

2009

Iowa Department on Aging

Performance Results Achieved for Fiscal Year 2009

The Iowa Department on Aging's Strategic Plan and State Plan on Aging serve as an action Blueprint that guide the department's Performance Plan. During FY'09, IDA partnered with Iowa's Area Agencies on Aging and other organizations in Iowa's Aging Network to reach or exceed many of the goals, objectives, strategies and outcomes highlighted in the Performance Report while much work remains as the Department moves forward to address several million dollars in documented unmet service needs of older Iowans, their families and caregivers.*

John McCalley, Director
Iowa Department on Aging
12/15/2009

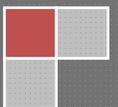


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*Source: Iowa Department on Aging, FY2009.

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 2009 (July 1, 2008 - June 30, 2009) performance report for the Iowa Department on Aging (IDA). The report contains information about the services the department and partners provided to older Iowans during FY'09, 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 on Aging, through the Area Agencies on Aging and their service providers (commonly called the Iowa Aging Network) provided service to **73,932** Iowans under the federal Older Americans Act (OAA) and associated state funded programs, for which client registration was 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 \$430 per client.**

Additionally, there are many other services not requiring client registration. With those services the aging network served **168,281 older Iowans** (age 60+) and their caregivers who needed **one or more of the services** we offer.

The data also documents that 17,449, low and moderate income older Iowans **received services under the Senior Living Program**. This funding source is available 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 \$468.**

A total of **11,976 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, nearly always at substantially less cost to the taxpayer than nursing home care.

During FY'09 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 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 care (nursing homes, etc.) compared to generally lower cost home and community based services, which are in fact preferred by older Iowans.

Other department initiatives during the year included:

- Updating the Strategic Plan,
- Developing the FFY 2010 to 2013 State Plan on Aging,
- Updating and enhancing the emergency preparedness plan and process which coordinates response and recovery efforts to older Iowans,
- Expanding Iowa's Healthy Links Chronic Disease Self-Management Program,
- Maintaining Iowa's Aging and Disability Resource Center,
- Coordinating ARRA funds, and
- Other efforts to modernize long-term care options for aging Iowans 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 on Aging 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, prevention, and health services for older Iowans, their families and caregivers; so that Iowa can retain the many assets the older population offers the state.

Sincerely,

John McCalley
Director, Iowa Department on Aging

Agency Overview

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

The Iowa Department on Aging 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 the 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 accomplished by review and comment 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 on Aging under the Older Americans Act in cooperation with the Administration on Aging. Under Federal law, the Iowa Department on Aging 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 STATEMENT: Provide advocacy, educational, prevention and health promotion services for older Iowans, their families and caregivers through partnerships with Area Agencies on Aging and other stakeholders.

Partners in achieving the vision and mission include the Iowa Department on Aging 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.

Iowa Department on Aging 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: Support policies, programs, and wellness initiatives that empower older Iowans to stay active and healthy, and that improves their access to affordable, high quality home and community-based services.

Resource Management: Provide infrastructure to administer and support agency operations. Key activities may include monitoring and evaluation of programs and activities supported through IDA resources by developing, maintaining, and enhancing reporting systems that provide accurate and reliable data necessary for planning, policy development, and grant writing to achieve maximum results for older Iowans.

IDA is a department within the executive branch of Iowa state government, established by Iowa Code Chapter 231. The Department on Aging has 7 citizen and 4 legislative commissioners and for FY'08, had 40.5 authorized FTEs (Full Time Employees) of which most were filled for the fiscal year. All IDA staff members (except 7 Ombudsman FTEs) were housed in the Des Moines, Iowa office located at the Jessie Parker Building, 510 East 12th Street, Suite 2, Des Moines, Iowa 50319.

IDA is an administrative and advocacy organization, which partners 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

IDA maintains contractual and grantor relationships with the network of thirteen 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 IDA Web sites are found at: www.aging.iowa.gov and www.lifelonglinks.org

Key Result: Services/Products/Activities

Name: Elder Abuse Initiative (EAI)

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 National Academy of Elder Law Attorneys* (Fall 2003). Today, the percent of unreported cases is equally as high. In FY'09, the EAI reported 3,280 client referrals. This represents an estimated 20,500 older lowans that did not receive assistance, up from 10,738 older lowans that did not receive assistance in FY'08.

Why are we doing this: The Elder Abuse Initiative works to educate and inform citizens and community organizations about the issues of elder abuse. The primary goals of the Initiative are to identify, intervene and reduce the incidence of elder abuse. The Iowa Department on Aging (IDA) educates policy makers at all levels to encourage further discussion about the issues of elder abuse and facilitate how the State of Iowa can address these issues.

What we're doing to achieve results: The Department on Aging advocates for funding to expand the Elder Abuse Initiative into additional counties with the long-term goal of a statewide program. To support that advocacy, IDA tracks the number of referrals to EAI projects for intervention and assistance. We also provide programmatic and financial support to local projects who are building collaborative networks between aging advocates, DHS, county attorneys, law enforcement and others at the community level.

RESULTS

Link to IDA Strategic Plan: The EAI directly supports Strategic Goal 4, which is to ensure the rights of older lowans and prevent their abuse, neglect, and exploitation.

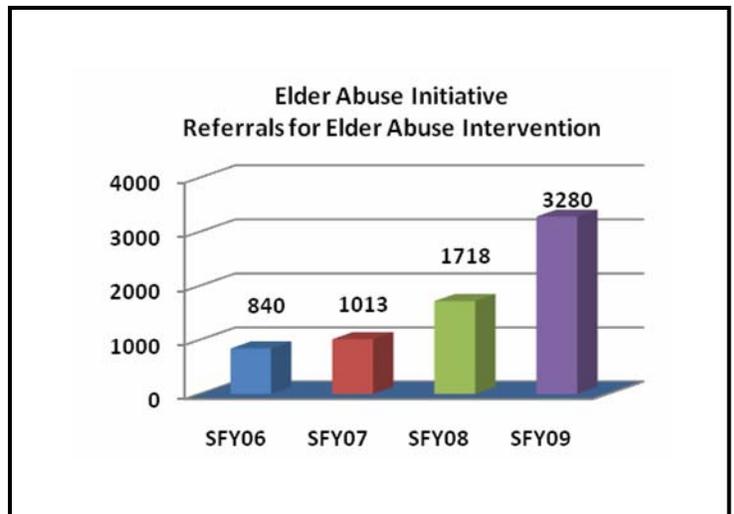
Performance Measure: The number of client referrals to EAI projects for intervention and assistance.

What was achieved: *The FY'09 target for the measure was 800 client referrals.* EAI significantly exceeded the target goal of 800 client referrals. 3,280 client referrals were documented in 2009 representing a significantly higher number of client referrals. Importantly, EAI was able to expand into nine additional Iowa counties including Benton, Black Hawk, Buchanan, Cass, Iowa, Jones, Page, Poweshiek, and Shelby counties. The addition of these counties impacts several of Iowa's area agencies on aging. EAI is now fully operational in the planning and service areas (PSA) served by Northwest Aging Association and Southwest 8 Senior Services, Inc. Seven of ten counties in Hawkeye Valley Area Agency on Aging and six of seven counties in Heritage Area Agency on Aging now have EAI projects.

Positive Factors: In FY'09, an additional \$200,000 was appropriated to three EAI projects, which allowed for the addition of 9 counties. Other factors include reduced time spent conducting mandatory reporter training by area agencies, which increased the amount of actual client contact and assistance, and cross-training of EAI case managers, which allowed area agencies to optimize available resources resulting in higher client referrals.

Data Sources: Department on Aging EAI data reports.

Resources: Funding for this service is a combination of Federal Older Americans Act Title VII (\$46,653), General Fund (\$199,998), and Senior Living Trust (\$359,455).



Key Result: Services/Products/Activities

Name: Office of the State Long-Term Care Ombudsman Program (LTCOP)

Description: The LTCOP performs a vital resident defense and empowerment role. The program operates as a unit of the Iowa Department on Aging. Seven local long-term care ombudsmen provide services for more than 52,000 Iowans living in long-term care facilities including nursing homes, residential care facilities, elder group homes and assisted living. Each ombudsman serves an average of 14 counties, 120 facilities and 7,490 people to serve.

Why are we doing this: In 1978, the Older Americans Act mandated a State Long-Term Care Ombudsman office in each state. The ombudsman program aims 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 residents' civil and human rights are protected.

What we're doing to achieve results: Iowa's ombudsmen assist with questions, 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, and their families or the public. Ombudsmen also assist with resident and family councils and oversee Resident Advocate committees within long-term health care facilities. The program's internal processes are continually reviewed for effectiveness and efficiency, and the ombudsmen participate in monthly training to improve skills.

RESULTS

Link to IDA Strategic Plan: The LTCOP supports Strategic Goal 4, which is to ensure the rights of older Iowans and prevent their abuse, neglect, and exploitation.

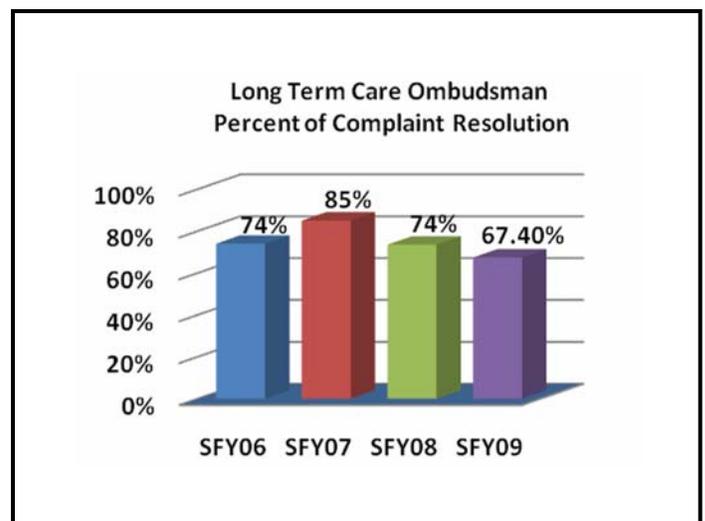
Performance Measure: Percent of Long-Term Care Ombudsman complaints resolved.

Performance Goal/Target: 85% of complaints resolved.

What was achieved: *The FY'09 percentage of complaints resolved was 67.4%. Although the program did not reach its target goal of 85%, and the program has been considerably constrained by limited resources, the program opened 68 more cases than in FY'08. Cases that were difficult, if not impossible to resolve, include the increased number of involuntary discharges from long-term care facilities and the increase in complaints from assisted living facilities. Assisted living complaints are difficult to resolve due to the complexity of landlord-tenant contracts and service plan agreements. Home and community based services serve an increasing number of older Iowans yet ombudsman services are not available to consumers who live in independent housing and receive services.*

Data Sources: National Ombudsman Reporting System (OmbudsManager).

Resources: Funding for this program is a combination of Federal Older Americans Act (\$277,648), General Fund (\$177,236), and Senior Living Trust (\$228,171).



Key Result: Services/Products/Activities

Name: Case Management Program for Frail Elders (CMPFE) / Program

Description: Since the inception of the Medicaid Elderly Waiver in Iowa two decades ago, the Case Management Program for Frail Elders has served as a gateway to both the Medicaid Elderly Waiver for low income frail older adults and other frail older lowans who need and want a coordinated package of services which allow them to remain in their homes and avoid nursing home and other institutional care settings.

Why are we going this: Older lowans want to live in their own homes with dignity and independence as long as possible. The CMPFE program coordinates individualized services that help older lowans stay safely in their homes. Case managers address 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 service and the array of home and community based services that are coordinated can be provided at approximately one fourth of the cost to the taxpayer when compared to nursing home care.

What we're doing to achieve results: The Area Agency on Aging (AAA) case managers provide ongoing monitoring of the needs of the consumer, many times on a monthly basis, as well as conduct consumer satisfaction surveys at least annually. Funding for this program has always been limited, and there is much work to be done to increase funding for the program.

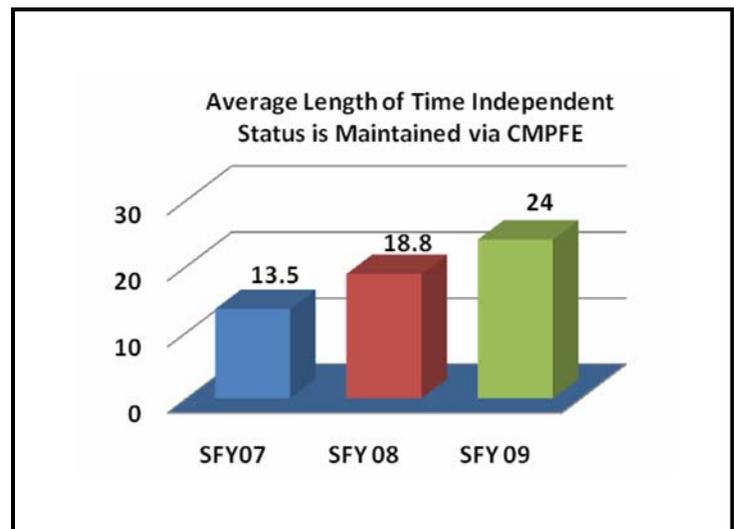
RESULTS

Link to IDA Strategic Plan: CMPFE supports Strategic Goal 2, which is to enable older lowans to remain independent in the setting of their choice with high quality of life for as long as possible through the provision of home and community based services, including supports for family caregivers.

Performance Measure: The average number of months a client's independent living status is maintained because of the Case Management Program for Frail Elders (CMPFE) before being discharged from the program due to institutionalization or death.

Performance Goal/Target: 19 months.

What was achieved: *The average number of months CMPFE clients were maintained in an independent living status was 24 months, exceeding the goal of 19 months.* During FY'08, the CMPFE program served a total of 12,389 older lowans in some capacity. An additional 177 consumers were served this fiscal year compared to the total number served in FY'08. It is important to note that in FY'09, the AAA's budgeted an additional \$645,000 to use for expenditures in the CMPFE program statewide. This shows strong local support to help older lowans remain as independent as possible in their own homes for as long as possible.



Data Sources: Department on Aging CMPFE-SEAMLESS Reporting System (SEAMLESS).

Resources: Statewide cash resources supporting the operation of the CMPFE program total approximately \$8,748,008, including Older American Act funds (\$756,011), General Fund (\$1,319,246), Senior Living Trust (\$1,329,679), Medicaid (\$4,887,575) and other local community resources (\$455,497).

Key Result: Services/Products/Activities

Name: National Family Caregiver Support Program

Description: Family/unpaid caregivers are critical components in helping older lowans 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 allows many caregivers to continue their efforts longer, delaying more costly institutional care.

Why are we doing this: The program supports the array of home and community based services instrumental in helping older lowans remain in their homes. The program is primarily funded by the Older Americans Act, and assists persons 18+ years of age who care 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.

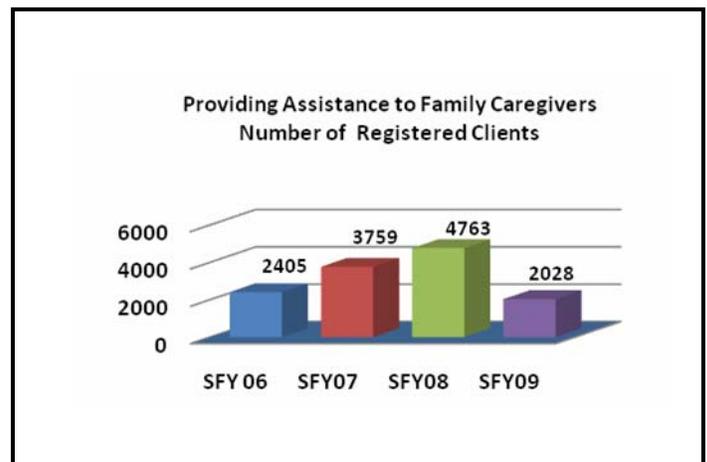
What we're doing to achieve results: The Iowa Aging Network is building support for family caregivers to ensure the services that sustain a caregiver's role, and maintain their emotional and physical health, is available. The focus of the program is to promote and provide caregiver training and support services.

RESULTS

Link to IDA Strategic Plan: The National Family Caregiver Support Program supports Strategic Goal 2, which is to enable older lowans to remain independent in the setting of their choice with high quality of life for as long as possible through the provision of home and community based services, including supports for family caregivers.

Performance Measure: The number of registered clients receiving assistance from the National Family Caregiver Support Program.

What was achieved: *The FY'09 target for the measure was 4,760 registered clients. 2,028 registered clients received assistance from the program in FY'09. At first blush, the number of registered clients receiving assistance from the program appears to fall well short of the target goal. However, an inconsistency in reporting methodology in the caregiver program more closely explains the lower number of reported registered clients. A portion of clients from the caregiver program were incorrectly reported in the case management program, which significantly lowered the number of caregiver clients reported in 2009. It's important to note that all registered clients in the caregiver program received service from the program. The reporting methodology for FY 2010 has been revised.*



Data Source: Iowa National Aging Program Information System (INAPIS).

Resources: Funding for this program is a combination of Federal Older Americans Act Title III-E (\$1,562,599), General Fund (\$38,483), Senior Living Trust (\$129,392) and Other (\$561,473).

Key Result: Services/Products/Activities

Name: Aging Network Nutrition Program

Description: The Iowa Department on Aging provides funding to Iowa's thirteen Area Agencies on Aging (AAA) and their community networks to offer congregate meals (meals in a group setting providing both nutritious food and socialization), home-delivered meals, nutrition counseling and nutrition education to older Iowans.

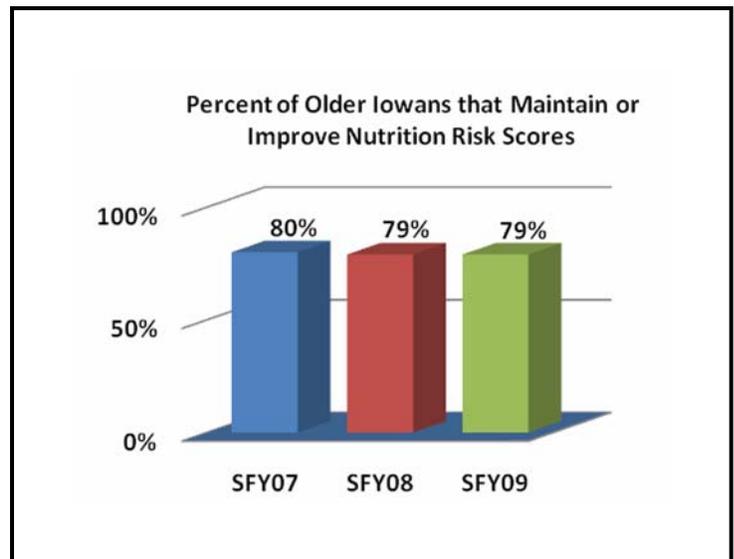
Why are we doing this: The program is intended to help maintain or improve the nutritional health of older Iowans, and in the case of the congregate meal program, their social well-being? Good nutrition and social well-being are proven to help slow many of the more serious age related health problems.

What we're doing to achieve results: Due to continued growing numbers of older Iowans, many with a different perspective on traditional meal programs, there is an ongoing need to explore cost efficiencies and creative ways to interest older Iowans who can benefit from these programs. With constrained Federal and local funding, the program has struggled to maintain the number of older Iowans served by the program. On November 6, 2008, IDA convened a Nutrition Summit with the area agencies on aging to develop action plans for enhancing the nutrition program. Progress on the plans continue.

RESULTS

Link to IDA Strategic Plan: The performance measure directly supports Strategic Goal 3, which is to empower older Iowans to stay active and healthy through Older Americans Act services including evidenced based disease prevention programs and health promotion services. Particularly, to improve the provision of and access to nutritious meals for older Iowans through the congregate and home-delivered meal programs while assisting AAAs to promote the health benefits of these programs.

Performance Measure: The percent of clients determined to be at high nutritional risk that receive congregate meals, home-delivered meals, and nutrition counseling and maintain or improve their nutrition risk scores.



Performance Goal/Target: 80% of clients maintain or improve their nutrition risk scores.

What was achieved: 79% of clients maintained or improved their nutrition risk scores in FY'09. Although the results fell just short of the 80% goal, the program held its own during a climate of rapidly rising food costs. The Iowa Aging Network was successfully able to continue high numbers of stable or improved nutrition risk scores 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 (\$4,577,089), and Title IIIC2 (\$2,135,874), Nutrition Services Incentive Program (\$1,975,180), General Fund (\$26,290), Senior Living Program (\$887,580), as well as related client contributions, local public funds, and Other (\$9,069,503). It should be noted that FY'08 NSIP funding was actually included in the OAA IIIC1 and OAA IIIC2 funding categories in the amounts of (\$929,460) and (\$1,093,452) respectively and not included with client contributions, local public funds, and Other (\$11,152,224).

AGENCY PERFORMANCE PLAN RESULTS – FY 2009

NAME OF AGENCY: IOWA DEPARTMENT ON AGING			
Agency Mission: Provide advocacy, educational, prevention and health promotion services for older lowans, their families and caregivers through partnerships with Area Agencies on Aging and other stakeholders.			
CORE FUNCTION: ADVOCACY			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the rate of elder lowans per 1000 who access one or more services.	150 per 1000	125 per 1000	<p>What Occurred: The rate per one thousand older lowans who accessed Iowa Aging Network services decreased and we therefore missed our goal by 16.7%.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</p>
Service, Product or Activity: INFORMATION, ASSISTANCE, AND 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.	200 per 1000	269 per 1000	<p>What Occurred: The rate per one thousand of older lowans and their caregivers who accessed one or more Aging Network services exceeded the goal by 34.5%.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</p>
Service, Product or Activity: STATE OFFICE OF SUBSTITUTE DECISION MAKER			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Full implementation of the State Office of Substitute Decision Maker and the establishment of a regional office.	Establish baseline	Goal not achieved	<p>What Occurred: The State Office of Substitute Decision Maker was eliminated by the Iowa legislature during the 2009 session.</p>
Service, Product or Activity: ELDER ABUSE INITIATIVE			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Increase the number of client referrals to EAI projects for intervention and assistance.	800	3280	<p>What Occurred: We exceeded the target goal by 310% in part because of additional appropriations totaling \$200,000, which allowed for the expansion of the project into nine counties.</p> <p>Data Source: Department on Aging - EAI data reports.</p>

Service, Product or Activity: LONG TERM CARE OMBUDSMAN			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Increase the percent of Long-Term Ombudsman Complaint Resolution Rate.	85%	67.4%	<p>What Occurred: The number of complaints resolved fell short of the goal by nearly 21%, in large part due to involuntary discharges from long-term care facilities and the increase in complaints from assisted living facilities.</p> <p>Data Source: National Ombudsman Reporting System – OmbudsManager.</p>
Service, Product or Activity: NATIONAL FAMILY CAREGIVERS SUPPORT PROGRAM			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the number of registered clients receiving assistance from the National Family Caregivers Support Program.	4760	2028	<p>What Occurred: The number of registered clients fell short of the goal by 57% primarily due to an inconsistency in the reporting methodology in the caregiver program, which has been corrected for FY2010.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</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%	90%	<p>What Occurred: The goal was exceeded by 50%.</p> <p>Data Source: U.S. Department of Labor - SCSEP Data system.</p>
CORE FUNCTION: HEALTH & SUPPORT SERVICES			
Service, Product or Activity: CASE MANAGEMENT PROGRAM FOR FRAIL ELDERLY (CMPFE)			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the average number of months a client's independent living status is maintained via CMPFE before being discharged due to institutionalization or death.	19 months	24 months	<p>What Occurred: The program exceeded the goal by 26%, which means on average frail older Iowans served by the program remained living in their homes and delayed nursing home care 5 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			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the rate per 1000 of 60+ lowans benefiting from one or more Home and Community Based Services compared to previous years. Analyze Unmet Needs and Needs Assessment data as an indicator of progress or lack thereof in the State meeting the needs of older lowans.	140 per 1000	124 per 1000	<p>What Occurred: We feel short of the goal by 11%.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</p>
Service, Product or Activity: NUTRITION PROGRAM			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the percent of clients that have improved or stable nutrition risk scores through home-delivered meals, congregate meals, and nutrition counseling services.	80%	79%	<p>What Occurred: The actual number of older lowans with improved nutrition risk scores served fell short of the goal by about 1%.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</p>
CORE FUNCTION: RESOURCE MANAGEMENT			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
Complete administrative rules for enhanced monitoring processes by June 30, 2009, and draft and guide a technical bill to be enacted during the 2009 Legislative Session.	\$31,782,647	\$32,482,077	Actual revenue received exceeded projections by 2%.

RESOURCE REALLOCATION

The Iowa Department on Aging had no resource reallocations for FY'09.

AGENCY CONTACT

Copies of the Iowa Department on Aging *Performance Report* are available on the IDA Web site at www.aging.iowa.gov

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