

## 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 2018	FY 2019	FY 2020	FY 2021
General Fund	\$4,527,400	\$4,339,347	\$4,243,813	\$3,956,461
American Reinvestment Fund	\$0	\$0	\$0	\$0
Federal Grant	\$7,544,188	\$8,892,544	\$11,050,431	\$12,152,410
Miscellaneous Revenue	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$12,071,588</b>	<b>\$13,231,891</b>	<b>\$15,294,244</b>	<b>\$16,108,871</b>
Expenditures	FY 2018	FY 2019	FY 2020	FY 2021
Personnel Costs	\$1,143,956	\$1,150,691	\$1,136,307	\$1,186,934
Operating Expenditures	\$318,348	\$323,389	\$344,296	\$393,509
Capital Outlay	\$0	\$11,400	\$4,945	\$0
Trustee/Benefit Payments	\$10,690,908	\$11,607,972	\$13,808,696	\$14,383,985
<b>Total</b>	<b>\$12,153,212</b>	<b>\$13,231,891</b>	<b>\$15,294,244</b>	<b>\$15,964,428</b>

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

Key Services Provided	FY 2018	FY 2019	FY 2020	FY 2021
<b><i>Direct Services:</i></b>				
Homemaker (Hourly Units)	50,165	45,777	50,670	48,676
Home Delivered Meals (Number of Meals)	544,546	583,520	673,590	768,267
Congregate Meals (Number of Meals)	500,583	492,440	443,459	386,601
Respite & Adult Day Care (Hourly Units)	22,484	23,093	35,214	35,271
Transportation (Boardings)	146,099	162,832	143,875	121,181
<b><i>AAA In-house Services:</i></b>				
<i>Adult Protective Services (Investigations)</i>	2,364	2,141	2,128	1,407
<i>Information and Assistance (Contacts)</i>	23,575	26,991	32,035	29,716
<i>Ombudsman (Closed Complaints)</i>	1,338	1,232	953	1,008

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

**Part II – Performance Measures**

Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
<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	4 Improvements	2 Improvements	-----
	target	*N/A	*N/A	<i>Implement two Caregiver program improvements annually</i>	<i>Implement two Caregiver program improvements annually</i>	<i>Implement two Caregiver program improvements annually</i>
2. Increase access to evidence based resources and supports.	actual	New for FY 2020	New for FY 2020	Updated Quarterly	Updated Quarterly	-----
	target	*N/A	*N/A	<i>Update care transition resources and training materials on ICOA's website quarterly</i>	<i>Update care transition resources and training materials on ICOA's website quarterly</i>	<i>Update care transition resources and training materials on ICOA's website quarterly</i>

Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
<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	4 Meetings Attended	**Attended 2 of 2 Meetings	-----
	target	*N/A	*N/A	Attend three of four meetings	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	14 Program Improvements Implemented	3 Program Improvements Implemented	-----
	target	*N/A	*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
5. Promote resident council influence for facility staff and administration.	actual	New for FY 2020	New for FY 2020	**4 out of 6 Regions met the target	**2 out of 6 Regions met the target	-----
	target	*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	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	14 Presentations	23 Presentations	-----
	target	*N/A	*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

**For More Information Contact**

Judy B. Taylor, Director  
 Idaho Commission on Aging  
 6305 W. Overland Rd.  
 Suite 110  
 Boise, ID 83709  
 Phone: (208) 334-3833  
 E-mail: [judy.taylor@aging.idaho.gov](mailto:judy.taylor@aging.idaho.gov)