

Part I – Agency Profile

Agency Overview

The Idaho Commission on Aging (ICOA) is currently located at 341 W. Washington, Boise, Idaho and is staffed with 14.35 FTEs. It was originally called the Office on Aging when it was established in 1968 under the Office of the Governor. The ICOA provides a broad array of statewide services and supports to improve the quality of life for seniors and persons with disabilities. These services enable older Idahoans to live independent, meaningful, and dignified lives within the community of their choice and stay in their homes as long as possible to avoid or delay institutionalization.

The Governor, at his discretion, appoints the ICOA Administrator, who is confirmed by the Senate. The Governor also appoints a Board of Commissioners made up of 7 members who represent geographical regions in Idaho. The ICOA administers state and federal programs in accordance with, Idaho Code, Title 67, Chapter 50, Idaho Senior Services Act, Title 39, Chapter 53, Adult Abuse, Neglect and Exploitation Act, Idaho Administrative Procedures Act, (IDAPA) 15 Title 01 and the Older Americans Act (OAA) of 1965.

Core Functions

The ICOA's core functions are to:

- Advocate for older Idahoans within the state government, community and long-term care facilities and serves as an advisory body regarding state legislative issues.
- Administer programs and services and promulgates, adopts, amends and rescinds rules affecting senior services.
- Designate "Planning and Service Areas (PSA)" and "Area Agencies on Aging (AAA)" in accordance with the Older Americans Act and enters into service funding agreements as grants and contracts within the limits of appropriated funds.
- 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.

As required by the statutory authorizations and core functions, the ICOA administers State and Federal programs through contracts with designated AAAs. The AAAs are responsible for planning within their assigned PSA and issue service contracts at the local level. The AAAs are eligible to provide specific services but must provide them more economically, and with comparable quality. Below, identifies the services the AAAs provide through contracts (Direct Services) and those they operate themselves (In-house Services). Also identified below are services implemented by other contractors:

- AAA Direct Services: Transportation, Congregate Meals, Home Delivered Meals, Homemaker, In-home Respite, Adult Day Care, and Legal Assistance.
- AAA In-house Services: Adult Protection Services, Case Management, Information & Assistance, and Ombudsman.
- Other ICOA contracted services: Senior Community Service Employment Program (SCSEP).

Revenue and Expenditures:

Revenue	FY 2010	FY2011	FY 2012	FY 2013
General Fund	\$3,977,900	\$4,552,300	\$4,411,100	\$4,440,700
American Reinvestment Fund	\$577,400	\$29,700	\$0	\$0
Federal Grant	\$7,801,200	\$7,404,900	\$8,565,100	\$7,529,600
Miscellaneous Revenue	\$700	\$0	\$0	\$0
Total	\$12,357,100	\$11,986,900	\$12,976,200	\$11,970,300
Expenditure	FY2010	FY 2011	FY 2012	FY 2013
Personnel Costs	\$894,300	\$830,400	\$874,200	\$1,003,000
Operating Expenditures	\$312,100	\$395,500	\$348,700	\$269,600
Capital Outlay	\$13,500	\$23,500	\$1,800	\$0
Trustee/Benefit Payments	\$11,137,200	\$10,568,200	\$11,565,400	\$10,913,300
Total	\$12,357,100	\$11,817,600	\$12,790,100	\$12,185,900

Profile of Key Services Provided (shown in units below)

Key Services Provided	FY 2010	FY 2011	FY 2012	FY 2013
<i>Adult Protection (Hourly Units)</i>	27,974	24,260	29,431	24,136
Home Delivered Meals (Number of Meals)	*476,528	*518,597	530,141	510,387
Congregate Meals (Number of Meals)	524,122	523,542	528,265	501,829
<i>Information and Assistance (Contacts)</i>	18,316	23,764	23,099	24,118
<i>Case Management (Hourly Units)</i>	36,220	34,920	33,696	29,169
Homemaker (Hourly Units)	68,394	61,369	54,468	34,771
Respite & Adult Day Care (Hourly Units)	28,939	33,873	34,885	24,583
<i>Ombudsman (Closed Complaints)</i>	1,816	1,928	1,731	1,770

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 State Fiscal Year 2013, the Idaho Commission on Aging (ICOA) completed a comprehensive financial and operational review of the senior service programs in Idaho. This led ICOA to set funding parameters, standardize practices, provide training, develop technical guidance, and update policies. The ICOA placed all statewide plans, manuals, forms and guides on the ICOA website accessible to the AAAs and the public.

Senior Services Review:

In the review, the financial trend data showed the continuing decrease of Direct Services and increase of the AAA's In-house Services. To rebalance these services, ICOA set budget parameters to ensure that Direct Services were being funded at an appropriate level.

- **Statewide Budgetary Guidelines**
 - ICOA established minimum requirements for Direct Services that allows the AAAs to have flexibility to meet the needs of their community. The AAAs have the option to dedicate more resources to these areas based on need.
 - 37% will be dedicated to Home Delivered and Congregate Meals.
 - 15% between homemaker, respite, and transportation.
 - 3% for Legal assistance.
 - ICOA established In-house service maximum budget requirements by category of service.
 - 15% for Adult Protection.
 - 5% for Ombudsman.
 - 2% for Coordination/Program Development.
 - 10% for Administration.
- **Statewide Program Standardization**
 - The ICOA and AAA staff reviewed existing practices and analyzed State Code, IDAPA rules and OAA regulations to develop standard processes for Information and Assistance, Adult Protection, and Case Management services. These processes were built into Implementation Guides and placed on the ICOA website for ease of access and for guidance. The ICOA provided training to all of the AAAs on the new processes.
 - As part of the statewide guidelines, the ICOA and AAAs staff developed the Idaho Comprehensive Assessment Tool (ICAT) to standardize the consumer assessment process. The ICAT will be used by all six AAAs, ensuring consumers are assessed consistently across the state.

- The following resources and documents were placed on the ICOA website: www.aging.idaho.gov:
 - State Plans
 - AAA Performance-based Agreement
 - Program Manual
 - Area Plan
 - Implementation Guides
 - Forms Packet
 - Emergency Preparedness Plan

Coordination & Collaboration: In SFY 2013, ICOA developed partnership with other agencies to provide additional grant 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 statewide Aging and Disability Resource Center (ADRC). The grant focuses on assisting people to transition out of medical facilities and live independently in the community.
- 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. Lifespan Respite Coalition currently has members who represent people from across the lifespan including: the Idaho Federation of Families and Children's Mental Health, Idaho State Independent Living Council, Idaho Council on Developmental Disabilities, and the Alzheimer's Disease Planning Group.
- 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.
- Partnered with Idaho Legal Aid Services (ILAS) and Idaho Volunteer Lawyers Program (IVLP) to provide a fully staffed legal hotline, develop online interactive legal forms for seniors, update the Legal Services Guidebook, conduct statewide training on abuse, neglect, exploitation and other legal issues and develop legal service guidelines for Idaho.
- Partnered with the Senior Health Insurance Benefits Advisors (SHIBA) program and the AAAs. The Medicare Improvements for Patients and Providers Act (MIPPA) grant is a joint funding opportunity provided by the Administration on Community Living and the Centers for Medicare and Medicaid Services. The MIPPA grant is intended to enhance outreach efforts to beneficiaries on Medicare Part D, promote Low Income Subsidy, Medicare Savings Program, and preventative health and wellness programs.

Area Agencies on Aging:

Area I. Area I established MOUs with all five hospitals to assist patients discharging to home, so their likelihood of hospital readmissions is reduced. Preparing for the Aging and Disability Resource Center designation also led to significant focus in such activities as updating the agency website and developing strategies for long-term sustainability. The AAA website experienced a 23% increase in traffic and a business plan was prepared that guides us in our efforts to generate reimbursable services and establish the infrastructure necessary to follow through. In preparation for the next four year plan, a subcommittee of the advisory council on aging formed and has been engaged in regular activities to assist in preparation of the plan.

Area II. Area II increased Outreach service units and consumers served by 20% and 7%, respectively, during SFY 2013. Also, Area II's Adult Protection Services (APS) provided ongoing technical training and assistance, planning and program development to the Nez Perce Tribe staff. The Tribe hired an Adult Protection staff and implemented an APS program, as well as attended a national training event and regional training. Area II's Senior Medicare Patrol Volunteer Coordinator recruited and trained 4 volunteers; provided 52 one-on-one counseling sessions, 57 group presentations and participated in 2 Health Fairs/Community Events.

Area III. Area III continued to participate as a member of the local, Care Transition Coalition facilitated by Qualis Health to reduce hospital readmissions. Additionally, AAA III continued work on the Veteran Direct Home and Community Based Services program in partnership with ICOA and the VA Medical Center. Comparing the time period of Dec. 2011 through June 2012 versus Dec. 2012 through June 2013, Area III's Adult Protection Services processed 24.5% more intakes, investigated 86.3% more cases, and referred 172.7% more cases to Law Enforcement.

Area IV. Area IV hosted a "legal responsibilities and best practices" session to educate area Senior Centers on ways to increase their effectiveness and patronage. Also, Area IV supported more than 1,900 "Over 60 and Getting Fit" participants in programs at 10 area locations. Finally, two Area IV staff members were invited to speak at a Senior Medicaid Patrol Scam Jam, with an audience of 140 beneficiaries.

Area V. Seven of Area V's staff became Transition Managers under the Idaho Home Choice Program operated by the Idaho Department of Health and Welfare. This program assists those individuals who after 90 days in a nursing home setting, voice their desire to return home to live. Also, the Area V staff has been engaged in an on-going grant with the Idaho Commission on Aging to identify possible services outside the aging network which could sustain the ADRC concept. An extensive search was conducted with the Idaho Department of Health and Welfare Medicaid Division to discern the viability of involvement without duplication of services.

Area VI. Area VI has trained a Transitions Manager to compliment it's designation as the Eastern Idaho Care Transitions Coalitions' community-based organization. Also, Area VI distributed vouchers to seniors without dental insurance to receive preventative dental services from the Community Council of Idaho's Community Family Clinic. Finally, Area VI's extensive online resource database is being utilized by the Bonneville Interagency Council, a coalition of human services organizations serving Bonneville County.

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	2010	2011	2012	2013	Benchmark
1. Increase ADRC website awareness through presentations and utilizing social media tools.	N/A	N/A	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	N/A	100%	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	100%	100%	Updated Monthly
4. The ICOA Program Manual provided to the AAAs contains current and applicable processes, guidelines, and policies.	N/A	N/A	100%	100%	Updated at least semi-annually
5. Increase the number of Home Delivered Meal clients.	98%	100%	100%	93%	Increase by 2% annually
6. Senior Employment Program attains placement of low-income and at-risk persons in unsubsidized employment. *Federal Title V benchmark.	33.3% *29.4%	37% *29.4%	26.7% *38%	56.5% *36.4%	Meet Federal benchmark guidelines
7. Increase health and disease prevention evidence-based program options.	N/A	N/A	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	N/A	100%	100%	Increase partnerships by 1 annually Statewide
9. Support organizations providing education and outreach to vulnerable adults.	N/A	N/A	100%	100%	Increase by 1 organization annually Statewide
10. Increase program volunteer recruitment.	N/A	N/A	100%	90%	Increase number of volunteers by 2% annually Statewide

For More Information Contact

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