

IOWA DEPARTMENT of ELDER AFFAIRS

PERFORMANCE REPORT

Performance Results Achieved for
Fiscal Year 2006

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INTRODUCTION

Reviewing and analyzing performance planning and results helps our department improve our decision making and accountability to the citizens of Iowa. We are pleased to present the Fiscal Year 2006 (July 1, 2005 - June 30, 2006) performance report for the Iowa Department of Elder Affairs (IDEA). The report contains information about the services our department and partners provided to older Iowans during FY'06, in relationship to requirements of Iowa's Accountable Government Act. The report includes our major accomplishments as well as a review of how our results compared to our projections.

In summary: The Department of Elder Affairs, through the Area Agencies on Aging and their service providers (commonly called **the Iowa Aging Network**) **provided service to - 108,879 older Iowans** (age 60+) and their caregivers who needed **one or more of the services** we offer. Under the federal Older Americans Act (OAA) and associated state funded programs, for which client registration is needed: 100,992 Iowans were served. "Registered Services" include case management, chore, assisted transportation (to doctors, pharmacies, etc.), home delivered and congregate meals, personal home health care and homemaker, respite, and adult day services. Additionally, there are many other services that don't require client registration, where our network serves thousands of additional older Iowans. The average annual cost of this part of our operation, based upon registered clients only was less than \$266 per client. These services are

available to elder Iowans regardless of their income.

Our data also documents that **15,684**, low and moderate income older Iowans also **received services under the Senior Living Program**. This funding source is available only to older Iowans meeting specific income restrictions and is considered to be "funding of last resort". As with the Older Americans Act funding, most of the services provided under this program assist older Iowans in living independently (with support) and delaying or avoiding more costly nursing home care. The average annual cost per client under this program was less than \$526.

A total of **13,585 clients were served by the Case Management Program for the Frail Elderly (CMPFE)**. Iowa's Aging Network provides CMPFE, which during Fiscal Year 2006 provided access to the Department of Human Services Medicaid Elderly Waiver for **10,124 low-income older Iowans**. These elders had needs and financial situations which qualified them for nursing home care under Medicaid, but by CMPFE arranging and managing an array of services, allowed them to continue living in their own homes or apartments. The average monthly client cost under the Medicaid Elderly Waiver was \$535, far less than the average monthly nursing home cost of approximately \$3115 per month (Source: June 30, 2006, DHS/Medicaid B1: Title XIX Report of Expenditures by Category of Service Monthly Totals for June 2006).

For FY'06 our network continued to improve desired outcomes. During recent years and analysis for these reports, one lesson learned was to select measures

based upon existing processes and reporting mechanisms, rather than attempting to create new data sources and processes. This is particularly important during times of budget cuts and diminished staff resources.

The department improved on this approach in FY'06 using readily available and reliable data sources which resulted in more of our goals and outcomes being met. Whenever the department could tie measures to existing data and reporting systems we in turn avoided the cost of redundant data collection. To do otherwise would necessitate taking funding away from services to Older Iowans in order to pay for the collection and analysis of duplicative data. Doing so would simply be contrary to the mission of the department.

Key strategic challenges the department is continuing to address are:

- A general lack of understanding that our primary funding source (the federal Older Americans Act) requires the department to advocate on behalf of older Iowans regarding public policy, state laws and rules which impact them.
- Inadequate resources to address critical service and system needs of older Iowans

- Continued increases in unmet needs for older Iowans
- Iowa's continued rapid growth of aging population and the need to plan for the impact it will cause across various segments and parts of our society
- Changing expectations of older Iowans, their families and communities
- A continued political and systemic bias which provides far greater taxpayer support to providers of institutional (nursing homes, etc.) over lower cost home and community based services, which are in fact preferred by most elder Iowans.

The department invites Iowans to join with Iowa Department of Elder Affairs and its partners to make Iowa a healthy, safe, productive and enjoyable place to live and work for older Iowans and all our citizens.

Sincerely,

Mark A. Haverland
Director, Iowa Department of Elder Affairs

AGENCY OVERVIEW

Vision: Iowa will be a place of choice for older individuals to live, work, and retire.

The Iowa Department of Elder Affairs exists to advocate for and respond to the needs and opportunities of an aging society by promoting and providing a continuum of services and choices for older Iowans. The department provides leadership to both empower and enhance the lives of older persons through choices, services, protection and respect. As Iowa's aging population continues to increase, Iowa must be prepared to meet older Iowans' changing needs while being cognizant of such effects on families and communities.

Under both the Older American's Act and the Elder Iowans Act, the department has the responsibility to serve as an effective and visible advocate for older individuals. This is to be accomplished by reviewing and commenting upon all state plans, budgets, and policies which affect older individuals and providing technical assistance to any agency, organization, association, or individual representing the needs of older individuals. The department develops, submits and administers a state plan under the Older Americans Act in cooperation with the Administration on Aging. Under federal law, the Iowa Department of Elder Affairs is to be primarily 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.

Mission: To provide advocacy, educational, and prevention services to older Iowans so they find Iowa a healthy, safe, productive, and enjoyable place to live and work.

Partners in achieving the vision and mission include the Area Agencies on Aging, Alzheimer's Association Chapters, adult day service providers, the department commissioners, Iowa Departments of Human Services and Public Health, colleges and universities, and many other organizations. The department funds and provides services to older Iowans, their families and caregivers to help assure that older Iowans receive appropriate quality care in the setting of their choice.

IDEA's Core Functions:

Advocacy - Promote public policy and service system changes that protect the rights of older Iowans facilitate access to needed services, and prevent abuse, neglect and exploitation

Health Care and Support Services - Support policies, programs and initiatives that improve access to affordable, high quality home and community based services for older Iowans

Resource Management - Monitor and evaluate programs and activities provided or supported through Department resources by developing, maintaining and enhancing reporting systems that provide accurate and reliable data necessary for planning, policy

development, and grant writing; all with the goal of meeting the Department's Mission, maximizing benefits to our clients and other customers.

IDEA is a department within the executive branch of Iowa state government, as established by Iowa Code Chapter 231. The Department of Elder Affairs has 7 citizen and 4 legislative Commissioners and for FY'06, had 30.75 authorized FTEs (Full Time Employees) of which all were filled for most of the fiscal year. All IDEA staff members (except 1 Ombudsman FTE late in the fiscal year) were housed in our Des Moines, Iowa office located at the Jessie Parker Building at 510 East 12th Street, Suite 2, Des Moines, Iowa 50319.

IDEA is an administrative and advocacy organization, which partners, as stated earlier, with many organizations such as the thirteen Area Agencies on Aging, Alzheimer's Association Chapters, and a variety of other public and private sector organizations. Additionally, there is extensive ongoing collaboration with the Departments of Human Services, Public Health, Workforce Development, and Inspections and Appeals on many long-term care policies and program issues. These partnerships are the cornerstone for enhancing a comprehensive and coordinated delivery system for older persons and their families. 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.

Services, Programs and Activities

IDEA maintains contractual relationships with the network of thirteen designated local Area Agencies on Aging (AAA) within 16 regions of Iowa. Each AAA has at least one full-service office. Some AAA offices are housed in locations serving multiple functions, such as senior citizen centers, congregate meal sites, community colleges and others. Together with the local AAAs and their service providers, we provide the following types of Services, Programs and Activities:

- Advocacy on behalf of older Iowans, including mature worker services;
- Education, training and public awareness regarding elder issues, including enhanced access to public benefits;
- Case Management and an array of Home and Community Based Services;
- Nutrition programs and services
- Long Term Care Ombudsman Office and Resident Advocate Committees on behalf of residents of licensed and certified long term care facilities;
- Development of grants and grant management
- Monitoring, accountability & assessment; and
- Assisted Living, Elder Group Home, Adult Day Service and other Policy Development.

Through a comprehensive web site, the department also provides customer access to information, 24 hours a day, seven days a week. The IDEA Web site is found at: www.state.ia.us/elderaffairs.

KEY RESULT

SERVICE/ PRODUCT/ ACTIVITY

Name: Healthy Aging – Nutrition Program Participation Rate

Description: The Iowa Department of Elder Affairs provides funding to Iowa’s thirteen area agencies on aging and their community networks to offer congregate meals, home delivered meals and nutrition counseling to elder lowans.

Why we are doing this: The program is intended to help maintain or improve the nutritional health of older lowans and, in the case of the congregate meal program, their social well-being. Good nutrition and social well-being can help slow many of the more serious age related health problems.

What we're doing to achieve results: Despite tight federal and local funding, the program has improved the rate per 1000 older lowans served, partially through more attention to complete reporting. With growing numbers of older persons, cost efficiencies and creative ways to interest older persons who can benefit from these programs need to be continually explored.

Results

Performance Measure:

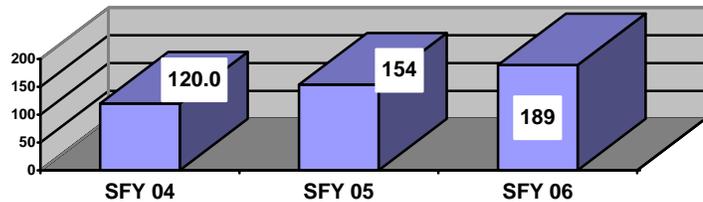
Maintain the rate of 60+ persons per 1000 receiving congregate or home delivered meals or nutrition counseling clients through the Iowa Aging Network

Performance Goal/Target:

154/1000

	Participants
SFY 04	67764
SFY 05	86964
SFY 06	90,496

Older Iowan Nutrition Program Clients
Rate Per 1000 60+



What was achieved: The rate per 1,000 improved to a rate of 189 older lowans out of every 1,000 lowans age 60 or older. (Most clients are well into their seventies and eighties).

Data Sources: Iowa – National Aging Program Information System

Resources: Funding for these services is primarily federal Older Americans Act title IIIC1 (\$4,962,602), and C2 (\$2,177,506), Nutrition Services Incentive Program (NSIP - \$1,878,154) as well as related client contributions, local public funds and others.

KEY RESULT

SERVICE/ PRODUCT/ ACTIVITY

Name: Case Management Program for the Frail Elderly

Description: Since the inception of the Elderly waiver in Iowa nearly two decades ago, the Case Management Program for the Frail Elderly (CMPFE) has served as the gateway to both the Medicaid Elderly Waiver for low income frail elders and other frail older Iowans who need and want a coordinated package of services which allow them to continue living in their own homes and avoid nursing home and other institutional care settings. The CMPFE program served over 13,625 older Iowans during the past year.

Why we are doing this: A common goal of most frail elderly in Iowa is to live in their own homes with dignity and independence. Case management helps to meet this goal by offering a coordinated approach to providing needed individualized services which prevent or delay institutionalization. Typically, they can be provided at 1/5 to 1/7 of the cost to the taxpayer when compared to nursing home care.

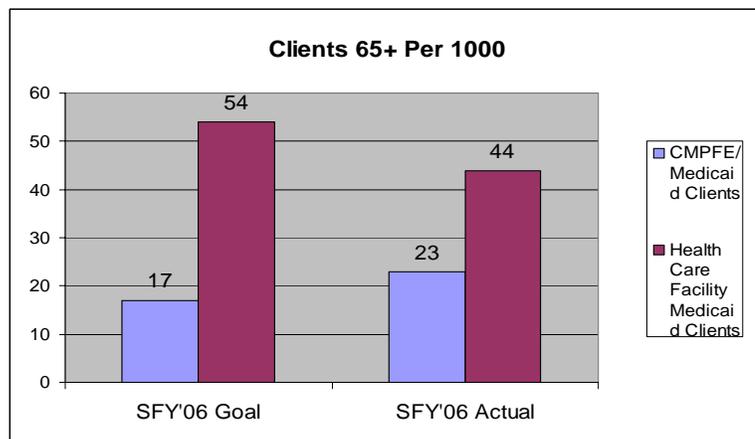
What we're doing to achieve results: Funding to support this effort has always been limited. In 2005, the Governor and General Assembly passed House File 841, which for the first time unlocks the door to Medicaid reimbursement for Case Management for the Frail Elderly program and promises to put Iowa's system on the same footing as all other states in the nation. In the 2006 legislative session, funding to leverage federal Medicaid reimbursement was appropriated along with significant changes that will occur during FY'07; the results of which are unknown.

Results

Performance Measure: Maintain the ratio of Iowans 65+ in Case Management Program for the Frail Elderly (CMPFE) compared to the rate per 1000 Iowans 65+ on Medicaid in Skilled and Intermediate Care Facilities

Performance Goal/Target:

A ratio of 17:54



What was achieved: The rate of frail older persons (per 1,000) supported with Medicaid in their own homes increased while the rate per 1,000 in Health Care Facilities went down.

Data Sources: DHS B1 Medicaid Expenditure Reports

Resources: Statewide the cash resources supporting the operation of the CMPFE Program total approximately \$5.4 million dollars, of which 15.9% comes from federal Older Americans Act funds, 65.7% is from state General Fund and Senior Living Trust funding and 18.4% is from local community resources.

KEY RESULT

SERVICE/ PRODUCT/ ACTIVITY

Name: Caregiver Support Program

Description: This program is primarily federally funded and assists persons who are caring for an older adult.

Why we are doing this: Family and friend caregivers continue to provide the majority of care for older persons. This informal and unpaid care creates several common links among caregivers, including: increased stress, changing of family dynamics, isolation, frustration, and loss of personal time. By supporting caregivers in locating services and information, they are able to continue their efforts longer, delaying more costly institutional care.

What we're doing to achieve results:

Elder Affairs is building support for family caregivers to ensure services that sustain a caregiver's role and maintain their emotional and physical health.

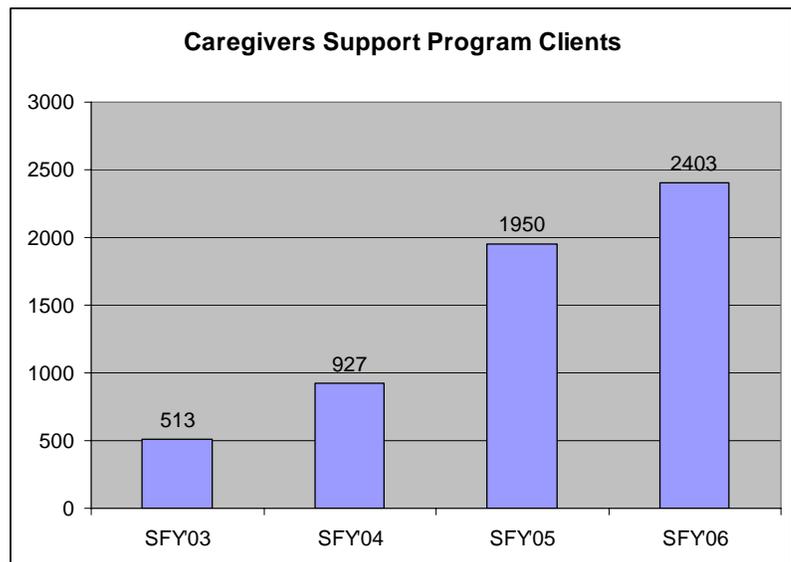
Results

Performance Measure:

Increase the number of persons receiving caregiver support.

Performance Goal/Target:

2,050 Caregivers



What was achieved: The number of caregivers accessing assistance increased dramatically.

Data Sources: Iowa NAPIS

Resources: \$1,777,429 from federal Title III-E Older Americans Act funds

AGENCY PERFORMANCE PLAN RESULTS - FY 2006

Name of Agency: Iowa Department of Elder Affairs			
Agency Mission: To provide advocacy, educational, and prevention services to older lowans so they can find Iowa a healthy, safe, productive, and enjoyable place to live and work.			
Core Function: ADVOCACY			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Maintain the rate of elderly per 1000 elderly population who access one or more service	180	195	What Occurred: The rate per one thousand older lowans who accessed Iowa Aging Network services increased. Data Source: DEA Iowa NAPIS reporting system
Service, Product or Activity: ADVOCACY, INFORMATION & OUTREACH			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the rate of Elder lowans (and caregivers) per 1000 reported to have received service through Information and Assistance, Outreach, Advocacy, or Training & Education programs.	215	236	What Occurred: The rate per one thousand of elder lowans and their caregivers who accessed the identified services increased. Data Source: DEA Iowa NAPIS reporting system
Service, Product or Activity: ELDER ABUSE PREVENTION INITIATIVE			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Compare the ratio of Confirmed Abuse Cases in Initiative counties compared to Non-initiative Counties	24:19	22:19	What Occurred: The initiative projects continued with results slightly less than anticipated, but still better than non-initiative counties results. Data Source: DHS Adult Abuse Confirmation data by county.
Service, Product or Activity: Care LONG TERM CARE OMBUDSMAN			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Increase the number of healthcare facilities that adopt Culture Change programs	67 to 80	Data not available	What Occurred: This is a voluntary implementation and reporting effort between the Long Term Care Ombudsman office and the nursing home industry; the industry has not provided data. The measure has been deleted, because data is not available and statutory authorization to require the data does not exist. Data Source: Voluntary reporting on the part of the nursing home industry.
2. Measure the number of Facilities with 60+% Resident Advocate Committees issues resolved	230	202	What Occurred: The target was missed by 28 facilities or 12% Data Source: LTC Ombudsman/Resident Advocate Committee data
Service, Product or Activity: EMPLOYMENT – Senior Internship Program			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of participants who receive employment in private business that lasts at least 6 months	50%	65%	What Occurred: Data from the federal Senior Community Service Employment Program (SCSEP) documents that the goal is being exceeded. Data Source: U.S. Department of Labor - SCSEP Data system

AGENCY PERFORMANCE PLAN RESULTS FY 2006

Name of Agency: Iowa Department of Elder Affairs			
Agency Mission: To provide advocacy, educational, and prevention services to older lowans so they can find Iowa a healthy, safe, productive, and enjoyable place to live and work.			
Core Function: Health & Support Services			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Increase by 2% the ratio of Expenditures for Medicaid HCBS compared to those for Medicaid Institutional for persons 65+	\$1 to \$9.8	\$1 to \$9	<p>What Occurred: For each \$1 of Medicaid home and community based service expenditures which help elderly lowans stay in their own homes there is nearly \$9 spent for Medicaid clients in nursing facilities; an improvement of nearly 10% from the previous year.</p> <p>Data Source: DHS B1 reports regarding State Fiscal Year 2005-2006 Medicaid expenditures</p>
Service, Product or Activity: CASE MANAGEMENT			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Maintain the ratio of lowans 65+ in Case Management Program for the Frail Elderly (CMPFE) compared to the rate per 1000 lowans 65+ on Medicaid in Skilled and Intermediate Care Facilities	17:53	23:44	<p>What Occurred: Despite tight funding, DEA & the Iowa Aging network served as the gateway to the DHS Elderly Waiver and increase the ratio of frail elderly lowans maintaining independent living status in their homes and avoid more costly nursing home care, saving the Iowa taxpayer several millions of dollars per month.</p> <p>Data Source: DHS FY'06 B1 Reports on Medicaid expenditures</p>
Service, Product or Activity: HOME & COMMUNITY BASED SERVICES			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Maintain the rate per 1000 of 60+ lowans benefiting from one or more Home and Community Bases Service compared to previous years	180	170	<p>What Occurred: The rate per one thousand of elder lowans who accessed Iowa Aging Network home and community based services decreased by 5.5%.</p> <p>Data Source: Iowa NAPIS reporting system</p>
Service, Product or Activity: HEALTHY AGING			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Maintain the rate of 60+ persons per 1000 receiving congregate meals, home delivered meals or nutrition counseling through the Iowa Aging Network	154	189	<p>What Occurred: The rate per one thousand of elder lowans who accessed Iowa Aging Network nutrition services increased and exceeded our goal, despite restricted funding.</p> <p>Data Source: Iowa NAPIS reporting system</p>

Core Function: Health & Support Services Continued			
Service, Product or Activity: CAREGIVER SUPPORT PROGRAM			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1 Increase the Number of Persons Receiving Caregiver Support	2050	2403	<p>What Occurred: The number of caregivers receiving assistance through Iowa's National Family Caregivers program efforts increased and we exceeded our goal despite no increased appropriations.</p> <p>Data Source: DEA Iowa NAPIS reporting system</p>
Service, Product or Activity: PREVENTATIVE HEALTH			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1 Increase the Rate/1000 of 60+ Persons Receiving Preventative Health Services	15	10	<p>What Occurred: The goal was not met.</p> <p>Data Source: DEA Iowa NAPIS reporting system</p>
Core Function: Resource Management			
Service, Product or Activity: RESOURCE MANAGEMENT			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1 Maintain or increase revenues available through the department for Aging programs and services to Iowa's elderly	\$30,100,000	\$30,500,000	<p>What Occurred: We were able to slightly increase resources.</p> <p>Data Source: DEA</p>
Service, Product or Activity: GRANT WRITING			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Grant writing efforts will represent 2% or more of the annual Fiscal Year Revenue	\$607,644	\$1,057,792	<p>What Occurred: We exceeded our goals by approximately 66%</p> <p>Data Source: DEA</p>

RESOURCE REALLOCATION

AGENCY PERFORMANCE PLAN RESULTS FY 2006

The Iowa Department of Elder Affairs had no Resources Reallocations for FY'06.

AGENCY CONTACT

Copies of the Iowa Department of Elder Affairs Performance Report are available on the IDEA Web site at www.state.ia.us/elderaffairs.

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