

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 and budgeting 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	Caregiver Support
Legal Assistance	Adult Protective Services	Dementia Support
Information & Assistance	Ombudsman	Health Promotion

Revenue and Expenditures

Revenue	FY 2020	FY 2021	FY 2022	FY 2023
General Fund	\$4,243,813	\$3,956,461	\$5,538,872	\$8,400,979
American Reinvestment Fund	\$0	\$0	\$0	\$0
Federal Grant	\$11,050,431	\$12,152,410	\$9,891,029	\$12,901,812
Miscellaneous Revenue	\$0	\$0	\$0	\$0
Total	\$15,294,244	\$16,108,871	\$15,429,901	\$21,302,791
Expenditures	FY 2020	FY 2021	FY 2022	FY 2023
Personnel Costs	\$1,136,307	\$1,186,934	\$1,189,925	\$1,342,564
Operating Expenditures	\$344,296	\$393,509	\$540,896	\$520,003
Capital Outlay	\$4,945	\$0	\$0	\$65,366
Trustee/Benefit Payments	\$13,808,696	\$14,383,985	\$15,156,953	\$19,291,943
Total	\$15,294,244	\$15,964,428	\$16,887,774	\$21,219,877

Profile of Cases Managed and/or Key Services Provided

Key Services Provided	FY 2020	FY 2021	FY 2022	FY 2023
<i>Direct Services:</i>				
Homemaker (Hourly Units)	50,670	48,676	38,431	37,710
Home Delivered Meals (Number of Meals)	673,590	768,267	721,528	640,605
Congregate Meals (Number of Meals)	443,459	386,601	450,069	464,110
Respite & Adult Day Care (Hourly Units)	35,214	35,271	40,983	34,804
Transportation (Boardings)	143,875	121,181	153,527	148,095
<i>AAA In-house Services:</i>				
<i>Adult Protective Services (Investigations)</i>	2,128	1,407	1,652	1,671
<i>Information and Assistance (Contacts)</i>	32,035	29,716	25,402	19,739
<i>Ombudsman (Closed Complaints)</i>	953	1,008	922	724

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

Part II – Performance Measures

Performance Measure		FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Goal 1						
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	4 Improvements	2 Improvements	2 Improvements	2 Improvements	-----
	target	<i>Implement two Caregiver program improvements annually</i>	<i>Implement two Caregiver program improvements annually</i>	<i>Implement two Caregiver program improvements annually</i>	<i>Implement one Caregiver program improvements annually</i>	<i>Transitioning to new plan and metrics, see below</i>
2. Participate in Supreme Court guardianship and conservatorship committee.	actual	4 Meetings Attended	**Attended 2 of 2 Meetings	**Attended 2 of 2 Meetings	Attended 4 of 4 Meetings	-----
	target	<i>Attend three of four meetings</i>	<i>Attend three of four meetings</i>	<i>Attend three of four meetings</i>	<i>Attend three of four meetings</i>	
3. Increase access to evidence based resources and supports.	actual	Updated Quarterly	Updated Quarterly	Updated Quarterly	Updated Quarterly	-----
	target	<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>	<i>Update care transition resources and training materials on ICOA's website quarterly</i>	

Performance Measure		FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Goal 2						
Promote safety, self-determination and dignity for seniors and vulnerable adults.						
4. Develop Adult Protective Services program improvement plan with stakeholder input.	actual	14 Program Improvements Implemented	3 Program Improvements Implemented	3 Program Improvements Implemented	4 Program Improvements Implemented	-----
	target	<i>Implement two Adult Protective Services program improvements annually</i>	<i>Implement two Adult Protective Services program improvements annually</i>	<i>Implement two Adult Protective Services program improvements annually</i>	<i>Implement two Adult Protective Services program improvements annually</i>	<i>Transitioning to new plan and metrics, see below</i>
5. Promote resident council influence for facility staff and administration.	actual	**4 out of 6 Regions met the target	**2 out of 6 Regions met the target	**1 out of 6 Regions met the target	2 out of 6 Regions met the target	-----
	target	<i>Each local Ombudsman will participate in a minimum of six resident council meetings annually</i>	<i>Each local Ombudsman will participate in a minimum of six resident council meetings annually</i>	<i>Each local Ombudsman will participate in a minimum of six resident council meetings annually</i>	<i>Each local Ombudsman will participate in a minimum of six resident council meetings annually</i>	
Goal 3						
Champion an effective and efficient community-based aging service network.						
6. Develop educational presentations to address trends and issues affecting the aging population.	actual	14 Presentations	23 Presentations	48 Presentations	23	-----
	target	<i>Provide 12 presentations annually</i>	<i>Provide 12 presentations annually</i>	<i>Provide 12 presentations annually</i>	<i>Provide 12 presentations annually</i>	

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

Part II – Performance Measures to be in effect SFY 2024

Performance Measure		FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Demonstrates Administrative Excellence						
Promote excellence and innovation throughout the aging network to meet the diverse needs of older Idahoans and our caregivers.						
1. Create a New State Plan using the approved ICOA planning methodology.	actual					-----
	target	N/A	N/A	N/A	N/A	80% of all performance measured on track at end of SFY
Stay Healthy						
Idahoans are inspired to choose lifestyles that promote health and well-being.						
2. Senior Centers are supported as focal sites across the state	actual					-----
	target	N/A	N/A	N/A	N/A	90% of senior Centers surveyed report support from ICOA is very helpful or helpful
Stay Connected						
Idahoans are connected to the people, programs, and services they need to facilitate the highest quality of life.						
3. Integrate new partners into the Aging and Disability Resource Center (ADRC) to increase visibility and reach of ICOA programs.	actual					-----
	target	N/A	N/A	N/A	N/A	3 new partners who participate in at least 50% of meetings
Stay Home						
Idahoans are supported to live independent and healthy lives in the communities of their choice.						
4. Facilitate the successful implementation of the Idaho Alzheimer's and Related dementia's (ADRD) State Plan.	actual					-----
	target	N/A	N/A	N/A	N/A	80% of assigned activities are on track or target at the end of the SFY

Performance Measure	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Stay Safe					
Idahoans promote resiliency, self-determination, and dignity for older and vulnerable adults.					
5. Decrease variability across the state in the delivery of Adult Protective Services.	actual				-----
	target	N/A	N/A	N/A	N/A

For More Information Contact

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