# *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, as amended.

The Governor appointed Judy Taylor as ICOA Director, and the Senate confirmed the appointment during the 2019 Legislative session. The Governor also appoints a Board of Commissioners made up of seven 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 allow Idahoans to retain their autonomy and to determine their own life course as they age.

**Core Functions/Idaho Code**

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 state government, community, and long-term care facilities and serve as an advisory body regarding state legislative issues.
* Conduct public hearings and program evaluations to determine the health and social needs of older Idahoans and determine the public and private resources to meet those needs.
* Designate Planning and Service Areas (PSA) and Area Agencies on Aging (AAA) in accordance with the OAA and federal regulations. ICOA reviews the boundaries of the PSAs periodically and changes them as necessary.
* Contract with Easter Seals/Goodwill to provide Senior Community Service Employment Program (SCSEP) statewide.
* Contract with AAAs and other providers to implement senior services within the PSAs:
  + The AAAs are responsible for planning within their PSAs and issuing service contracts at the local level. Below are the services delivered by the AAAs or their contractors:

|  |  |  |
| --- | --- | --- |
| Transportation | Congregate Meals | Home Delivered Meals |
| Homemaker | In-home Respite | Adult Day Care |
| Legal Assistance | Adult Protective Services | Case Management |
| Information & Assistance | Ombudsman |  |

**Revenue and Expenditures**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revenue** | **FY 2019** | **FY 2020** | **FY 2021** | **FY 2022** |
| General Fund  American Reinvestment Fund | $4,339,347  $0 | $4,243,813  $0 | $3,956,461  $0 |  |
| Federal Grant | $8,892,544 | $11,050,431 | $12,152,410 |  |
| Miscellaneous Revenue | $0 | $0 | $0 |  |
| **Total** | **$13,231,891** | **$15,294,244** | **$16,108,871** |  |
| **Expenditures** |  | **FY 2020** | **FY 2021** | **FY 2022** |
| Personnel Costs | $1,150,691 | $1,136,307 | $1,186,934 |  |
| Operating Expenditures | $323,389 | $344,296 | $393,509 |  |
| Capital Outlay | $11,400 | $4,945 | $0 |  |
| Trustee/Benefit Payments | $11,607,972 | $13,808,696 | $14,383,985 |  |
| **Total** | **$13,231,891** | **$15,294,244** | **$15,964,428** |  |

**Profile of Cases Managed and/or Key Services Provided**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Key Services Provided** | **FY 2019** | **FY 2020** | **FY 2021** | **FY 2022** |
| ***Direct Services:*** | | | | |
| Homemaker (Hourly Units) | 45,777 | 50,670 | 48,676 |  |
| Home Delivered Meals (Number of Meals) | 583,520 | 673,590 | 768,267 |  |
| Congregate Meals (Number of Meals) | 492,440 | 443,459 | 386,601 |  |
| Respite & Adult Day Care (Hourly Units) | 23,093 | 35,214 | 35,271 |  |
| Transportation (Boardings) | 162,832 | 143,875 | 121,181 |  |
| ***AAA In-house Services:*** | | | | |
| *Adult Protective Services (Investigations)* | 2,141 | 2,128 | 1,407 |  |
| *Information and Assistance (Contacts)* | 26,991 | 32,035 | 29,716 |  |
| *Ombudsman (Closed Complaints)* | 1,232 | 953 | 1,008 |  |

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

***Part II – Performance Measures***

| **Performance Measure** | | **FY 2019** | **FY 2020** | **FY 2021** | **FY 2022** | **FY 2023** |
| --- | --- | --- | --- | --- | --- | --- |
| **Goal 1**  Support Older Idahoans to live independent and healthy lives in the communities of their choice. | | | | | | |
| 1. Develop Caregiver program improvement plan with stakeholder input. | actual | New for  FY2020 | 4 Improvements | 2 Improvements |  |  |
| *target* | *\*N/A* | *Implement two Caregiver program improvements annually* | *Implement two Caregiver program improvements annually* | *Implement two Caregiver program improvements annually* |  |
| 1. Increase access to evidence based resources and supports. | actual | New for  FY2020 | Updated Quarterly | Updated Quarterly |  |  |
| *target* | *\*N/A* | *Update care transition resources and training materials on ICOA’s website quarterly* | *Update care transition resources and training materials on ICOA’s website quarterly* | *Update care transition resources and training materials on ICOA’s website quarterly* |  |
| **Goal 2**  Promote safety, self-determination and dignity for seniors and vulnerable adults. | | | | | | |
| 1. Participate in Supreme Court guardianship and conservatorship committee. | actual | New for  FY2020 | 4 Meetings Attended | \*\*Attended 2 of 2 Meetings |  |  |
| *target* | *\*N/A* | *Attend three of four meetings* | *Attend three of four meetings* | *Attend three of four meetings* |  |
| 1. Develop Adult Protective Services program improvement plan with stakeholder input. | actual | New for  FY2020 | 14 Program Improvements Implemented | 3 Program Improvements Implemented |  |  |
| *target* | *\*N/A* | *Implement two Adult Protective Services program improvements annually* | *Implement two Adult Protective Services program improvements annually* | *Implement two Adult Protective Services program improvements annually* |  |
| 1. Promote resident council influence for facility staff and administration. | actual | New for  FY2020 | \*\*4 out of 6 Regions met the target | \*\*2 out of 6 Regions met the target |  |  |
| *target* | *\*N/A* | *Each local Ombudsman will participate in a minimum of six resident council meetings annually* | *Each local Ombudsman will participate in a minimum of six resident council meetings annually* | *Each local Ombudsman will participate in a minimum of six resident council meetings annually* |  |
| **Goal 3**  Champion an effective and efficient community-based aging service network. | | | | | | |
| 1. Develop educational presentations to address trends and issues affecting the aging population. | actual | New for  FY2020 | 14 Presentations | 23 Presentations | ---------- |  |
| *target* | *\*N/A* | *Provide 12 presentations annually* | *Provide 12 presentations annually* | *Provide 12 presentations annually* |  |

*\*Data not available for the time period*

*\*\*Target metric not achieved due to COVID-19 limitations*

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