



Commission on Aging

www.aging.idaho.gov

Covering State Fiscal Years: 2024-2028

Strategic Plan



Contents

Executive Summary..... 2

Identified Key External Factors..... 3

Strategic Plan Context..... 4

Strategic Plan 5

 Idaho Commission on Aging Mission Statement 5

 Idaho Commission on Aging Vision Statement 5

 Idaho Commission on Aging Values 5

Demonstrates Administrative Excellence..... 7

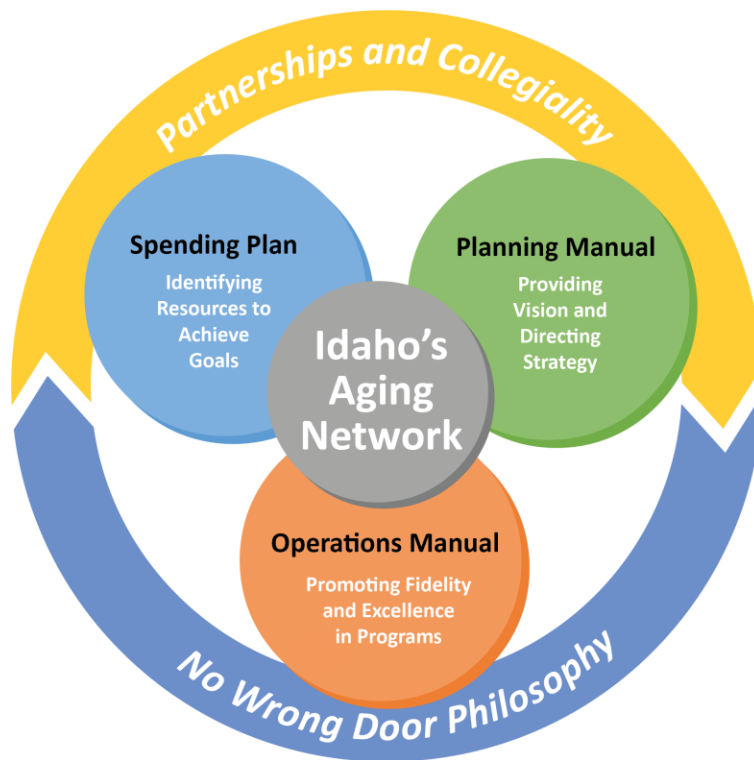
Keep Learning..... 7

Stay Healthy 8

Stay Connected 8

Stay Home 9

Stay Safe 10



Executive Summary

The Commission on Aging is directed in Chapter 50, 67-5005, the Idaho Senior Services Act, to create a *coordinated, efficient, and effective* network of community-based services designed to support older Idahoans to age in place in their communities of choice, avoiding institutionalization for as long as possible. In this context I am pleased to submit this strategic plan to cover the state fiscal years 2024-2028. Each of our core functions have an objective to complete in 1 to 4 years' time a performance improvement project (PIP) that increases *coordination* through new partnerships and access, increases *effectiveness* through quality improvements, or closes a gap or pain point for our providers or the people we serve, increasing *efficiency*.

We also utilize a “No Wrong Door” philosophy meaning we strive to provide the information and resources older Idahoans and our caregivers need on the first contact. We do this through our program the Aging and Disability Resource Center which is an organized network of educated partners who provide needed services to support aging in place across Idaho.



We engage in constant environmental scanning to anticipate and prepare for both positive emerging best practices, but also challenges that may impact our ability to fulfill our mission.

Identified Key External Factors

- State and Federal legislation can impact programs administered by the Idaho Commission on Aging (ICOA).
- Additions or reductions in federal appropriations or program mandates are unpredictable and directly impact the activities and expenditure plans of the Commission.
- The aging baby boomers increase the demand for aging services, which impacts the quantity and diversity of these services.
- The percentage of older Idahoans with chronic diseases place many at risk for early institutionalization.
- The availability of unpaid caregivers, local direct care workers, and community level assisted living beds impact the percentage of older Idahoans able to age in place.

- Rising cost of living especially related to housing, and individual level of retirement savings, impact the affordability of independent community living.
- The increased percentage of older Idahoans will drive increases in Alzheimer's and related dementias.
- Natural or man-made incidents including pandemics such as COVID-19 may disrupt normal program delivery.
- Lack of internet access inhibits capitalizing on emerging service delivery models.
- Idaho communities vary widely in their age and dementia friendly characteristics

Strategic Plan Context

ICOA is by law a planning agency. We employ a rigorous planning methodology, with everyone involved in planning throughout the aging network, using the same training and approved tools.

Mandatory training:

[ICOA Planning Process](#)

Mandatory Planning Manual for Area Agencies:

[ICOA Planning Manual – AAA Area Plans](#)

We are also outcome based with every strategic activity on the local and state level assigned to a specific individual and tracked and reported in writing at our quarterly ICOA Commissioner's meetings, and with a live annual presentation on the completed fiscal year at every November Commissioners' meeting.

Report Template:

[Outcome Tracking Report](#)

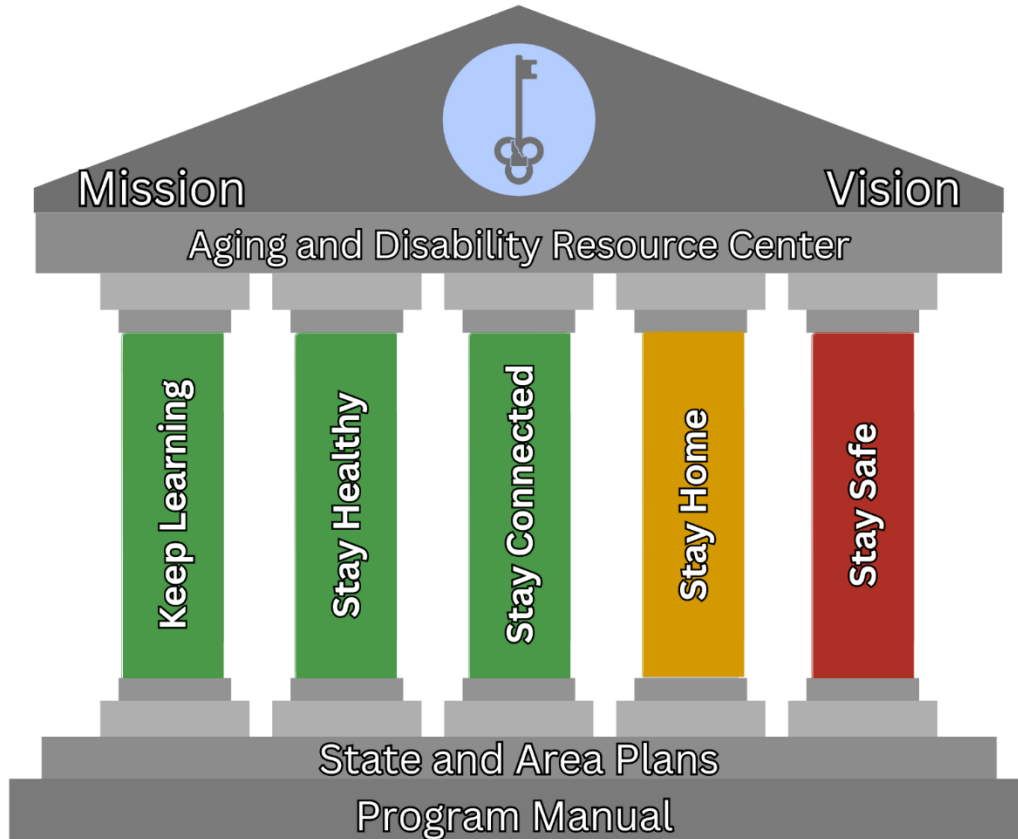
In addition, in compliance with Idaho code, ICOA submits to the governor by December 1st a comprehensive Annual report encompassing services delivered, outcomes, and funds expended across all programs and areas.

[SFY 2022 Annual Report](#)

Annual reports dating back to 2017 are available on our website.

ICOA is executing the final year of our Idaho State plan on Aging and is currently conducting outreach and environmental scanning for our new 4-year plan that is due to the Administration

Our strategic plan is color coded reflecting how our programs are organized, with **Green** representing programs providing primary prevention, **Yellow** representing programs providing secondary prevention, and **Red** demonstrating programs providing tertiary prevention. **Blue** represents ICOA as an agency.



The Philosophy of our strategic plan is constant improvement. Goals and Objectives describe the desired strategic outcome, while Performance Improvement Projects (PIPs) provide the specifics. Performance Improvement Projects address our identified **Critical Success Factors**.

Critical Success Factor One: Activities designed to increase transparency, accountability, or efficiency throughout the aging network operations.

Critical Success Factor Two: Increase outreach and access to reach those most at risk for institutionalization.

Critical Success Factor Three: Closure of stakeholder identified gap in program delivery or service quality.

Critical Success Factor Four: Identify and implement new partnerships that expand the reach of our current programs.

All projects are designed to be completed over a 1–4-year period and each ICOA program and support function has multiple PIPs in process. Progress and completion of PIPs is monitored monthly by the leadership team, reported quarterly to our Commissioners, and form the backbone annual performance evaluations for each employee.

Demonstrates Administrative Excellence

Promote excellence and innovation throughout the aging network to meet the diverse needs of older Idahoans and our caregivers.

Programs: Executive Leadership, Finance, Data Integrity, Administrative Operations, Planning, Network Audit and Oversight, Internal and External Communication.

Critical Success Factor One: Activities designed to increase transparency, accountability, or efficiency throughout the aging network operations.

Objectives:

- Establish ICOA as the center of excellence for aging issues.
- Facilitate accurate and complete state plan development.
- Promote public trust in the Commission.
- Ensure Home and Community Based programs align with national practices.
- Increase accountability and transparency of ICOA programs.

Performance Measure: Tracked by each program specialist in their outcome tracking form and reported quarterly to the ICOA Commissioners

Target: Five completed Performance Improvement Projects (PIPS) annually.

Keep Learning

Idahoans are empowered with the confidence and tools to thrive through the journey of aging.

Programs: Website, Online Classes, Social Media Outreach, Newsletter, Senior Medicare Patrol

Critical Success Factor Two: Increase outreach and access to reach those most at risk for institutionalization.

Critical Success Factor Four: Identify and implement new partnerships that expand the reach of our current programs.

Objective: Equip family and direct care workers with needed knowledge and skills

Increase top of the mind awareness of ICOA as a resource for healthy aging.
Provide and promote evidence-based information to facilitate healthy lifestyle choices.

Performance Measure: Tracked by each program specialist in their outcome tracking form and reported quarterly to the ICOA Commissioners.

Target: Five completed Performance Improvement Projects (PIPS) annually.

Stay Healthy

Idahoans are inspired to choose lifestyles that promote health and well-being.

Programs: Congregate Meals, Chronic Disease Self-Management Classes, Health Promotion Classes, Fall Prevention Coalition

Critical Success Factor Two: Increase outreach and access to reach those most at risk for institutionalization.

Critical Success Factor Three: Closure of stakeholder identified gap in program delivery or service quality.

Critical Success Factor Four: Identify and implement new partnerships that expand the reach of our current programs.

Objectives:

- Distribute accurate, reliable information to communities, partners, and stakeholders that addresses specific needs and targets at-risk and under-served populations.
- Educate communities about available services and resources within the aging network.
- Engage with communities and partners to offer activities that further the health and safety of Idahoans.

Performance Measure: Tracked by each program specialist in their outcome tracking form and reported quarterly to the ICOA Commissioners.

Target: Four completed Performance Improvement Projects (PIPS) annually.

Stay Connected

Idahoans are connected to the people, programs, and services they need to facilitate the highest quality of life.

Programs: Information and Assistance, Aging and Disability Resource Center, Loneliness Reduction

Critical Success Factor Two: Increase outreach and access to reach those most at risk for institutionalization.

Critical Success Factor Three: Closure of stakeholder identified gap in program delivery or service quality.

Critical Success Factor Four: Identify and implement new partnerships that expand the reach of our current programs.

Objectives:

- Increase public awareness surrounding social isolation and loneliness and its impact on the population of Idaho.
- To collaborate efforts and have the largest impact possible in alleviating loneliness for all Idahoans.
- Educate our community and target audiences on services and resources available to them within the aging network.
- Proactively engage in opportunities that help drive ICOA’s mission and vision statements.
- Focus on community needs and distribute information that is beneficial, accurate, and intentional.

Performance Measure: Tracked by each program specialist in their outcome tracking form and reported quarterly to the ICOA Commissioners.

Target: Three completed Performance Improvement Projects (PIPS) annually.

Stay Home

Idahoans are supported to live independent and healthy lives in the communities of their choice.

Programs: Home Delivered Meals, Caregiver Support, Community Care Management, Homemaker, Chore, Transportation, Dementia Capability, Senior Employment, Medicare Improvement, Commodity Supplemental Food Program

Critical Success Factor Two: Increase outreach and access to reach those most at risk for institutionalization.

Critical Success Factor Three: Closure of stakeholder identified gap in program delivery or service quality.

Critical Success Factor Four: Identify and implement new partnerships that expand the reach of our current programs.

Objectives:

- Lead the state in activities to prevent early institutional placement.
- Maximize resources through collaboration and information sharing.
- Increase dementia capabilities in Idaho’s aging network.

Performance Measure: Tracked by each program specialist in their outcome tracking form and reported quarterly to the ICOA Commissioners.

Target: Seven completed Performance Improvement Projects (PIPS) annually.

Stay Safe

Idahoans promote resiliency, self-determination, and dignity for older and vulnerable adults.

Programs: Office of the State Ombudsman, Adult Protective Services, Legal assistance

Critical Success Factor Two: Increase outreach and access to reach those most at risk for institutionalization.

Critical Success Factor Three: Closure of stakeholder identified gap in program delivery or service quality.

Critical Success Factor Four: Identify and implement new partnerships that expand the reach of our current programs.

Objectives:

- Identify safety trends negatively impacting older adults in Idaho.
- Lead the state in activities to increase protective factors/safety for vulnerable adults.
- Advocate for the rights of older adults who are in assisted living and skilled nursing facilities.

Performance Measure: Tracked by each program specialist in their outcome tracking form and reported quarterly to the ICOA Commissioners.

Target: Three completed Performance Improvement Projects (PIPS) annually.