

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 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 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 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 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.
- Contract with Experience Works to provide Senior Community Service Employment Program (SCSEP) statewide.

Revenue and Expenditures

Revenue	FY 2013	FY 2014	FY 2015	FY 2016
General Fund	\$4,463,200	\$4,466,100	\$4,483,200	\$4,492,600
American Reinvestment Fund	\$0	\$0	\$0	\$0
Federal Grant	\$7,531,100	\$7,059,600	\$7,697,000	\$7,935,500
Miscellaneous Revenue	\$2,700	\$0	\$0	\$0
Total	\$11,997,000	\$11,525,700	\$12,180,200	\$12,428,100
Expenditures	FY 2013	FY 2014	FY 2015	FY 2016
Personnel Costs	\$1,003,000	\$1,037,500	\$1,069,400	\$1,124,600
Operating Expenditures	\$269,600	\$305,300	\$901,800	\$1,117,700
Capital Outlay	\$0	\$0	\$45,600	\$6,200
Trustee/Benefit Payments	\$10,913,300	\$10,171,000	\$10,017,400	\$10,238,300
Total	\$12,185,900	\$11,513,800	\$12,034,200	\$12,486,800

Profile of Cases Managed and/or Key Services Provided

Key Services Provided	FY 2013	FY 2014	FY 2015	FY 2016
Direct Services:				
Homemaker (Hourly Units)	34,771	49,420	53,122	52,187
Home Delivered Meals (Number of Meals)	510,387	466,859	532,664	586,777
Congregate Meals (Number of Meals)	501,829	485,275	490,932	505,730
Respite & Adult Day Care (Hourly Units)	24,583	28,823	25,664	22,833
Transportation (Boardings)	65,142	76,496	111,873	125,151
AAA In-house Services:				
Adult Protection (*Investigations)	1,944	1,713	2,357	2,400
Information and Assistance (Contacts)	24,118	30,605	34,178	49,113
Case Management (Hourly Units)	29,169	**5,060	**206	**5
Ombudsman (Closed Complaints)	1,770	1,492	2,678	1,350

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

*The Adult Protection measure was changed in FY2015 to track the number of "Investigations".

**Case Management services were corrected to comply with OAA and SSA requirements.

Part II – Performance Measures

Based on ICOA's four-year State Plan, performance measures were developed in 2012 and used in the table below.

Old Performance Measure		FY 2013	FY 2014	FY 2015	FY 2016	Current Year
Goal 1						
Improve opportunities to access up-to-date community resources addressing health and long-term care options for Idahoans.						
1. Increase ADRC website awareness through presentations and utilizing social media tools.	actual	36%	24%	18%	21%	-----
	benchmark	<i>Increase by 10% annually</i>	<i>Increase by 10% annually</i>	<i>Increase by 10% annually</i>	<i>Increase by 10% annually</i>	N/A
2. The ADRC website contains current and accurate including calendar of events and FAQ page.	actual	38 Updates	35 Updates	25 Updates	32 Updates	-----
	benchmark	<i>Monthly updates</i>	<i>Monthly updates</i>	<i>Monthly updates</i>	<i>Monthly updates</i>	N/A
Goal 2						
Promote healthy and active lifestyles for Idahoans.						
3. Increase health and disease prevention evidence-based program.	actual	2	1	2	1	-----
	benchmark	<i>Increase total number of programs by 1 annually</i>	<i>Increase total number of programs by 1 annually</i>	<i>Increase total number of programs by 1 annually</i>	<i>Increase total number of programs by 1 annually</i>	N/A
Goal 3						
Protect the rights of older people and prevent their abuse, neglect and exploitation.						
4. Increase number of partners actively preventing the abuse, neglect, and exploitation of vulnerable adults.	actual	1	2	2	1	-----
	benchmark	<i>Increase partnerships by 1 annually</i>	<i>Increase partnerships by 1 annually</i>	<i>Increase partnerships by 1 annually</i>	<i>Increase partnerships by 1 annually</i>	N/A
5. Support organizations providing education and outreach to vulnerable adults.	actual	1	2	2	1	-----
	benchmark	<i>Increase by 1 organization annually</i>	<i>Increase by 1 organization annually</i>	<i>Increase by 1 organization annually</i>	<i>Increase by 1 organization annually</i>	N/A
Goal 4						
Maintain an effective and responsive management and administrative structure.						
6. The ICOA Program Manual	actual	2	2	2	2	-----

provided to the AAAs contains current and applicable processes, guidelines, and policies.	<i>benchmark</i>	<i>Semi-annual reviews</i>	<i>Semi-annual reviews</i>	<i>Semi-annual reviews</i>	<i>Semi-annual reviews</i>	N/A
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New Performance Measure		FY 2013	FY 2014	FY 2015	FY 2016	Current Year
Goal 1						
Establish Older Americans Act and Idaho Senior Services Act cost efficiencies.						
1. Information and Assistance: Establish cost range per contact.	actual	New for FY 2017	New for FY 2017	New for FY 2017	New for FY 2017	-----
	<i>benchmark</i>	N/A	N/A	N/A	N/A	<i>Establish Standard</i>
2. Homemaker: Establish standard range of service hour available, so consumers would have access to the same level of service no matter where they are in the state.	actual	New for FY 2017	New for FY 2017	New for FY 2017	New for FY 2017	-----
	<i>benchmark</i>	N/A	N/A	N/A	N/A	<i>Establish Standard</i>
3. Respite: Establish standard range of service hour available, so consumers would have access to the same level of service no matter where they are in the state.	actual	New for FY 2017	New for FY 2017	New for FY 2017	New for FY 2017	-----
	<i>benchmark</i>	N/A	N/A	N/A	N/A	<i>Establish Standard</i>
Goal 2						
Broaden access to long-term care information.						
4. Increase long-term care social media interactions to address long-term care and aging issues.	actual	New for FY 2017	New for FY 2017	New for FY 2017	New for FY 2017	-----
	<i>benchmark</i>	N/A	N/A	N/A	N/A	<i>Increase by 10%</i>
Goal 3						
Increase service delivery effectiveness.						
5. Increase senior transportation usage in conjunction with local service providers, public agencies and, local government agencies.	actual	New for FY 2017	New for FY 2017	New for FY 2017	New for FY 2017	-----
	<i>benchmark</i>	N/A	N/A	N/A	N/A	<i>Increase by 5%</i>
6. National Family Caregiver Support Program: Increase presentation informing the public, organizations, and other agencies about caregiving.	actual	New for FY 2017	New for FY 2017	New for FY 2017	New for FY 2017	-----
	<i>benchmark</i>	N/A	N/A	N/A	N/A	<i>10 Presentations Annually</i>
Goal 4						
Enhance Long-term care services and supports through coordination with discretionary programs.						
7. Work closely with Senior Community Service Employment Program (SCSEP) provider to meet U.S. Department of Labor annual goal for participants who enter employment after employment training.	actual	New for FY 2017	New for FY 2017	New for FY 2017	New for FY 2017	-----
	<i>benchmark</i>	N/A	N/A	N/A	N/A	<i>Meet Federal Benchmark</i>

Performance Measure Explanatory Notes

The Idaho Commission on Aging's forthcoming Senior Service State Plan for Idaho contains updated goals, strategies, measures and benchmarks for the years 2017-2020. This updated strategic plan will be the basis for future performance reports.

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