudsman services. Due, in part, to the resources provides by volunteer Ombudsmen, a recent report issued by AARP Public Policy Institute ranked Idaho as the number one state for ombudsmen visiting nursing facilities at least quarterly.

The ICOA applied for and received a grant entitled "Model Approaches to Statewide Legal Assistance Systems." The grant project, a collaborative effort by the Commission and Idaho Legal Aid Services, will 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 2007, a Senior Legal Resources Advisory Committee was formed, the Hotline was re-established, a statewide legal needs assessment was developed, and significant progress was made toward the creation of a senior legal forms bank.

ICOA partnered with Medicaid to write a grant proposal to develop an Aging and Disability Resource Center (ADRC) in Idaho. After the grant was awarded, ICOA provided staffing for leadership, project planning, development and implementation to compliment Medicaid's resources. The result of the planning process was State of Idaho

the opening of Aging Connections (AC), Idaho's ADRC, in 2006. AC is a pilot project in Region 1, the five northern counties of Idaho. AC, located in Coeur d'Alene in the Area Agency on Aging (AAA) office, is staffed by four people, three Medicaid employees and one AAA employee. Services provided include: options counseling about a range of alternative 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.

Part II – Performance Measures

Performance Measure	2004	2005	2006	2007	Benchmark
1. Consumer survey responses indicate that programs are relevant and helpful in addressing their needs.	N/A	N/A	95%	95%	75%
2. ICOA staff and AAA leadership survey indicate ICOA's efforts to strengthen partnerships with AAAs have been mutually beneficial.	N/A	N/A	29.6%	57.7%	75%
3. Participants say ICOA presentations increased their knowledge about our programs.	N/A	N/A	96.3%	N/A	80%
4. Senior Employment Program attains placement of low-income and at-risk persons in unsubsidized employment.	82%	31%	N/A	13%	30%
5. Programs reviewed are found to be in compliance with applicable laws, rules, regulations, and operations manuals.	N/A	N/A	92.5%	95.4%	90%
6. Staff agree that substantial progress has been made in meeting goals in ICOA employee charter to support a dynamic workforce.	N/A	N/A	34.4%	87.4%	75%

Performance Measure Explanatory Note:

For Senior Employment Program measure, the eligibility and program requirements have been revised, resulting in a much lower placement rate since 2004. Measures 2 and 6 are new goals for the agency and the survey results were gathered without outside expertise. 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.

For More Information Contact

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