

IOWA DEPARTMENT of ELDER AFFAIRS

PERFORMANCE REPORT

Performance Results Achieved for
Fiscal Year 2008

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INTRODUCTION

Reviewing and analyzing performance planning and results helps the department improve the decision making and accountability to the citizens of Iowa. We are pleased to present the Fiscal Year 2008 (July 1, 2007 - June 30, 2008) performance report for the Iowa Department of Elder Affairs (IDEA). The report contains information about the services the department and partners provided to older Iowans during FY'08, in relationship to requirements of Iowa's Accountable Government Act. The report includes major accomplishments as well as a review of how the results compared to projections.

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 80,908 Iowans under the federal Older Americans Act (OAA) and associated state funded programs, for which client registration collected. "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. The average annual cost, based only upon registered clients was approximately \$385 per client, or an average of \$1.05 per day.

Additionally, there are many other services not requiring client registration. With those services the aging network served **161,621 older Iowans** (age 60+) and their caregivers who needed **one or more of the services** we offer.

The data also documents that **16,934**, low and moderate income older Iowans 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 staying in their own homes where they prefer to be, 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 \$508.

A total of **12,052** clients were served by the Case Management Program for Frail Elders (CMPFE). Iowa's Aging Network provides CMPFE, which for the majority of clients provided access to the Department of Human Services Medicaid Elderly Waiver. These older adults had needs and financial situations which qualified them for nursing home care under Medicaid. By participating as a client of CMPFE to arrange and manage needed services they were able to continue living in their own homes or apartments.

During FY'08 the aging network continued to improve desired outcomes. We continued in the direction of selecting measures based upon existing processes and reporting mechanisms, rather than creating new data sources and processes. This continues to be particularly important during times of tight budgets and diminished staff resources. The department continued to expand on initiatives to improve, analyze and utilize the significant data sources which we

require and have control over, resulting in more goals and outcomes being met.

Key challenges and opportunities facing the department and Iowa include:

- Iowans are living longer and healthier lives. This will present opportunities in the areas of health and long-term care, housing, education, employment, and others.
- Iowa will continue to experience significant unmet home and community-based service needs for older adults and will be challenged in building needed service capacity.
- Iowa will continue to be challenged to provide adequate financial resources and alternate business models that will address the need for systems change that meet the increasing demand for home and community-based services.
- A political and systemic bias which provides far greater taxpayer support to providers of institutional (nursing homes, etc.) over generally lower cost home and community based services, which are in fact preferred by most older Iowans.

During Fiscal Year 2008 the department also did significant work on two one time legislative assignments. The first focused on Alzheimer's disease issues working the department coordinating and leading the effort among 23 outside entities. The other

dealt with the concept of a "single point of entry" for Iowans to more easily access reliable information on long term care and community service options. In this case we worked with 19 other entities. For detailed more information on those initiatives, please find the respective reports and information at:

www.state.ia.us/elderaffairs/living/AlzheimersDiseaseTaskForce.html

and

www.state.ia.us/elderaffairs/services/SinglePointOfEntry.html

Other department initiatives during the year included updating the Strategic Plan, disaster response coordination for older Iowans and other efforts to modernize and prepare the Iowa Aging network and the State of Iowa to effectively deal with issues of the Age Wave due to aging baby boomers.

The department invites all Iowans to join with the Iowa Department of Elder Affairs and its partners to make Iowa a place of choice for older individuals to live, work, and retire, as well as to meet our mission of providing advocacy, educational, and prevention services for older Iowans; so that Iowa can retain the many assets the older population offers the state.

Sincerely,

John McCalley
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 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 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 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: The mission of the Department of Elder Affairs (DEA) is to provide advocacy, educational, and prevention services for older Iowans.

Partners in achieving the vision and mission include the department commissioners, Area Agencies on Aging, Iowa Departments of Human Services, Public Health, Inspection and Appeals, as well as colleges and universities, and more than 20 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 to maximize benefits to clients.

IDEA is a department within the executive branch of Iowa state government, established by Iowa Code Chapter 231. The Department of Elder Affairs has 7 citizen and 4 legislative Commissioners and for FY'08, had 37.5 authorized FTEs (Full Time Employees) of which all were filled for most of the fiscal year. All IDEA staff members (except 7 Ombudsman FTE) were housed in the 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, 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 and grantor 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. 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 older adult issues, including enhanced access to public benefits;
- Case Management and an array of Home and Community Based Services;
- Nutrition programs and services
- Elder Abuse Awareness and prevention activities
- Older Worker training and employment activities
- 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
- others

Through two comprehensive web sites and other methods the department provides customer access to information, 24 hours a day, and seven days a week. The IDEA Web sites are found at: www.state.ia.us/elderaffairs and www.lifelonglinks.org/

KEY RESULT SERVICE/ PRODUCT/ ACTIVITY

Name: Elder Abuse Initiative

Description: Elder Abuse is a grossly under recognized, under reported social problem with an estimated 84% of cases going unreported according to the Journal of the National Academy of Elder Law Attorneys, Fall 2003. For Iowa, this would mean that for the 1,718 clients referrals during FY08 by the Elder Abuse Initiative, there is an estimated 10,738 older adults who did not receive assistance.

Why we are doing this: These projects work within existing initiative communities to educate and inform citizens and organizations in the communities about the issues, the goals of identifying, intervening and eventually reducing the incidence of elder abuse. We also share information with policy makers at all levels, who are willing to consider methods to further address issues of elder abuse.

What we're doing to achieve results: We have been advocating for funding to expand the program into additional areas of the state, with the long term goal of a statewide program. To support that advocacy we are tracking the number of referrals to Elder Abuse Initiative (EAI) Projects for intervention and assistance.

Results

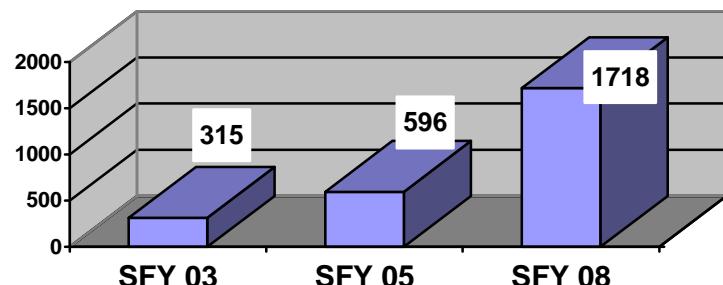
Performance Measure:

Track the number of referrals to EAI projects for Intervention and Assistance

Performance Goal/Target:

800

Elder Abuse Initiative Referrals



What was achieved: Over 200% of the goal was achieved resulting in 1718 referrals for elder abuse intervention and related activities

Data Sources: Department of Elder Affairs - EAI data reports

Resources: Funding for this service area is a combination of federal Older Americans Act title (\$50,172), Senior Living Trust (\$347,268) and Other (\$3,746).

KEY RESULT SERVICE/ PRODUCT/ ACTIVITY

Name: Healthy Aging – Ombudsman Activities

Description: The State Long-Term Care Ombudsman program operates as a unit within the Iowa Department of Elder Affairs. This office serves people living in intermediate care facilities, skilled nursing facilities, residential care facilities, elder group homes and assisted living programs, and works to protect their health, safety and well-being. The Office of the State Long-Term Care Ombudsman is a vital and effective presence in advocating for and protecting the rights of the 48,900 people living in long-term care facilities.

Why we are doing this: The long-term care ombudsmen are mandated by the federal Older Americans Act to: A. Identify, investigate, and resolve complaints made by or on behalf of residents and related to action, inaction, or decisions that may adversely affect the health, safety, welfare, or rights of the residents; B. Represent the interests of the residents before governmental agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents; C. Analyze, comment on, and monitor the development and implementation of Federal, State, and local laws, regulations, and other governmental policies and actions that pertain to the health, safety, welfare, and rights of the residents, and with respect to the adequacy of long term care facilities and services in the State.

What we're doing to achieve results: The office experienced and handled a 38% increase in the number of complaints in FY 2008. Although DEA did not achieve its 80% complaint resolution goal, our 73.5% resolution rate continues to exceed the national average of 60.9%. DEA continued operational adjustments to be responsive to increased complaints; demands due to nursing home closures, and efforts to strengthen the Resident Advocate Committees. Significant resources were also diverted to assisting the Department of Inspections and Iowa Protection and Advocacy with the relocation of 1700 nursing home residents during the floods of 2008.

Results

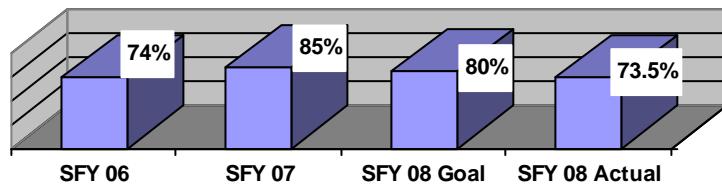
Performance Measure:

Percent increase in the LTC
Ombudsman Complaint Resolution
Rate

Performance Goal/Target:

80%

**Long Term Care Ombudsman Rates of Complaint
Resolution**



What was achieved: The complaint resolution rate of 73.5% was achieved.

Data Sources: National Ombudsman Reporting System - OmbudsManager

Resources: Funding for this program area is comprised of federal Older Americans Act (\$294,013), General Fund (\$240,000) and Senior Living Trust (\$282,937).

KEY RESULT
SERVICE/ PRODUCT/ ACTIVITY

Name: Case Management Program for Frail Elders

Description: Since the inception of the Medicaid Elderly Waiver in Iowa two decades ago, the Case Management Program for Frail Elders (CMPFE) has served as the gateway to both the Elderly Waiver for low income frail older adults 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 12,052 older Iowans during the past year.

Why we are doing this: Older Iowans want to live in their own homes with dignity and independence as long as possible. The CMPFE program provides individualized support to help frail older Iowans achieve that goal through a coordinated approach to providing needed services, while delaying or avoiding nursing home and other institutional care. Typically case management service and the array of home and community based services that are coordinated can be provided at around 1/4 of the cost to the taxpayer when compared to nursing home care.

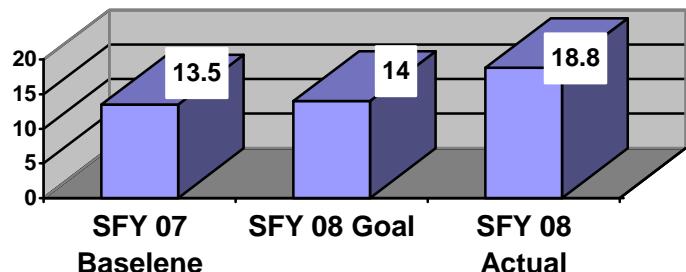
What we're doing to achieve results: Funding to support this service has always been limited. Legislation passed in 2005 unlocked the door to Medicaid reimbursement for Case Management for Older Iowans and helped put Iowa's system on the same footing as all other states in the nation. The 2006 legislative session provided funding from the General Fund and Senior Living Trust to DIA in order to leverage federal Medicaid reimbursement. These changes created major challenges, which continued into FY 2008. However, FY 2008 also found a degree of renewed stability. A small decline in the number of clients (916) was overshadowed by improved outcomes in terms of extended independence for the 12,052 older Iowans served as reported below.

Results

Performance Measure: Track the average number of months a client's independent living status is maintained via CMPFE before being discharged due to institutionalization or death.

Performance Goal/Target:
FY'08 Goal = 14 months

CMPFE-
Average Client Months of Independence



What was achieved: The average number of months CMPFE clients were maintained in an Independent Living Status was increased to 18.8 months, exceeding the goal by over 34%

Data Sources: CMPFE-SEAMLESS Reporting System

Resources: Statewide cash resources supporting the operation of the CMPFE Program total approximately \$8,153,443 million dollars, included are federal Older Americans Act funds (\$889,755), state General Fund (\$1,278,016), Senior Living Trust (\$1,576,839), Medicaid (\$4,018,258) and other local community resources (\$390,575). An average annual client cost of less than \$680.

KEY RESULT SERVICE/ PRODUCT/ ACTIVITY

Name: Caregiver Support Program

Description: This program is primarily federally funded and assists persons who are caring for a frail older adult. A very small portion of the program allows for services for older relatives supporting dependent minors or persons with disability.

Why we are doing this: Family and friends who serve as caregivers continue to provide the majority of care for older persons. There are several common links among informal and unpaid caregivers, including: increased stress, changing of family dynamics, isolation, frustration, loss of personal time and challenges with work life balance. Supporting caregivers in locating and providing information and services allow many caregivers to continue their efforts longer, delaying more costly institutional care.

What we're doing to achieve results:

The Iowa Aging network is building support for family caregivers to ensure services that sustain a caregiver's role and maintain their emotional and physical health. The program was initially implemented during FY'03 and has slowly expanded the number of caregivers assisted since then despite no increased funding.

Results

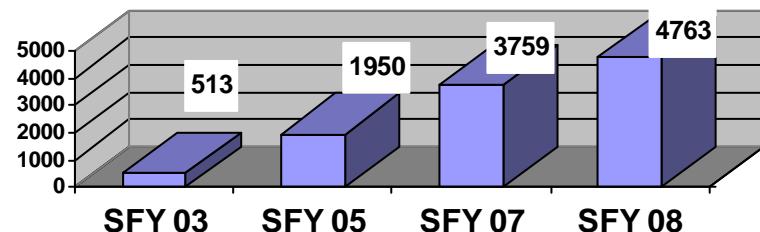
Performance Measure:

Maintain the number of registered clients receiving assistance from the National Family Caregivers Support Program in Iowa

Performance Goal/Target:

3,800 Caregivers

National Family Caregivers Support Program Clients



What was achieved: The number of caregivers accessing assistance increased to 4763.

Data Sources: Iowa National Aging Program Information System - INAPIS

Resources: Funding came from the following sources: Federal Older Americans Act funds (\$1,574,960), General Fund (\$23,659), Senior Living Program (\$137,255) and from other resources (\$383,114).

KEY RESULT SERVICE/ PRODUCT/ ACTIVITY

Name: Healthy Aging – Aging Network Nutrition Program

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, nutrition counseling and nutrition education to older Iowans.

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

What we're doing to achieve results: Due to continued growing numbers of older persons, many with a different perspective on traditional meal programs, there is a need continually explored cost efficiencies and creative ways to interest older persons who can benefit from these programs. With continued tight federal and local funding, the program has struggled to maintain the number of older Iowans served. Late in the fiscal year we scheduled and prepared for an Iowa Aging Network Nutrition Summit to occur in FY'09 to address the many challenges facing the program.

Results

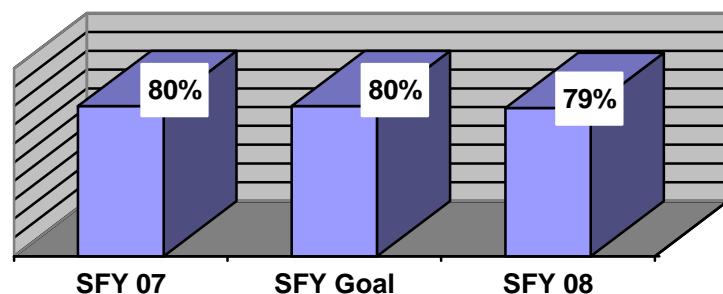
Performance Measure:

Percent of High Nutrition Risk home delivered, Congregate meals and nutrition counseling clients who maintained or improved risk scores.

Performance Goal/Target:

80%

Older Iowan Nutrition Program Clients Improved or stabilized Nutrition Risks



What was achieved: Despite major problems with rapidly rising food costs and programmatic challenges such as disaster related impacts on the program and clients, the Iowa Aging Network was able to continue high numbers of stable or improved Nutrition Risks among clients of home delivered and congregate meals, as well as nutrition counseling and nutrition education clients.

Data Sources: Iowa National Aging Program Information System - INAPIS

Resources: Funding for these services is primarily federal Older Americans Act title IIIC1 (\$5,192,231) and IIIC2 (\$3,174,300), General Fund (53,705), Senior Living Program (\$588,069), as well as related client contributions, local public funds, Nutrition Services Incentive Program and others (\$11,152,224).

AGENCY PERFORMANCE PLAN RESULTS - FY 2008

Name of Agency: Iowa Department of Elder Affairs			
Agency Mission: The mission of the Department of Elder Affairs (DEA) is to provide advocacy, educational, and prevention services for older Iowans.			
Core Function: ADVOCACY			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Maintain the rate of older adults per 1000 older population who access one or more service	150 per 1000	140 per 1000	<p>What Occurred: The rate per one thousand older Iowans who accessed Iowa Aging Network services decreased and we therefore missed our goal by 7%.</p> <p>Data Source: Iowa National Aging Program Information System - INAPIS</p>
Service, Product or Activity: ADVOCACY, INFORMATION & OUTREACH			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the rate of Older Iowans (and caregivers) per 1000 reported to have received service through Information and Assistance, Outreach, Advocacy, or Training & Education programs.	200 per 1000	202 per 1000	<p>What Occurred: The rate per one thousand of older Iowans and their caregivers who accessed one or more Aging Network services exceeded the goal by 1%.</p> <p>Data Source: Iowa National Aging Program Information System - INAPIS</p>
Track the number of individuals receiving home and community based services as a result of the involvement of the substitute decision maker's office	Establish baseline	Goal not achieved	<p>What Occurred: The program is proceeding with building a viable foundation for this legally challenging program. Clearly direct client services cannot begin prior to adoption of appropriate administrative rules and other technical aspects without significant limit legal liabilities for the State of Iowa.</p>

Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Compare the number of referrals to EAI projects compared to FY'03 baseline	800	1718	<p>What Occurred: The initiative projects were monitored for referrals to identify a more meaningful and reliable data source and measure</p> <p>Data Source: Department of Elder Affairs - EAI data reports</p>
Service, Product or Activity: LONG TERM CARE OMBUDSMAN			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Percent Increase in the LTC Ombudsman complaint resolution rate	80%	73.5%	<p>What Occurred: The number of complaints resolved fell short of the goal by 8%.</p> <p>Data Source: National Ombudsman Reporting System - OmbudsManager</p>
Measure the number of facilities which resolve 60% or more of the Resident Advocate Committees identified resident issues	202	180	<p>What Occurred: The target was missed by 11%.</p> <p>Data Source: LTC Ombudsman/Resident Advocate Committee data</p>
Service, Product or Activity: EMPLOYMENT – Senior Internship Program			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Percent of participants who receive employment in private business that lasts at least 6 months	60%	74%	<p>What Occurred: The goal was exceeded by 23%.</p> <p>Data Source: U.S. Department of Labor - SCSEP Data system</p>

AGENCY PERFORMANCE PLAN RESULTS
FY 2008

Name of Agency: Iowa Department of Elder Affairs			
Core Function: Health & Support Services			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
Decrease by 2% the ratio of Expenditures for Medicaid HCBS compared to those for Medicaid Institutional for persons 65+	\$1 to \$7	\$1 to \$6.28	<p>What Occurred: The goal was exceeded. For each \$1 of Medicaid home and community based service expenditures which help older Iowans stay in their own homes there is nearly \$6.28 spent for Medicaid clients in nursing facilities, indicating a more balanced expenditure rate between settings than in past years.</p> <p>Data Source: DHS B1 reports regarding State Fiscal Year Medicaid expenditures</p>
Service, Product or Activity: CASE MANAGEMENT			
1. Average number of months a client's independent living status is maintained via CMPFE before being discharged due to institutionalization or death	13.5 months	18.8 months	<p>What Occurred: The program exceeded the goal by 39%, which means on average, frail older Iowans served by the program remained living in their homes and delayed nursing home care 5.3 months longer than might otherwise have been possible.</p> <p>Data Source: CMPFE-SEAMLESS Reporting System</p>
Service, Product or Activity: HOME & COMMUNITY BASED SERVICES			
1. Maintain the rate per 1000 of 60+ Iowans benefiting from one or more Home and Community Based Service compared to previous years	170 per 1000	136 per 1000	<p>What Occurred: We fell short of the goal by 20%</p> <p>Data Source: Iowa National Aging Program Information System - INAPIS</p>

Service, Product or Activity: HEALTHY AGING			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the rate of 60+ persons per 1000 receiving congregate meals, home delivered meals or nutrition counseling through the Iowa Aging Network	155 per 1000	108 per 1000	What Occurred: The actual number of older Iowans served fell short of the goal by 30%. Data Source: Iowa National Aging Program Information System - INAPIS
Percent of High Nutrition Risk home delivered meals clients who maintained or improved risk scores.	80%	77%	What Occurred: The actual number of older Iowans served fell short of the goal by less than 4%. Data Source: Iowa National Aging Program Information System - INAPIS
Percent of High Nutrition Risk home delivered, Congregate meals and nutrition counseling clients who maintained or improved risk scores.	80%	79%	What Occurred: The actual number of older Iowans served fell short of the goal by about 1%. Data Source: Iowa National Aging Program Information System - INAPIS
Provide preventative health programs and medication management services management services	15 per 1000	9 per 1000	What Occurred: The actual number of older Iowans served fell short of the goal by 40%. Data Source: Iowa National Aging Program Information System - INAPIS
Service, Product or Activity: CAREGIVER SUPPORT PROGRAM			
Maintain the number of registered clients receiving assistance from the National Family Caregivers Support Program in Iowa	3800	4763	What Occurred: The actual number of Iowans caregivers exceeded the goal by over 25%. Data Source: Iowa National Aging Program Information System - INAPIS

Core Function: Resource Management			
Service, Product or Activity: RESOURCE MANAGEMENT			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain or increase revenues available through the department for Aging programs and services to older Iowa	\$31,610,000	\$31, 696,500	<p>What Occurred: The goal was achieved.</p> <p>Data Source: DEA</p>
Service, Product or Activity: GRANT WRITING			
Grant writing efforts will represent 2% or more of the annual Fiscal Year Revenue	\$632200	\$1,236,406	<p>What Occurred: We exceeded the goal by 95.6%</p> <p>Data Source: DEA</p>

RESOURCE REALLOCATION

AGENCY PERFORMANCE PLAN RESULTS FY 2008

The Iowa Department of Elder Affairs had no Resources Reallocation for FY'08.

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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