

Part I – Agency Profile

Agency Overview

The Idaho Commission on Aging (ICOA) administers state and federal programs for seniors and persons with disabilities in accordance with, Idaho Code, Title 67, Chapter 50, Idaho Senior Services Act (SSA), Title 39, Chapter 53, Adult Abuse, Neglect and Exploitation Act, Idaho Administrative Procedures Act, (IDAPA) 15.01 and the Older Americans Act (OAA) of 1965.

The Governor appointed Sam Haws as ICOA Administrator, and the Senate confirmed the appointment during the 2012 Legislative session. The Governor also appoints a Board of Commissioners made up of 7 members who represent geographical regions across Idaho. The ICOA was originally called the Office on Aging when it was established in 1968 under the Office of the Governor and continues to provide a broad array of statewide services and supports to improve the quality of life for seniors and persons with disabilities. These services enable Idahoans to live independent, meaningful, and dignified lives within the community of their choice to avoid or delay institutionalization.

Core Functions

The ICOA's core functions are to:

- Administer OAA and SSA programs and promulgate, adopt, amend and rescind rules affecting senior services.
- Advocate for older Idahoans within the state government, community and long-term care facilities and serves as an advisory body regarding state legislative issues.
- Conduct public hearings and evaluations to determine the health and social needs of older Idahoans, and determine the public and private resources to meet those needs.
- Designate up to six "Planning and Service Areas (PSA)" and "Area Agencies on Aging (AAA)" across Idaho.
- Contract with AAAs and other providers to implement senior services within the PSAs:
 - The AAAs are responsible for planning within their PSA and issuing service contracts at the local level. Below, are the services delivered by the AAAs through contracts (Direct Services) and those they provide themselves (In-house Services).
 - Direct Services: Transportation, Congregate Meals, Home Delivered Meals, Homemaker, In-home Respite, Adult Day Care, and Legal Assistance.
 - In-house Services: Adult Protection, Case Management, Information & Assistance (I&A), and Ombudsman.
 - The AAAs are eligible to provide specific services but must deliver them more economically, and with comparable quality.
 - Experience Works is contracted to provide Senior Community Service Employment Program (SCSEP) statewide.

Revenue and Expenditures:

Revenue	FY2011	FY 2012	FY 2013	FY 2014
General Fund	\$4,552,300	\$4,411,100	\$4,440,700	\$4,466,100
American Reinvestment Fund	\$29,700	\$0	\$0	\$0
Federal Grant	\$7,404,900	\$8,565,100	\$7,529,600	\$7,059,600
Miscellaneous Revenue	\$0	\$0	\$0	\$0
Total	\$11,986,900	\$12,976,200	\$11,970,300	\$11,525,700
Expenditure	FY 2011	FY 2012	FY 2013	FY 2014
Personnel Costs	\$830,400	\$874,200	\$1,003,000	1,037,500
Operating Expenditures	\$395,500	\$348,700	\$269,600	\$305,300
Capital Outlay	\$23,500	\$1,800	\$0	\$0
Trustee/Benefit Payments	\$10,568,200	\$11,565,400	\$10,913,300	\$10,170,900
Total	\$11,817,600	\$12,790,100	\$12,185,900	\$11,513,700

Profile of Key Services Provided (shown in units below)

Key Services Provided	FY 2011	FY 2012	FY 2013	FY 2014
<u>Direct Services:</u>				
Homemaker (Hourly Units)	61,369	54,468	34,771	49,420
Home Delivered Meals (Number of Meals)	**518,597	530,141	510,387	466,859
Congregate Meals (Number of Meals)	523,542	528,265	501,829	485,275
Respite & Adult Day Care (Hourly Units)	33,873	34,885	24,583	28,823
Transportation (Boardings)	79,919	71,573	65,142	76,496
<u>AAA In-house Services:</u>				
Adult Protection *(Hourly Units)	24,260	29,431	24,136	24,675
Information and Assistance (Contacts)	23,764	23,099	24,118	30,605
Case Management (Hourly Units)	34,920	33,696	29,169	5,060
Ombudsman (Closed Complaints)	1,928	1,731	1,770	1,492

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

*The Adult Protection measure will change in FY2015 to track the number of "Investigations", which will better identify the service need than hours.

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

Part II – Performance Measures

Based on ICOA's four-year State Plan Update, new performance measures were developed in 2012 and used in the table below. For those measures that show an N/A, data was unavailable for previous fiscal years.

Performance Measure	2011	2012	2013	2014	Benchmark
1. Increase ADRC website awareness through presentations and utilizing social media tools.	N/A	100%	100%	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	100%	100%	100%	Training conducted quarterly
3. The ADRC website contains current and accurate information to include; calendar of events, and FAQ page.	N/A	100%	100%	100%	Updated Monthly
4. The ICOA Program Manual provided to the AAAs contains current and applicable processes, guidelines, and policies.	N/A	100%	100%	100%	Reviewed at least semi-annually
5. Increase the number of Home Delivered Meal clients.	100%	100%	93%	90%	Increase by 2% annually
6. Senior Employment Program attains placement of low-income and at-risk persons in unsubsidized employment. *Federal Title V benchmark.	37% *29.4%	26.7% *38%	56.5% *36.4%	38.5% *39.2%	Meet Federal benchmark guidelines
7. Increase health and disease prevention evidence-based program options.	N/A	100%	100%	100%	Increase number of programs by 1 annually Statewide

8. Increase number of partners actively preventing the abuse, neglect, and exploitation of vulnerable adults.	N/A	100%	100%	100%	Increase partnerships by 1 annually Statewide
9. Support organizations providing education and outreach to vulnerable adults.	N/A	100%	100%	100%	Increase by 1 organization annually Statewide
10. Increase program volunteer recruitment.	N/A	100%	90%	100%	Increase number of volunteers by 2% annually Statewide

For More Information Contact

Sam Haws, Administrator
 Idaho Commission on Aging
 341 W. Washington Street, 3rd Floor
 PO Box 83720
 Boise, ID 83720-0007
 Phone: (208) 334-3833
 E-mail: sam.haws@aging.idaho.gov