

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 Administrator, and the Senate confirmed the appointment during the 2017 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 2014	FY 2015	FY 2016	FY 2017
General Fund	\$4,466,100	\$4,483,200	\$4,492,600	\$4,531,000
American Reinvestment Fund	\$0	\$0	\$0	\$0
Federal Grant	\$7,059,600	\$7,697,000	\$7,935,500	\$7,875,686
Miscellaneous Revenue	\$0	\$0	\$0	\$0
Total	\$11,525,700	\$12,180,200	\$12,428,100	\$12,406,686
Expenditures	FY 2014	FY 2015	FY 2016	FY 2017
Personnel Costs	\$1,037,500	\$1,069,400	\$1,124,600	\$1,184,439
Operating Expenditures	\$305,300	\$901,800	\$1,117,700	\$616,107
Capital Outlay	\$0	\$45,600	\$6,200	\$0
Trustee/Benefit Payments	\$10,171,000	\$10,017,400	\$10,238,300	\$10,759,571
Total	\$11,513,800	\$12,034,200	\$12,486,800	\$12,560,117

Profile of Cases Managed and/or Key Services Provided

Key Services Provided	FY 2014	FY 2015	FY 2016	FY 2017
Direct Services:				
Homemaker (Hourly Units)	49,420	53,122	52,187	53,936
Home Delivered Meals (Number of Meals)	466,859	532,664	586,777	554,226
Congregate Meals (Number of Meals)	485,275	490,932	505,730	497,530
Respite & Adult Day Care (Hourly Units)	28,823	25,664	22,833	20,358
Transportation (Boardings)	76,496	111,873	125,151	135,023
AAA In-house Services:				
<i>Adult Protection (*Investigations)</i>	1,713	2,357	2,400	2,499
<i>Information and Assistance (Contacts)</i>	30,605	34,178	49,113	30,022
<i>Ombudsman (Closed Complaints)</i>	1,492	2,678	1,350	883

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".

Part II – Performance Measures

Based on ICOA’s four-year State Plan, performance measures were developed in 2016 and used in the table below.

Old Performance Measure		FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Goal 1						
Establish Older Americans Act and Idaho Senior Services Act cost efficiencies.						
1. Information and Assistance: Establish baseline service performance for each AAA.	actual	New for FY 2017	New for FY 2017	New for FY 2017	Complete	-----
	target	N/A	N/A	N/A	<i>Establish Baseline</i>	N/A
2. Homemaker: Establish baseline service performance for each AAA.	actual	New for FY 2017	New for FY 2017	New for FY 2017	Complete	-----
	target	N/A	N/A	N/A	<i>Establish Baseline</i>	N/A
3. Respite: Establish baseline service performance for each AAA.	actual	New for FY 2017	New for FY 2017	New for FY 2017	Complete	-----
	target	N/A	N/A	N/A	<i>Establish Baseline</i>	N/A
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	17%	-----
	target	N/A	N/A	N/A	<i>Increase by 10%</i>	N/A
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	8%	-----
	target	N/A	N/A	N/A	<i>Increase by 5%</i>	N/A
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	43	-----
	target	N/A	N/A	N/A	<i>10 Presentations Annually</i>	N/A

Old Performance Measure	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	
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	39.1%	-----
	target	N/A	N/A	N/A	Meet Federal Benchmark (46.1%)	N/A

New Performance Measure	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	
Goal 1						
Support Older Idahoans to live independent and healthy lives in the communities of their choice.						
1. Design, promote and coordinate caregiver services statewide.	actual	New for FY 2018	New for FY 2018	New for FY 2018	New for FY 2018	-----
	target	N/A	N/A	N/A	N/A	Establish caregiver advisory council that meets semi-annually
2. Collaborate with agencies and health care professionals to improve access to and knowledge of reliable resources and supports.	actual	New for FY 2018	New for FY 2018	New for FY 2018	New for FY 2018	-----
	target	N/A	N/A	N/A	N/A	Annually incorporate one additional service description on the LiveBetter website
3. Engage in a wide range of activities to prevent early institutional placement.	actual	New for FY 2018	New for FY 2018	New for FY 2018	New for FY 2018	-----
	target	N/A	N/A	N/A	N/A	Increase the number of persons served by 5% annually for Disease Prevention and Health Promotion services Statewide
Goal 2						
Promote safety, self-determination and dignity for seniors and vulnerable adults.						
4. Serve as statewide advocate and advisory body related to Adult protection issues.	actual	New for FY 2018	New for FY 2018	New for FY 2018	New for FY 2018	-----
	target	N/A	N/A	N/A	N/A	Implement APS advisory council that meets semi-annually
5. Ombudsman conforms to federal and state law and meets stakeholder needs.	actual	New for FY 2018	New for FY 2018	New for FY 2018	New for FY 2018	-----
	target	N/A	N/A	N/A	N/A	Implement Ombudsman advisory council that meets semi-annually

New Performance Measure		FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Goal 3						
Champion an effective and efficient community-based aging service network.						
6. Establish ICOA as the center of excellence for resources related to aging in place.	actual	New for FY 2018	New for FY 2018	New for FY 2018	New for FY 2018	-----
	target	N/A	N/A	N/A	N/A	Add two training topics to the ICOA Learning Management System annually
7. Design, promote and evaluate activities to increase dementia capabilities in Idaho's aging network.	actual	New for FY 2018	New for FY 2018	New for FY 2018	New for FY 2018	-----
	target	N/A	N/A	N/A	N/A	Attend six planning and develop meetings with stakeholders
8. Leadership – invest in Commissioners as local aging experts.	actual	New for FY 2018	New for FY 2018	New for FY 2018	New for FY 2018	-----
	target	N/A	N/A	N/A	N/A	Provide Commissioners with at least two educational topics that impact Idaho's senior and disability communities
Goal 4						
Enhance Long-term care services and supports through coordination with discretionary programs.						
9. State Plan Development.	actual	New for FY 2018	New for FY 2018	New for FY 2018	New for FY 2018	-----
	target	N/A	N/A	N/A	N/A	Annually add stakeholders to help identify specific gaps and service needs that will be included in the development of the State Plan

Performance Measure Explanatory Notes

The Idaho Commission on Aging's 2018 Strategic Plan contains updated goals, strategies, measures and benchmarks for the years 2018-2021. This updated strategic plan reflects the priorities of the agency's new administrator, and will be the basis for future performance reports.

For More Information Contact

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