



IOWA DEPARTMENT ON AGING
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Performance Results

State Fiscal Year 2018

PREPARED BY THE IOWA DEPARTMENT ON AGING

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EXECUTIVE SUMMARY

Reviewing fiscal year 2018 performance results helps the Iowa Department on Aging (IDA) improve decision-making and accountability to the citizens of Iowa. We are pleased to present IDA's SFY 2018 (July 1, 2017 - June 30, 2018) Performance Results report. The report contains information about the services IDA and its partners provided to older Iowans. The focus is on results and aligns with the requirements of Iowa's Accountable Government Act, which requires Iowa state government to adopt strategic planning, agency performance planning, performance measurement and reporting, and performance audits. The report highlights major accomplishments, provides an overview of consumers served, compares IDA's performance results to projected performance targets, and describes challenges.

Key Accomplishments

In SFY 2018, IDA completed several planned activities to ensure effective and consistent statewide service delivery. In SFY 2018, we:

- Coordinated with the Iowa Association of Community Providers to offer Elsevier person-centered training to all of Iowa's Options Counselors, strengthening their ability to empower older adults and people with disabilities to be more independent in their homes and communities.
- Partnered with AAAs to ensure alignment of all Older Americans Act programs for improved service delivery, statewide continuity, and more accurate data reporting.
- Completed a review of the Older Americans Act, Iowa Code and Administrative Rule to develop a consistent monitoring tool; conducted statewide monitoring of programs to ensure compliance, review data elements and learn of best practices in service delivery and programming.
- Developed a plan to revitalize the congregate meal program to include focus groups in each of the six area agencies regions. The purpose of this effort is to identify factors contributing to the decline in participation and approaches for increasing participation.
- As one of six Administration on Community Living awardees for the 2018-2019 Innovations in Nutrition Program grant, implemented numerous innovations at the pilot meal sites to better serve older Iowans with the result of an increase in meal participation at those sites.
- The Office of Public Guardian established a local office of public guardian to provide guardianship and conservatorship services throughout the state.

IDA finds strength in its employees and the AAAs who collaborate to provide optimal services for Iowans. Together, we strive to develop a comprehensive, coordinated and cost-effective system of long-term living and community supports to provide older Iowans and their caregivers with the information, resources and support they deserve and need to lead productive, vital and dignified lives.

Linda Miller, Director - Iowa Department on Aging

■ VISION STATEMENT

Building the best place to live healthier, longer.

■ MISSION STATEMENT

The mission of the Iowa Department on Aging is to develop a comprehensive, coordinated and cost-effective system of long-term living and community support services that help individuals maintain health and independence in their homes and communities.

■ CORE FUNCTIONS

Advocacy: Advocate for changes in public policy, practices and programs that empower older Iowans, facilitate their access to services, protect their rights and prevent abuse, neglect, and exploitation. Activities may include legislative advocacy, information dissemination, outreach and referral, research and analysis and coalition building.

Health and Support Services: Support policies, programs, and wellness initiatives that empower older Iowans to stay active and healthy, and that improve their access to affordable, high quality long-term living and community supports.

Planning, Development and Coordination: Conduct planning, policy development, administration, coordination, priority setting, and evaluation of all state activities related to the objectives of the federal Older Americans Act.

AGENCY OVERVIEW

Agency Structure and Services

The Iowa Department on Aging is a department within the executive branch of Iowa state government, established by Iowa Code Chapter 231, and it is the designated State Unit on Aging (SUA) under the Federal Act. The Federal Act, administered by the U. S. Administration on Aging (AoA) under the governance of the U. S. Department of Health and Human Services, outlines specific requirements for states to establish planning and service areas (PSAs) as well as Area Agencies on Aging (AAAs) to carry out the Federal Act requirements. The SUA is then required to ensure compliance with federal statute and regulations as well as any state or administrative code. Under both the Federal Act and the Elder lowans Act, IDA has the responsibility to serve as an effective and visible advocate for older individuals, their caregivers, veterans and adults living with disabilities. This charge is accomplished by reviewing and commenting upon state plans, budgets, and policies that affect older individuals, and by providing technical assistance to any agency, organization, association, or individual representing the needs of older individuals. IDA develops, submits and administers a State Plan on Aging under the Federal Act in cooperation with AoA. Under federal law, IDA is responsible for the planning, policy development, administration, coordination, priority setting, and evaluation of all state activities related to the objectives of these acts along with administering dozens of other associated activities.

IDA works to ensure that a comprehensive, coordinated and cost-effective system of long-term living and community support services is provided to older lowans, their caregivers, veterans and with increasing frequency, adults living with disabilities. IDA had seven citizen and four legislative Commissioners for SFY 2018 and 40 full time employees (FTEs). Sixteen employees are charged with carrying out the duties of the Office of the State Long Term Care Ombudsman (OSLTCO) whose role is to ensure the rights of long term care facility and assisted living residents. Eight local Long- Term Care Ombudsman were housed in counties in their regions; all remaining staff members were housed in the Des Moines, Iowa office located at the Jessie Parker Building, 510 East 12th Street, Suite 2, Des Moines, Iowa 50319.

Partners who assist in achieving IDA's vision and mission include Commission members, AAAs, and a variety of other public and private sector organizations. IDA collaborates extensively with the Departments of Human Services, Public Health, and Inspections and Appeals on many long-term care policies and program issues. IDA also partners with Iowa Vocational Rehabilitation Services, Iowa Workforce Development and the Iowa Department of Transportation. These partnerships are the cornerstone for enhancing a comprehensive and coordinated delivery system for older persons, their caregivers, veterans and adults living with disabilities. Components of this long-term care system include creating a safe environment, making services accessible and providing alternatives and balance between institutional and non-institutional services. IDA exists to advocate for and respond to the needs of an aging society by planning, promoting and coordinating a continuum of accessible and affordable services and choices for older lowans, their caregivers, veterans and adults living with disabilities. IDA provides leadership to both empower and enhance the lives of the populations we serve through choices, services, protection and respect. As Iowa's aging population continues to increase, Iowa must be prepared to meet their changing needs while being cognizant of the effects on families and communities.

Population Served

The estimated number of Iowans aged 60 and over is 712,783 or 22.7 percent of Iowa's total population.¹ Iowans aged 60 and older are one of the fastest growing population groups in Iowa. By 2030, the percentage of Iowans aged 60+ will grow to approximately 26 percent of Iowa's total population. By 2040, estimates show that in 83 counties the population of residents aged 65 or older will be twenty percent or higher compared to 30 counties in 2000.²

Table 1: Older Iowans Served Compared to All Older Iowans (Selected Characteristics)

Demographic Characteristic	All Older Iowans	Iowans aged 60+ served by the Aging Network (SFY 2018) ³
Lives Alone	46% ⁴	48%
Rural Area	41% ⁵	19%
Poverty Rate	7% ⁶	23%

Iowa's six Area Agencies on Aging (AAAs) reported the services provided to Iowans 60+ funded by the federal Older Americans Act through the Administration for Community Living/Administration on Aging (AoA) and by state general fund dollars. Population groups targeted for services included older Iowans living in rural communities, low-income and minority individuals, and individuals with limited English proficiency. Adults with physical and developmental disabilities and adults with mental and behavioral health concerns were served by IDA and the aging network as were caregivers caring for individuals with Alzheimer's disease and dementia.

The SFY 2018 data includes the number of older Iowans served and the number of service units provided. Over 53,000 Iowans received more than 300,000 units of home and community based services, 2 million meals, 55,000 health promotion or elder rights service units, and/or 64,000 caregiver service units. The data collected for the registered clients aged 60+ indicated that 66 percent were female, 48 percent lived alone, and 19 percent lived in rural areas. A more detailed look at the consumer profile revealed that 56 percent were aged 75 or older and that 64 percent reported a functional impairment related to an instrumental activity of daily living, such as shopping, doing chores, or using transportation. Caregiver consumer data showed that 43 percent of caregivers served were the daughter or daughter-in-law of the care recipient and 29 percent were the spouse of the care recipient, with 26 percent of caregivers aged 70 years or older.⁷

¹ *Data-at-a-Glance (State-level Population Estimates): Iowa*, Total population including institutionalized population, Administration for Community Living, AGing Integrated Database (AGID), Accessed 9/24/2018. <https://agid.acl.gov/StateProfiles>.

² *Older Iowans: 2017*, 4. State Data Center of Iowa and the Iowa Department on Aging, 2. May 2017. Accessed 11/29/2017. www.iowadatatcenter.org/Publications/older2017.pdf.

³ Iowa Department on Aging - SAMS Case Management database.

⁴ Percentage reflects Iowans aged 65 or older. *Older Iowans 2018*, 1. State Data Center of Iowa and the Iowa Department on Aging, 2. May 2018. Accessed 09/29/2018. www.iowadatatcenter.org/Publications/older2018.pdf.

⁵ *Profile of State OAA Programs: Iowa*. Administration for Community Living – AGing Integrated Database (AGID). Accessed 9/24/2018. www.agid.acl.gov/StateProfiles/.

⁶ *Profile of State OAA Programs: Iowa*.

⁷ SAMS databases.

Services, Programs and Activities

IDA maintains statutory and contractual relationships with the network of six AAAs, which provide services to older Iowans in six PSAs within the state. The AAAs and their contracted service providers, delivered nutrition, access, home and community based services and caregiver services designed to support individuals in their homes and communities. The types of services, programs and activities managed by IDA included:

- Information and assistance on home and community-based services for independent living;
- Home and community-based services, such as chore, homemaker, and case management;
- Nutrition programs and services;
- Counseling, education, and respite care for caregivers of older adults and grandparents-older relatives caring for grandchildren or adult children with disabilities;
- Elder Abuse Prevention and Awareness program activities;
- Older worker training and employment activities;
- Long-Term Care Ombudsman services on behalf of residents of licensed and certified long term care facilities;
- Education, training and public awareness regarding older adult issues including enhanced access to public benefits;
- Development of grants and grant management; and
- Service monitoring, accountability, and assessment activities.

Through two comprehensive web sites and other methods, IDA provides customer access to information 24 hours a day, seven days a week. The web sites are found at: www.iowaaging.gov and www.lifelonglinks.org.

AGENCY PERFORMANCE RESULTS

Core Function: Advocacy

Description: Advocate for changes in public policy, practices and programs that empower older Iowans, facilitate their access to services, protect their rights and prevent abuse, neglect, and exploitation. Activities may include legislative advocacy, information dissemination, outreach and referral, research and analysis and coalition building.

Service: Aging & Disability Resource Center (ADRC) Information & Referral/Assistance

Description: The majority of Iowans age 60 and older have a strong desire to live safely and independently in their own homes and communities. In order to remain in the setting of their choice, older Iowans need information about and access to affordable long-term living and community services and supports that help them age in place. Iowa's ADRC system, branded as LifeLong Links, is a highly visible and trusted network where consumers and caregivers can obtain information on the full menu of long-term living and community support services. All Iowans seeking information and assistance with home and community-based supports and services needed to remain independent can connect with LifeLong Links online through an interactive web portal, by phone through a toll-free call system, and in-person through local coordination centers based at the AAAs. (Link to Strategic Plan Goal 1: The Iowa Aging Network will support older Iowans, Iowans with disabilities, and caregivers as they make informed decisions and exercise self-determination and control about their independence, wellbeing, and health.)

Why we are doing this: The LifeLong Links no-wrong door system empowers Iowans to make informed choices, streamline access to supports and services, minimize consumer confusion, and enhance individual choice. LifeLong Links enables policy makers and program administrators to effectively respond to individual needs, address system problems, and limit the unnecessary use of high-cost services. The LifeLong Links network serves as a primary source of information about the OAA core programs and other services for older Iowans and caregivers.

What we're doing to achieve results: Department staff are pursuing the following ADRC activities:

- Working with local and regional partners to ensure comprehensiveness and sustainability of the ADRC network;
- Developing partnerships with healthcare networks and organizations working with veterans, persons with behavioral health, intellectual and physical disabilities, and persons who are dual eligible;
- Providing technical assistance and training to support the ADRC;
- Utilizing a standard evaluation process to assess effectiveness and to identify efficiencies with the ADRC;
- Developing a monitoring schedule to review the ADRC for compliance.

Results

Performance Outcome Measures	FY 2018 Target	FY 2018 Actual
Percentage of ADRC (Lifelong Links) callers indicating they received the information they were seeking. (297_04500_005)	85%	97.9%
Percentage of Options Counseling consumers who indicate they were provided information to make an informed decision on goal and service needs (297_04500_006)	85%	96.5%

Service Measure	FY 2018 Target	FY 2018 Actual
Number of lowans receiving information & assistance or access assistance service. (297_04500_003)	10,000	19,874
Number of lowans receiving Options Counseling service. (297_04500_004)	1,525	1,933

What Happened: In SFY 2018, the LifeLong Links network responded to 28,846 requests for information, referrals, and assistance from 19,874 individuals. The number of individuals served exceeded the target set, as did the percentage of callers who indicated they received the information they were looking for from LifeLong Links (97.9 percent). Similarly, in SFY 2018, Iowa's AAAs provided options counseling to 1,933 individuals. Of those options counseling consumers surveyed (710), the vast majority (96.5 percent) indicated they were provided enough information to make an informed decision on goal and service needs.

The high consumer satisfaction rates for both LifeLong Links and the service of options counseling may be due, in part, to the implementation of a requirement for Options Counselors to receive person-centered training. To help the AAAs meet this training requirement, IDA coordinated with the Iowa Association of Community Providers to offer Elsevier training online. This training has received the highest recommendation from the Administration for Community Living [ACL]. The person-centered curriculum consists of the following modules:

- An Introduction to the NWD System – 4 lessons
- Person-Centered Thinking – 12 lessons
- Person-Centered Access to Long-term Services and Supports – 8 lessons
- Person-Centered Planning & Implementation – 10 Lessons
- Protection and Advocacy – 7 lessons
- Who We Serve – 6 Lessons

To date, 74 individuals have completed the training (60 AAA Options Counselors and 14 IDA staff).

Data Source: SAMS case management system.

Resources: Funding for this program is a combination of Federal Older Americans Act Title IIIB \$756,043, Discretionary Grant \$217,083, State General Funds \$1,286,052, and Other \$629,925 totaling \$2,889,103.

Service: Long Term Care Ombudsman (LTCO)

Description: The mission of the Office of State Long-Term Care Ombudsman (OSLTCO) is to protect the health, safety, welfare, and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems, and providing advocacy with the goal of enhancing quality of life and care. (Link to Strategic Plan Goal 3: Iowa Aging Network will protect and enhance the rights and prevent the abuse, neglect, and exploitation of older Iowans and Iowans with disabilities.)

Why we are doing this: In 1978, the Older Americans Act mandated a State Long-Term Care Ombudsman office in each state. The purpose of the office is to improve the quality of life and care in long-term care facilities by assisting residents to resolve complaints about the care they receive and to assure that residents' civil and human rights are protected.

What we're doing to achieve results: Iowa's long-term care ombudsmen investigate to help resolve resident and family concerns, provide information and assistance to long-term care providers, offer educational programs to the community, volunteers and long-term care staff, and provide individual consultation on issues important to residents, their families or the public. Long-term care ombudsmen also assist with resident and family councils within long-term health care facilities. The internal processes of the office are continually reviewed for effectiveness and efficiency, and the state, local and volunteer long-term care ombudsmen participate in frequent training.

Results

Performance Outcome Measures	FY 2018 Target	FY 2018 Actual
Percent of Long Term Care Complaints Resolved (297_04502_002)	75%	70%
Percent of nursing facilities with a volunteer LTCO (297_04502_001)	17%	13%

What Happened: The Office of the State Long-Term Care Ombudsman (OSLTCO) continues to administer the activities of the Certified Volunteer Ombudsman Program (VOP). Under the VOP, volunteers perform monitoring visits at assigned nursing facilities to assist in resolving basic resident concerns. This program is designed to allow the local Long-Term Care Ombudsmen to focus on complaints involving the health, safety, welfare, and rights of residents. Iowa has 860 nursing facilities and assisted living programs that need volunteer long-term care ombudsmen. In FY2018, 53 Iowans served in nursing facilities across the state to serve as volunteer long-term care ombudsmen.

The OSLTCO also serves as the advocate for Medicaid managed care members who receive long-term services and supports (LTSS) in health care facilities such as nursing homes, assisted living programs (ALP), elder group homes, and intermediate care facilities for the intellectually disabled (ICF/ID) or through one of the seven home and community-based services (HCBS) waiver programs. To meet that charge, the OSLTCO administers the Managed Care Ombudsman Program to formalize and promote our advocacy role related to the rights and needs of Medicaid managed care members receiving long-term care. The population encompasses just under 38,701 members which equates to approximately 6

percent of the total Medicaid managed care population. Since the transition to managed care, the OSLTCO has been addressing member concerns and issues, and tracking and monitoring issues affecting members that contact the office. The program has received a total of 2,792 contacts from October 2017 through September 2018 from individuals seeking assistance with their managed care plan.

Data Source: Office of State Long-Term Care Ombudsman; Ombudsmanager

Resources: Funding for this program is \$1,149,821 which comes from the State of Iowa general fund.

Service: Office of the Public Guardian

Description: The mission of the Office of the Public Guardian is to improve Iowa’s guardianship system by increasing access to information and services for individuals who need assistance with decision-making; by educating the public about guardianship, conservatorship, and less restrictive alternatives; by assisting the courts with education and training for guardians and conservators; and by providing public guardianship services of last resort. The Office of Public Guardian works to ensure that Iowans who require the assistance of a guardian, conservator, or other substitute decision-maker are able to direct their own decisions, including future decisions, to the fullest extent possible and according to their self-defined preferences and needs. (Link to Strategic Plan Goal 3: Iowa Aging Network will protect and enhance the rights and prevent the abuse, neglect, and exploitation of older Iowans and Iowans with disabilities.)

Why we are doing this: The Office of Public Guardian was established by the Iowa general assembly in 2005 and has been tasked with providing public guardianship services to adults when no private guardian or conservator is available; assisting both public and private guardians and conservators throughout the state in identifying and security necessary services for their wards; and assisting guardians, conservators, wards, courts, and attorneys in the orderly and expeditious handling of guardianship and conservatorship proceedings.

What we’re doing to achieve results: The Office of Public Guardian is engaged in the following activities:

- Establishing, monitoring, and overseeing local offices of public guardian;
- Working with DHS, IDPH, the Iowa developmental disabilities council, and other agencies to develop a referral system for the provision of guardianship and conservatorship services;
- Developing and maintaining a current listing of public and private services and providers available to assist wards and their families;
- Establishing and maintaining relationships with public and private entities to assure the availability of effective guardianship and conservatorship services;
- Providing information and referrals to the public regarding guardianship and conservatorship; and
- Developing a guardianship and conservatorship education and training program, in cooperation with the judicial council.

Results

Performance Outcome Measures	FY 2018 Target	FY 2018 Actual
Staffing ratio of Substitute Decision Maker to Consumer. (297_04505_001)	100%	122%*

What Happened: As of November 20, 2017, the Office of Public Guardian has a contract in place for a local office of public guardian to provide guardianship and conservatorship services throughout the state. In FY2018 the office served 49* consumers. The Office of Public Guardian continues to act as a

resource to the public, providing information and referrals for guardianship and conservatorship services as well as other services that can assist lowans to maximize their independence and self-direction in decision-making. The Office of Public Guardian also began work on a series of training modules for guardians and conservators, which should be completed by the end of SFY 2019.

*Consumers served by the Office of Public Guardian are now being served by the local office of public guardian. However, the performance outcome measure was calculated based on the ratio of consumers to staff in the state office.

Data Source: Office of the Public Guardian.

Resources: Funding for this program is \$369,224 which comes from the State of Iowa general fund.

Core Function: Health & Support Services

Description: Support policies, programs, and wellness initiatives that promote healthy lifestyles for older lowans and that improve their access to affordable, high quality long-term living and community supports.

Services: Healthy Aging

Nutrition and Disease Prevention Services

Description: As lowans age, many require support services to stay healthy, active and independent, thereby allowing them to remain in their homes and communities. IDA, the AAAs, and their providers deliver these support services including congregate and home delivered meals, nutrition education and counseling, and health promotion programs. (Link to Strategic Plan Goal 2: Iowa Aging Network will enable older lowans to remain in their own residence and community of choice through the availability of and access to high quality home and community services and supports, including supports for families and caregivers.)

Why we are doing this: The Older American Act funds supporting the nutrition and health promotion programs are to be used to reduce hunger and food insecurity, promote socialization, and promote health and well-being of older individuals by assisting them to access nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health and sedentary behavior.

What we're doing to achieve results: IDA, through the AAAs and their community networks provide home and community based services including congregate and home delivered meals, nutrition education and nutrition counseling, transportation and evidence-based health promotion programs. Department staff provide technical assistance to the AAAs to help meet the objectives of the OAA and older lowans' goals for independent living. Staff also reviews program performance and monitor compliance with federal and state regulations.

Results

Performance Outcome Measures	FY 2018 Target	FY 2018 Actual
Of congregate meal consumers who may be socially isolated, percentage eating 4 meals at meal site in a month. (297_34302_003)	50%	79%
Of home delivered meal consumers who may be socially isolated, percentage receiving at least 8 meals in a month. (297_34302_004)	60%	78%

<i>Service Measures</i>	<i>FY 2018 Target</i>	<i>FY 2018 Actual</i>
Number of older lowans receiving at least 1 OAA nutrition, supportive, or elder rights service (297_34302_006)	50,000	48,477
Number of older lowans receiving a Home Delivered Meal (297_34302_007)	12,000	10,011
Number of older lowans receiving a Congregate Meal (297_34302_008)	20,000	18,295

What Happened: The OAA nutrition programs focus on nutritious meals and opportunities for socialization contributed to positive outcomes for meal participants. Nutrition education also played an important role in addressing nutrition risk factors. It is aimed at improving senior health by promoting the consumption of more fruits and vegetables, increased physical activity, and improved food safety awareness through the distribution of educational materials and regular presentations to meal recipients.

In SFY 2018, 2 million congregate and home delivered meals were provided to older lowans. Of meal consumers who are at high nutrition risk and completed multiple nutrition screenings, 87 percent of congregate meal consumers improved or maintained their nutrition risk score while 84 percent of home delivered meal consumers improved or maintained their nutrition risk score; thus demonstrating the benefit of program participation.

Over the past several years, meal service delivery has shifted to serving fewer congregate meal consumers and more home delivered meal consumers - who are older, frailer, and have higher nutritional risk. This shift not only impacts the outcome on this performance measure, it impacts the ability of the aging network to provide interventions that address the negative impacts of poor nutrition and social isolation. Older adults who connect with the congregate meal program are generally younger, healthier and more active. The congregate meal sites provide opportunities to socialize, learn about behaviors and activities to improve or maintain their health, and serve as the entry point to the range of Older Americans Act services. In SFY2018, IDA focused on activities designed to strengthen the congregate meal program. Major activities included:

- Developed a plan to revitalize the congregate meal program to include focus groups in each of the six area agencies regions. The purpose of this effort is to identify factors contributing to the decline in participation and approaches for increasing participation.
- Iowa was one of six ACL awardees for the 2018-2019 Innovations in Nutrition Program grant. The grant is being implemented by Heritage AAA which had experienced the largest decline in congregate meal participation. Heritage has implemented numerous innovations to better serve older lowans, such as choice menus, salad bars and marketing strategies at three meal sites.

Meal participation is increasing. A replication guide will be developed to help other meal sites make changes.

Data Source: SAMS case management system and Iowa Financial Reporting System (IAFRS).

Resources: Funding for these programs represents a combination of Federal Older Americans Act Title III(1) \$3,706,274 and III(2) \$2,740,410, Nutrition Services Incentive Program \$1,694,751, State General Funds \$3,115,013, and Other \$6,271,646 totaling \$17,528,094.

Case Management

Description: Case Management serves as a gateway for older lowans who need and want a coordinated plan of services that allow them to remain in their homes and avoid premature or unnecessary institutional care settings. Case Management service delivery focuses on at risk, older lowans who require coordinated supports and services but are not eligible for the Medicaid elderly waiver program.

Why we are doing this: Older lowans want to live in their own homes with dignity and independence as long as possible. Case management coordinates individualized services that help older lowans achieve their independent living goals. Case managers assess both health and social needs of the individual during an in-home visit, develop a personalized plan of care, set up the desired services, and provide ongoing monitoring of the individual’s plan. Typically, case management services and the array of long-term living and community supports that are coordinated can be provided at approximately one fourth of the cost to the taxpayer when compared to facility based care. (Link to Strategic Plan Goal 2: Enable lowans to remain in their own homes and communities with high quality of life for as long as possible through the provision of a diverse menu of long-term living and community support services, including supports for family caregivers.)

What we’re doing to achieve results: The Area Agency on Aging (AAA) case managers or their subcontractors provide ongoing monitoring of the needs of the consumer as well as conduct consumer satisfaction surveys at least annually.

Results

Performance Outcome Measures	FY 2018 Target	FY 2018 Actual
Average Number of months a Case Management consumer experiencing independent living impairments is able to remain safely at home prior to transitioning to a facility. (297_34302_005)	49	11.9

Service Measures	FY 2018 Target	FY 2018 Actual
Number of older lowans with an independent living impairment receiving Case Management service (297_34302_009)	1,800	487

What Happened: SFY 2017 and SFY 2018 were transitional years for the AAAs delivery of case management services. AAAs shifted focus to consumers who would benefit from case management but are not eligible for the service under the Medicaid managed care system. The service of Case Management offered by the AAAs and funded with Older Americans Act and state elderly service dollars focus on a new type of consumer. The AAAs and IDA continued the process of adjusting the outreach, awareness, and coordination of the case management service to reach this new consumer population.

This change in direction and strategy will continue to be built and customized according to identified needs and applicable partners. 2018 targets and outcome measures were developed from the previous model of case management service delivery and did not accurately adjust to the new consumer base.

As noted above, approximately 22 percent of Iowans are aged 60 or older. Ten percent (69,624) of Iowans aged 60 or older have an independent living disability and could potentially benefit from the service of case management.⁸ The AAAs will continue to adapt to the new system and direction and will align their focus on a new type of case management service in the coming years.

Data Source: SAMS.

Resources: Funding for this program is a combination of Federal Older Americans Act Title IIIB: \$375,598, State General Funds: \$452,317, and Other: \$37,049 totaling \$864,964.

⁸ *Data-at-a-Glance (State-level Population Estimates): Iowa*, Estimate for non-institutionalized population, Administration for Community Living, AGing Integrated Database (AGID), Accessed 9/25/2018. <https://agid.acl.gov/StateProfiles>.

Caregiver Services

Description: Caregiver services offer an array of long-term living and community supports that are instrumental in helping older Iowans remain in their homes. Caregiver services are primarily supported by Older Americans Act funds and assists persons 18 years of age and older who care for a frail older adult. A small portion of Caregiver funds allows for services for grandparents or other older relatives supporting dependent minors or adults living with a disability. (Link to Strategic Plan Goal 2: Iowa Aging Network will enable older Iowans to remain in their own residence and community of choice through the availability of and access to high quality home and community services and supports, including supports for families and caregivers.)

Why we are doing this: Family caregivers, who are often unpaid caregivers, are critical partners in helping older Iowans remain in their homes. Family and friends who serve as caregivers, however, often do not identify themselves as caregivers and thus do not seek out assistance. Supporting caregivers in locating and providing information and services for their loved ones allows many caregivers to continue their efforts longer, which often delays more costly institutional care.

What we're doing to achieve results: The Iowa Aging Network is building support for family caregivers to ensure the services they need to sustain their role as a caregiver, and to maintain their emotional and physical health, are available and accessible to them. The focus of the program is to promote and provide caregiver training and support services. In doing so, Caregivers services allow them sustain their caregiving role and maintain their emotional and physical health.

Results

Performance Outcome Measures	FY 2018 Target	FY 2018 Actual
Percentage of caregiver consumers indicating caregiver counseling and/or respite service allowed them to maintain their caregiver role. (297_34303_002)	80%	95%

Service Measure	FY 2018 Target	FY 2018 Actual
Number of Iowans receiving assistance from at least one caregiver service. (297_34303_001)	3,000	3,322

What Happened: The number of caregivers served exceeded the target set, as did the percentage of caregivers who indicated counseling and respite services allowed them to maintain their caregiving role (95 percent)*. Caregivers obtain information and assistance or other supportive services, such as options counseling, counseling, and home delivered meals from the AAAs and contracted providers. In SFY 2018, 463 caregivers received over 47,000 hours of Respite service. This necessary service provides caregivers a short break from their caregiving duties. The AAAs provided one-on-one or support group counseling to 407 caregivers across the state. In addition, they offered training and educational

opportunities to caregivers through local support groups, evidence-based training classes (Powerful Tools for Caregivers) and statewide/regional caregiver conferences.

In SFY 2018, IDA continued activities to strengthen the caregiver program. Major activities included:

- Conducted on-site monitoring of all six AAA Caregiver programs for compliance with Chapter 14 and provided technical assistance on program and data quality;
- Partnered with the Geriatric Education Center at the University of Iowa to provide a statewide seminar specifically for caregivers entitled *Technology in Aging*;
- Hosted state agencies, stakeholders and providers to develop a statewide strategies to address dementia in Iowa, with an emphasis on the needs of caregivers to fulfill the mandate by the Iowa Legislature in HF 653, Sec. 97: *Access to Dementia Specific Care*;
- Hosted a statewide educational opportunity through the IDA *Dialogue in Aging* webinar series to build capacity for the PACE [Program for All Inclusive Care for the Elderly] program in Iowa; and
- Partnered with local AAAs for continued alignment of Caregiver program with other Older Americans Act programs for statewide continuity and consistency for both improved service delivery and accurate data reporting.

*A total of 169 caregiver consumers were asked to assess whether the counseling and/or respite service they received allowed them to maintain their caregiver role. Of those who responded “No”, most indicated that the level of care for the care recipient became too great.

Data Sources: SAMS and IAFRS

Resources: Funding for this program is a combination of Federal Older Americans Act Title IIIE \$1,511,400, State General Funds \$720,843, and other \$547,203 totaling \$2,770,446.

Core Function: Planning, Development and Coordination

Description: Conduct planning, policy development, administration, coordination, priority setting, and evaluation of all state activities related to the objectives of the Older Americans Act.

Activity: Oversight & Operations

Description: IDA is responsible for the application and receipt of Older Americans Act funds as well as state appropriations. IDA is a focal point for all activities related to the needs and concerns of older lowans. Staff serve as advocates for older persons by:

- Reviewing and commenting upon all state plans, budgets, and policies that affect elders.
- Providing technical assistance to any agency, organization, association, or individual representing the needs of elders.
- Assuring that preferences for services will be given to older individuals with greatest economic or social needs.
- Assuring that preference for services will be given to low-income minority and rural older adults.

Staff review mandated program and financial reports from the AAAs in order to evaluate the effectiveness of Older Americans Act programs in meeting the needs of older lowans. IDA has updated its data collection and analysis tools to facilitate reporting and service delivery evaluation.

Why we are doing this: IDA is ensuring data sharing among state agencies and other aging network partners to better identify high risk older adults and family caregivers.

What we're doing to achieve results: IDA staff provides ongoing technical assistance and training on quality data collection procedures to the AAAs. They also work with the AAAs to review and analyze program data to determine outcomes of client services and identify unserved / underserved consumers, service delivery gaps, and resource utilization efficiencies. The collection of consumer demographic and functional impairment information through the intake form is vital to determining service delivery reach, quality, and impact.

Results

Performance Outcome Measures	FY 2018 Target	FY 2018 Actual
Percent of consumers who receive registered service that complete a Consumer Intake Form once during the state fiscal year. (297_67_200)	90%	67%

What Happened: IDA and AAA staff continue to collaboratively identify system and reporting requirements and standard business processes throughout SFY2018 to ensure the reporting system meets the aging network's needs. As IDA and AAAs completed the first year recording consumer and service data into a new reporting system, IDA staff worked with AAA staff to identify and rectify missing data resulting from new data entry and tracking processes. While IDA did not achieve its SFY 2018 target for the percentage of consumers who receive registered service that complete a Consumer Intake Form once during the state fiscal year, the target for SFY 2019 will remain the same. IDA will continue to

monitor and provide technical assistance on ensuring accurate and complete consumer and service data in order to evaluate service delivery reach, quality, and impact.

Resources: Funding for IDA and the AAA staff activities comes from a combination of federal Older Americans Act appropriations, state general funds, and other sources.

Core Function: Resource Management

Activity: Annual Management

Description: Throughout SFY 2018, Department management and fiscal staff developed and trained AAA staff on new policies and procedures to assist the six AAAs in expanding their operations.

Why we are doing this: To ensure effective administration of IDA.

What we're doing to achieve results: Management staff trained and provided support to Department and AAA staff on contracting rules, procurement policies, match requirements, and other financial matters to ensure compliance.

Results

Performance Outcome Measures	FY 2018 Target	FY 2018 Actual
Number of reportable comments in the annual audit pertaining to the Department. 297_67_300)	0	0

What Happened: The audit resulted in no reportable comments.

Data Source: The SFY 2017 Audit Report. (The SFY 2018 Audit Report has not yet been issued.)

Resources: Funding for IDA and the AAAs comes from a combination of federal Older Americans Act appropriations, state general funds, and other sources.

RESOURCE REALLOCATION

In SFY 2018, the Iowa Department on Aging did not reallocate any resources.

AGENCY CONTACT

Copies of the *Iowa Department on Aging Performance Results Report* are available on the IDA Web site at www.iowaaging.gov or email Shan Sasser at the Department on Aging: Shan.Sasser@iowa.gov.

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