

## 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 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 Protective Services, Case Management, Information & Assistance (I&A), and Ombudsman.
- Contract with Easter Seals/Goodwill to provide Senior Community Service Employment Program (SCSEP) statewide.

### Revenue and Expenditures

Revenue	FY 2017	FY 2018	FY 2019	FY 2020
General Fund	\$4,531,000	\$4,527,400	\$4,339,347	\$4,243,813
American Reinvestment Fund	\$0	\$0	\$0	\$0
Federal Grant	\$7,875,686	\$7,544,188	\$8,892,544	\$11,050,431
Miscellaneous Revenue	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$12,406,686</b>	<b>\$12,071,588</b>	<b>\$13,231,891</b>	<b>\$15,294,244</b>
Expenditures	FY 2017	FY 2018	FY 2019	FY 2020
Personnel Costs	\$1,184,439	\$1,143,956	\$1,150,691	\$1,136,307
Operating Expenditures	\$616,107	\$318,348	\$323,389	\$344,296
Capital Outlay	\$0	\$0	\$11,400	\$4,945
Trustee/Benefit Payments	\$10,759,571	\$10,690,908	\$11,607,972	\$13,808,696
<b>Total</b>	<b>\$12,560,117</b>	<b>\$12,153,212</b>	<b>\$13,231,891</b>	<b>\$15,294,244</b>

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

Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
<b><i>Direct Services:</i></b>				
Homemaker (Hourly Units)	53,936	50,165	45,777	50,670
Home Delivered Meals (Number of Meals)	554,226	544,546	583,520	673,590
Congregate Meals (Number of Meals)	497,530	500,583	492,440	443,459
Respite & Adult Day Care (Hourly Units)	20,358	22,484	23,093	35,214
Transportation (Boardings)	135,023	146,099	162,832	143,875
<b><i>AAA In-house Services:</i></b>				
<i>Adult Protective Services (Investigations)</i>	2,499	2,364	2,141	2,128
<i>Information and Assistance (Contacts)</i>	30,022	23,575	26,991	32,035
<i>Ombudsman (Closed Complaints)</i>	1,090	1,338	1,232	953

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

**Red Tape Reduction Act**

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2019	As of July 1, 2020
Number of Chapters	5	4
Number of Words	8,990	6,665
Number of Restrictions	356	232

The ICOA implemented the Red Tap Reduction Act by identifying and eliminating rules that were obsolete, outdated, or unnecessary. Overall, two chapters of rules were eliminated and two were consolidated. Specific changes include:

- Streamlined definitions to reflect current national standards and reporting requirements.
- Services were aligned and defined to reflect Idaho Statute and the Older Americans Act.
- Two outdated rules were removed.
- Minor housekeeping edits intended to clarify and simplify existing language and reduce or eliminate unnecessary restrictions.

**Part II – Performance Measures**

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
<b>Goal 1</b>						
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 FY 2020	New for FY 2020	New for FY 2020	4 Improvements	-----
	target	*N/A	*N/A	*N/A	Implement two Caregiver program improvements annually	Implement two Caregiver program improvements annually
2. Increase access to evidence based resources and supports.	actual	New for FY 2020	New for FY 2020	New for FY 2020	Updated Quarterly	-----
	target	*N/A	*N/A	*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

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
<b>Goal 2</b>						
Promote safety, self-determination and dignity for seniors and vulnerable adults.						
3. Participate in Supreme Court guardianship and conservatorship committee.	actual	New for FY 2020	New for FY 2020	New for FY 2020	4 Meetings Attended	-----
	target	*N/A	*N/A	*N/A	Attend three of four meetings	Attend three of four meetings
4. Develop Adult Protective Services program improvement plan with stakeholder input.	actual	New for FY 2020	New for FY 2020	New for FY 2020	14 Program Improvements Implemented	-----
	target	*N/A	*N/A	*N/A	Implement two Adult Protective Services program improvements annually	Implement two Adult Protective Services program improvements annually
5. Promote resident council influence for facility staff and administration.	actual	New for FY 2020	New for FY 2020	New for FY 2020	**4 out of 6 Regions met the target	-----
	target	*N/A	*N/A	*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
<b>Goal 3</b>						
Champion an effective and efficient community-based aging service network.						
6. Develop educational presentations to address trends and issues affecting the aging population.	actual	New for FY 2020	New for FY 2020	New for FY 2020	14 Presentations	-----
	target	*N/A	*N/A	*N/A	Provide 12 presentations annually	Provide 12 presentations annually

\*Data not available for the time period

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

**For More Information Contact**

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