

AGENCY PERFORMANCE PLAN

STATE FISCAL YEAR 2018

Name of Agency: Iowa Department on Aging

Agency Mission: 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 FUNCTION: ADVOCACY (297_04)

ADRC Resource Center (Org #: 5197)

Performance Outcome	Performance Outcome Measures	FY 2018 Target	FY 2017 Actual	Link to Strategic Plan
Iowans will receive accurate information and guidance in a manner that allows them to make informed choices about long-term supports and how to obtain them.	Percentage of ADRC (Lifelong Links) callers indicating they received the information they were seeking. (297_04500_005)	85%	New measure	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.
	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%	New measure	

Service	Service Measure	FY 2018 Target	FY2017 Actual	Strategies/Recommended Actions
ADRC Information & Access	Number of Iowans receiving information & assistance or access assistance service. (297_04500_003)	10,000	17,091	<ul style="list-style-type: none"> Review service quality and outcome data quarterly to determine the Area Agency on Aging's (AAA) progress toward achieving performance targets and compliance with area plans. Annually review service data to identify trending service topics and unserved or underserved consumers or groups. Ensure person-centered service delivery approach and cultural competencies among ADRC personnel statewide. Provide training on most frequently requested call topics and programs and services for identified target populations.
ADRC Options Counseling	Number of Iowans receiving Options Counseling service. (297_04500_004)	1,525	3,046	

Long Term Care Ombudsman (LTCO) (Org #: 3585)

Performance Outcome	Performance Outcome Measures	FY 2018 Target	FY 2017 Actual	Link to Strategic Plan
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.	Percent of Long Term Care Complaints Resolved 297_04502_002	75%	72%	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.
	Percent of nursing facilities with a volunteer LTCO 297_04502_001	17%	17%	

Office of Substitute Decision Maker (OSDM) (Org #: 5286)

Performance Outcome	Performance Outcome Measures	FY 2018 Target	FY 2017 Actual	Link to Strategic Plan
To serve as a Substitute Decision Maker for Iowans aged 18 or older who: <ul style="list-style-type: none"> • Need a substitute decision maker because they are unable to meet essential requirements to maintain their physical health or to manage essential aspects of their financial resources; <u>and</u> • Do not have a person to serve as, or the financial resources to secure, a private substitute decision maker. 	Staffing ratio of Substitute Decision Maker to Consumer. (297_04505_001)	100%	New Measure	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. Iowa Admin Code 17—22.5(231E,633) Staffing ratio. SDMs shall be responsible for no more than ten consumers per full-time equivalent position at any one time.

CORE FUNCTION: HEALTH & SUPPORT SERVICES (297_34)

Healthy Aging D (Org #: 3485)

Performance Outcome	Performance Outcome Measures	FY 2018 Target	FY 2017 Actual	Link to Strategic Plan
Enable older lowans to remain in their own homes and communities with high quality of life for as long as possible through the provision of home and community based supports and services. Ensure meal participants who may be socially isolated have the opportunity to connect with their community thereby addressing quality of life and social determinants of health.	Of congregate meal consumers who may be socially isolated, percentage eating 4 meals at meal site in a month. (297_34302_003)	50%	New measure	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.
	Of home delivered meal consumers who may be socially isolated, percentage receiving at least 8 meals in a month. (297_34302_004)	60%	New measure	
Older lowans with multiple independent living impairments meet their preference to remain in their own homes, while delaying or deferring nursing home and other institutional care.	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	53	

<i>Service</i>	<i>Service Measure</i>	<i>FY 2018 Target</i>	<i>FY2017 Actual</i>	<i>Strategies/Recommended Actions</i>
Older American's Act - Home and Community Based Nutrition, Supportive, and Elder Rights Services	Number of older Iowans receiving at least 1 OAA nutrition, supportive, or elder rights service (297_34302_006)	50,000	52,254	<ul style="list-style-type: none"> ● Review service quality and outcome data quarterly to determine each AAA's progress toward achieving its agency performance targets and compliance with its area plan. ● Implement referral methods for consumers whose intake or assessment responses show indicators of social isolation and identify strategies to keep those consumers engaged. ● Implement referral methods for consumers whose intake or assessment responses show indicators of risk for institutionalization or need for additional supports. ● Provide technical assistance to the AAA nutrition directors on: <ul style="list-style-type: none"> ○ Creating a welcoming atmosphere and offering a variety of activities of interest at meal sites. ○ Identifying new population groups and traditionally underserved consumers and implement pilot projects to attract new individuals to meal sites. ● Promote meal programs as a health promotion service to organizations such as health care providers, hospital discharge planners, third party payers, and caregivers.
Home Delivered Meals	Number of older Iowans receiving a Home Delivered Meal (297_34302_007)	12,000	11,787	
Congregate Meals	Number of older Iowans receiving a Congregate Meal (297_34302_008)	20,000	20,341	
Case Management	Number of older Iowans with an independent living impairment receiving Case Management service (297_34302_009)	1,800	3,997	

Area Agency on Aging (AAA) - Caregiver (Org#: 3263)

Performance Outcome	Performance Outcome Measures	FY 2018 Target	FY 2017 Actual	Link to Strategic Plan
Caregivers have access to services that allow them sustain their caregiving role and maintain their emotional and physical health.	Percentage of caregiver consumers indicating caregiver counseling and/or respite service allowed them to maintain their caregiver role. (297_34303_002)	80%	New measure	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.

Service	Service Measure	FY 2018 Target	FY2017 Actual	Strategies/Recommended Actions
Caregiver Access Assistance and Supportive Services	Number of Iowans receiving assistance from at least one caregiver service (297_34303_001)	3,000	3,764	<ul style="list-style-type: none"> Review program quality and outcome data to determine progress toward performance targets and compliance with area plan. Consult with the AAAs on targeting at-risk caregivers that may be caring for individuals with dementia, experiencing significant stress, reduced employment and/or developing health issues. Identify training opportunities through quarterly AAA collaborative meetings. Participate in partner organization committees and other collaborations with providers to increase awareness of caregiver supports.

CORE FUNCTION: RESOURCE MANAGEMENT (297_67)

Supportive Services A (Org #: 3285)

Oversight & Operations

Performance Outcome	Performance Outcome Measures	FY 2018 Target	FY 2017 Actual	Link to Strategic Plan
<p>The Department on Aging operates with highest efficiency, transparency and accountability.</p> <p>Accurate data sharing among state agencies and other aging network partners to better identify high risk older adults and caregivers.</p>	<p>Percent of consumers who receive registered service that complete a Consumer Intake Form once during the state fiscal year. (297_67_200)</p>	90%	90%	Effective & Responsive Management
	<p>Number of reportable comments in the annual audit pertaining to the Department. (297_67_300)</p>	0	*	

*Most recent departmental audit completed was for SFY2016. IDA does not yet have the completed SFY2016 annual audit report.