

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 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.

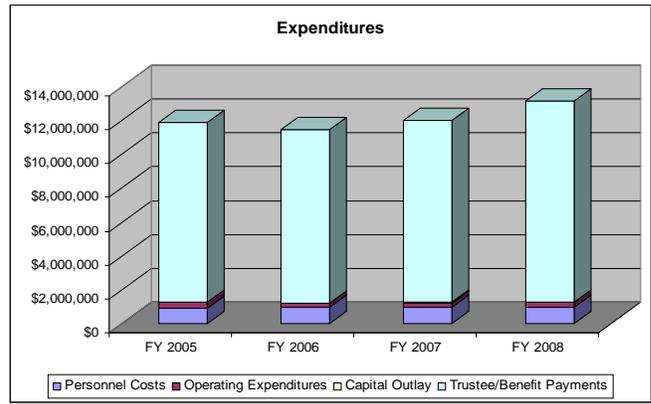
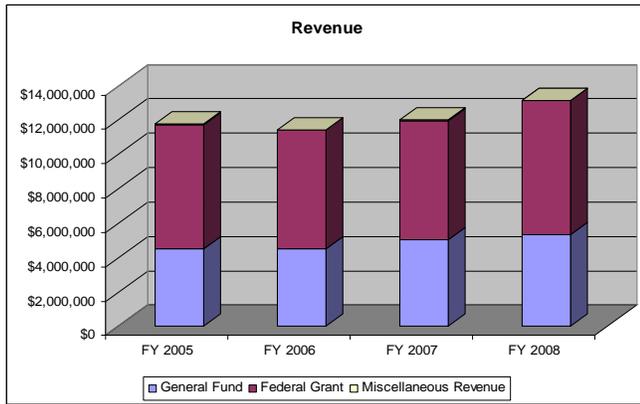
Under these statutory authorizations, the Commission oversees the following broad programs, which are carried out by regional non-profit contractors called Area Agencies on Aging:

- 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:

Revenue	FY 2005	FY 2006	FY 2007	FY 2008
General Fund	\$4,500,600	\$4,510,300	\$5,028,600	\$5,349,400
Federal Grant	\$7,245,400	\$6,943,400	\$6,948,800	\$7,819,400
Miscellaneous Revenue	\$45,500	\$6,500	\$36,500	\$0
Total	\$11,791,500	\$11,477,700	\$12,013,900	\$13,168,800
Expenditure	FY 2005	FY 2006	FY 2007	FY 2008
Personnel Costs	\$899,200	\$979,400	\$947,700	\$967,400
Operating Expenditures	\$369,600	\$252,200	\$271,700	\$303,400
Capital Outlay	\$23,400	\$5,700	\$27,400	\$17,600
Trustee/Benefit Payments	\$10,563,500	\$10,240,200	\$10,736,800	\$11,884,600
Total	\$11,855,700	\$11,477,500	\$11,983,600	\$13,173,000

(Note: Revenue does not include noncogs and receipts to appropriation. Economic Recovery Fund is included in general fund.)



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	Cases Managed and/or Key Services Provided			
	FY 2005	FY 2006	FY 2007	FY 2008
Adult Protection (service units)	24,255	25,391	26,211	28,529
Home Delivered Meals (service units)	555,292	533,476	534,329	521,370
Information and Assistance (service units)	20,573	19,426	21,902	14,578
Homemaker (service units)	106,877	106,244	94,484	97,820
Respite & Adult Day Care (service units)	54,033	42,567	41,073	44,257

Performance Highlights

In FY 2007, the ICOA assisted the Idaho Department of Health and Welfare, Division of Public Health, to author a successful federal grant which now funds 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.

During FY 2006, the ICOA applied for and received a grant entitled "Model Approaches to Statewide Legal Assistance Systems." The purpose of the grant project, 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.

The ICOA partnered with Medicaid in 2005 to author a successful federal grant proposal which now funds Aging Connections (AC), the Aging and Disability Resource Center pilot project in Idaho. AC was established in Coeur d'Alene in September 2006; two satellite offices were added in Sandpoint and Kellogg. During 2007, 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 State of Idaho

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.

Part II – Performance Measures

Performance Measure	2005	2006	2007	2008	Benchmark
1. Consumer survey responses indicate that programs are relevant and helpful in addressing their needs.	N/A	95%	95%	94%	75%
2. ICOA staff and AAAs form eight new relationships with local entities that extend or enhance services to seniors.	N/A	N/A	N/A	100%	100%
3. Participants say ICOA presentations increased their knowledge about our programs.	N/A	96.3%	N/A	100%	75%
4. Senior Employment Program attains placement of low-income and at-risk persons in unsubsidized employment.	31%	N/A	13%	16%	22%
5. Programs reviewed are found to be in compliance with applicable laws, rules, regulations, and operations manuals.	N/A	92.5%	95.4%	91.9%	90%

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. Overall, the Idaho Senior Employment Program met 90.1% of our performance measure goals. 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.

For More Information Contact

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