



Performance Results

State Fiscal Year 2012

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12.18.12 DRAFT

INTRODUCTION FROM DIRECTOR HARVEY

Reviewing and analyzing Fiscal Year 2012 performance planning and results help the Department improve decision making and accountability to the citizens of Iowa. We are pleased to present the SFY'2012 (July 1, 2011 - June 30, 2012) Performance Results Report (Report) for the Iowa Department on Aging (the Department). The Report contains information about the services the Department and its partners provided to older Iowans. The focus is on results and aligns with the requirements of Iowa's Accountable Government Act, which requires Iowa state government to adopt strategic planning, agency performance planning, performance measurement and reporting, and performance audits. The Report compares the Department's performance results to projected performance targets, describes challenges, and highlights major accomplishments.

Summary: Iowa's current 13 Area Agencies on Aging (AAAs) are responsible for tracking and reporting the services provided to Iowans 60+ funded by the Federal Older Americans Act through the Administration for Community Living/Administration on Aging (AoA) and funded in part by state general fund dollars. The data reported includes the number of older Iowans served and the number of service units provided. Over 538,000 units of home and community based services were provided to older Iowans representing approximately 37 different services.¹

In SFY 2012, the data collected for registered clients served indicated that 68% of Iowans 60+ were female, 32% were male and 55% lived alone. Sixty-two percent lived in rural areas. A more detailed look at the consumer profile reveals that 72% were 75 years of age or older while 28% were 85 years of age or older.²

The great majority of Iowans age 60 and older have a strong desire to live safely and independently in their own homes and communities. This is not surprising given the fact that 76% of Iowans age 65 and over were born in Iowa and, therefore, likely to feel a strong connection to their Iowa roots.³ In order to remain in the setting of their choice, however, older Iowans need information about and access to affordable long-term living and community supports that help them age in place. In SFY 2012 the Department, through the AAAs and their service providers (commonly called the Iowa Aging Network) provided 91,173 individual contacts to older Iowans regarding information and assistance, and served 62,318 clients for which registration was collected using the Iowa National Aging Program Information System (INAPIS) under the Federal Older Americans Act (OAA) and associated state funded services.⁴ Registered services include case management, chore, assisted transportation, home delivered and congregate meals, personal home health care and homemaker, respite, and adult day services.

A total of 9,461 clients were served by the Case Management Program for Frail Elders (CMPFE) in SFY'2012 resulting in 66,741 hours of assistance to older persons and their caregivers in the form of access to or care coordination. The program's greatest impact, however, is the fact that CMPFE clients were able to maintain their independent living status for 39 months before leaving the program.⁵ CMPFE, for the majority of clients, also provided access to the Department of Human Services Medicaid Elderly Waiver program. Older adults in the Waiver program had needs and financial situations which qualified them for facility based care under Medicaid.

During SFY'2012, the Department continued to expand initiatives to improve, analyze and utilize its significant data sources while moving in the direction of selecting performance measures based upon existing processes and reporting mechanisms. These efforts enabled AAAs to better report desired performance outcomes.

Key Challenges and Opportunities

- **Challenge:** HF 2023 required the Department to develop a plan for the reduction or modernization of Iowa's thirteen AAAs effective July 1, 2013.
- **Opportunity:** A challenge of this significance provides the Department with the opportunity to reprioritize and streamline staff, programs and services to appropriately complete the modernization process.

- **Opportunity:** Iowans are living longer and healthier lives. This will present opportunities in the areas of health and long-term living and community supports, housing, legal services, education, employment, and others.
- **Challenge:** Iowa will continue to be challenged to provide adequate financial resources and alternate business models that will address the need for systems change that increase access to long-term living and community supports.
- **Challenge:** Older Iowans need to rely upon a continuum of accessible and sustained programs. Of particular importance are programs that assist with adequate food, health care, shelter, transportation, legal services, and income to cover basic needs.⁶
- **Opportunity:** To address this challenge, the Department will continue to expand the depth and breadth of its Aging and Disability Resource Network to enhance access to information by older Iowans, their families and their caregivers.
- **Challenge:** Transportation is a fundamental key to developing truly livable communities and promoting general consumer health and well-being for older Iowans and Iowans with disabilities of all ages, and it is the #1 unmet need of older Iowans according to a survey by the Center for Social and Behavioral Research at the University of Northern Iowa conducted for the Department in 2008.⁷
- **Opportunity:** This presents a significant opportunity for the Department to work with the Iowa Department of Transportation, community partners and others to identify innovative and effective solutions to enhance transportation options for older adults through person-centered mobility management.

Older Iowans are an asset to our State as employees, volunteers, caregivers, mentors, and in the many other ways they contribute to the strength of our State. Annually, Social Security retirement benefits alone contribute in excess of \$5 billion to the Iowa economy. Because the majority older Iowans tend to stay put when they retire, they provide vital anchors to families and rural communities. They are home owners and through property taxes support schools and education, counties and municipalities. As the population ages, we must recognize older Iowans as a valuable resource while providing services and long-term living and community supports needed by older adults, their families and caregivers.

The Department finds great strength in its employees and the AAAs who collectively demonstrate a history of pulling together to get the job done for the Iowans they serve. Together, we strive to meet our Mission to develop a comprehensive, coordinated and cost-effective system of long-term living and community supports to provide older Iowans and their caregivers with the information, resources and support they deserve and need to lead productive, vital and dignified lives.

Sincerely,

Donna K. Harvey, Director
Iowa Department on Aging

VISION STATEMENT

Building the best place to live healthier, longer.

MISSION STATEMENT

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

CORE FUNCTIONS

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

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

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

AGENCY OVERVIEW

Agency Structure and Services: The Iowa Department on Aging is a department within the executive branch of Iowa state government, established by Iowa Code Chapter 231, and it is the designated State Unit on Aging (SUA) under the Federal Act. The Federal Act, administered by the U. S. Administration on Aging (AoA) under the governance of the U. S. Department of Health and Human Services, outlines specific requirements for states to establish planning and service Areas (PSAs) as well as AAAs to carry out the Federal Act requirements. The SUA is then required to ensure compliance with federal statute and regulations as well as any state or administrative code. Under both the Federal Act and the Elder 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 by 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 Federal Act in cooperation with AoA. Under federal law, the Department 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.

The Department works to ensure a comprehensive, coordinated and cost-effective system of long term living and community support services is provided to older Iowans, their caregivers, and with increasing frequency, persons living with disabilities. The Department has 7 citizen and 4 legislative Commissioners and for SFY'2012, had 35 authorized Full Time Employees (FTEs) of which most were filled for the fiscal year. Ten of the Department's thirty-five employees are charged with carrying out the duties of the Office of the Long Term Care Ombudsmen whose role is to ensure the rights of long term care facility and assisted living residents. All staff members were housed in the Des Moines, Iowa office located at the Jessie Parker Building, 510 East 12th Street, Suite 2, Des Moines, Iowa 50319.

Partners in achieving the Department's vision and mission include Commission members, AAAs, and a variety of other public and private sector organizations. 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. The Department also partners with Iowa Workforce Development and the Iowa Department of Transportation. These partnerships are the cornerstone for enhancing a comprehensive and coordinated delivery system for older persons 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. The Department exists to advocate for and respond to the needs of an aging society by planning, promoting and coordinating a continuum of accessible and affordable services and choices for older 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.

Population Served. 637,470 Iowans 60+ years of age lived in the state in 2012, which represents 20.8% of Iowa's total population of approximately 3,062,309.⁸ Iowans 65+ are one of the fastest growing populations in Iowa. In 2010, 14.9% of Iowans were 65 years of age or older. By 2020, the percent will grow to approximately 18% and by 2030, 22.4% of Iowa's total population is projected to be 65+ or older. According to Iowa's State Data Center in Des Moines, 20% of the residents in 88 of Iowa's 99 counties will be 65 years of age or older in 2030 as compared to just 30 counties in 2000.⁹

In SFY 2012, 62% of older Iowans served lived in rural areas, and 32% of all older Iowans served lived below the federal poverty income level.¹⁰ Target populations included older Iowans living in rural communities, low-income and minority individuals, and individuals with limited English proficiency. Adults with physical and developmental disabilities and adults with mental and behavioral health concerns were served by the Department and the aging network as were caregivers caring for individuals with Alzheimer's disease and dementia.

Services, Programs and Activities. The Department maintains statutory and contractual relationships with the network of thirteen AAAs, which provide services to older Iowans in 16 PSAs within the state. Each AAA has at least one full-service office. Together with the local AAAs and their service providers, 37 different services were provided to support individuals in their homes and communities. The types of services, programs and activities included:

- Advocacy on behalf of older Iowans;
- Education, training and public awareness regarding older adult issues including enhanced access to public benefits;
- Home and Community Based Services and Case Management;
- 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, seven days a week. The web sites are found at: www.aging.iowa.gov and www.lifelonglinks.org.

Key Result: Services/Products/Activities

Name: Elder Abuse Initiative (EAI)

Program Note: The Elder Abuse Initiative (EAI) ended on June 30, 2011. However, EAI was an integral part of IDA's SFY 2010-2013 Strategic Plan. The education provided by the program, and the interventions that took place because of the program greatly benefited older Iowans and reduced the incidence of elder abuse during this period. The Department felt it essential that the program retain its importance in the SFY 2012 Performance Results Report.

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.

Why we are 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. EAI also provides programmatic and financial support to local projects that build 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 Iowans and prevent their abuse, neglect, and exploitation.

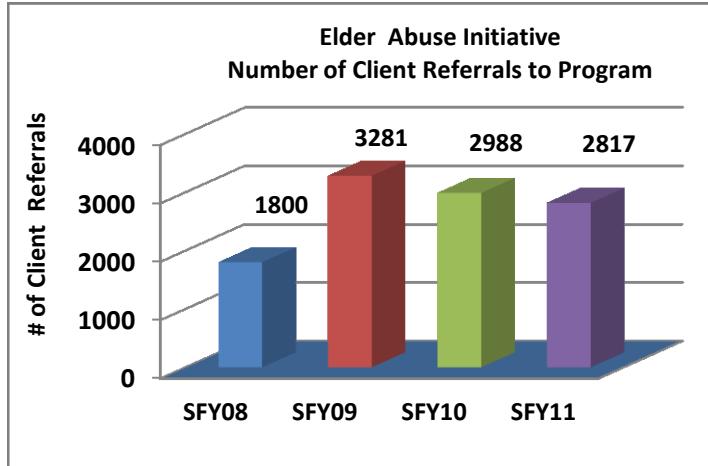
Performance Measure: The number of client referrals to EAI projects for intervention and assistance.

Performance Goal: 3,000 Client Referrals

What was achieved: The SFY'11 target for the measure was 3,000 client referrals. 2,817 client referrals were documented for SFY'11. As the program matures and grows, the referrals are increasingly more complex which requires intense intervention assistance.

Data Sources: Department on Aging EAI data reports.

Resources: Funding for this service is a combination of Federal Older Americans Act funds (\$43,002), General funds (\$18,519) and Other (\$4,164) totaling \$65,685.



Key Result: Services/Products/Activities

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

Description: The Office of the State Long-Term Care Ombudsman performs a vital resident defense and empowerment role. The program operates as a separate unit of the Iowa Department on Aging, and is responsible for 853 facilities across the state. In SFY 2012, the program addressed 2,298 complaints and worked to resolve 1,127 cases. The eight local long-term care ombudsmen provide services for more than 53,520 Iowans living in long-term care facilities including nursing homes, residential care facilities, elder group homes and assisted living facilities. Each ombudsman serves an average of 12 counties, 105 facilities and 6,690 older Iowans.

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

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

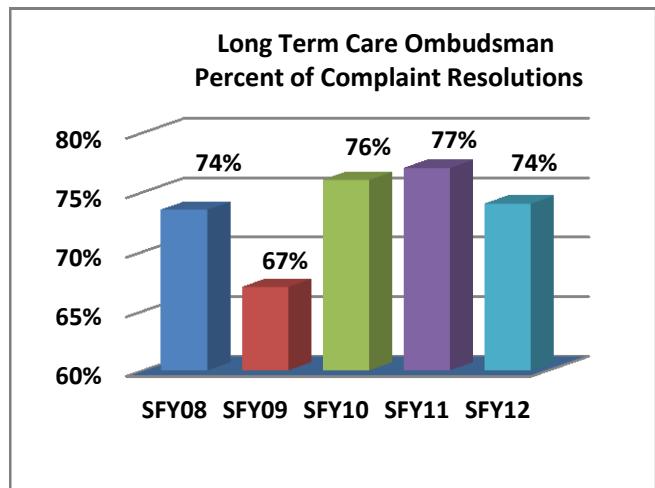
RESULTS

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 complaints resolved in the Long-Term Care Ombudsman Program.

Performance Goal: 70% complaint resolution.

What was achieved: *74% of complaints received in SFY'12 were resolved.* Cases that were difficult, if not impossible to resolve, continue to 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. An increasing number of older Iowans utilize home and community based services yet the services offered by the Ombudsman Program 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 funds (\$375,143), General funds (\$478,193), and Other (\$11,300) totaling \$864,637.

Key Result: Services/Products/Activities

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

Description: Since the inception of the Title XIX HCBS Elderly Waiver in Iowa two decades ago, the Case Management Program for Frail Elders (CMPFE) has served as a gateway to both the Medicaid Elderly Waiver for low income frail older adults and other frail older Iowans who need and want a coordinated plan of services which allows them to remain in their homes and avoid premature or unnecessary institutional care settings. The service of Case Management was added to the menu of services covered by the Title XIX HCBS Elderly Waiver as of July 1, 2007 and limited dollars are available for the service of non-Medicaid case management through Older Americans Act Title IIIB and IIIE funding and state general fund appropriations.

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 coordinates individualized services that help older Iowans stay safely in their homes. Case managers assess both health and social needs of the individual during an in-home visit, develop a personalized plan of care, set up the desired services, and provide ongoing monitoring of the individual's plan. Typically, case management services and the array of long-term living and community supports that are coordinated can be provided at approximately one fourth of the cost to the taxpayer when compared to facility based care.

What we're doing to achieve results: The Area Agency on Aging (AAA) case managers or their subcontractors provide ongoing monitoring of the needs of the consumer as well as conduct consumer satisfaction surveys at least annually. AAAs also submit data reports in the INAPIS system, which enables the Department to capture CMPFE activities.

RESULTS

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

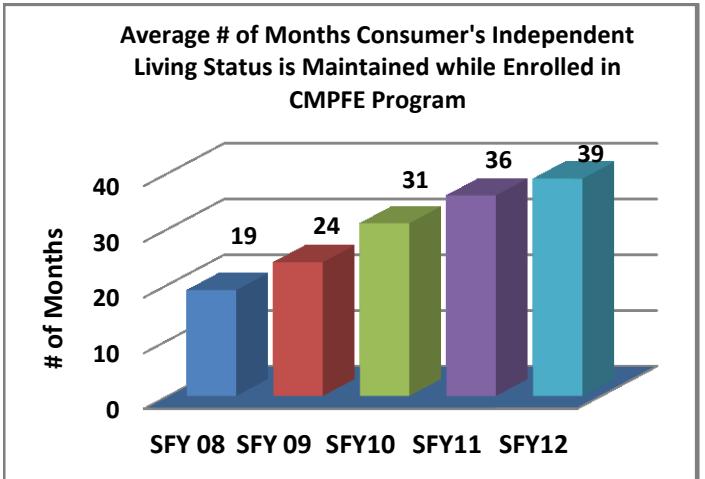
Performance Measure: The average number of months a client's independent living status is maintained while in the program before being discharged from the program due to institutionalization or death.

Performance Goal: 39 months.

What was achieved: *The average number of months CMPFE clients were maintained in an independent living status was 39 months, exceeding the goal of 30 months. During SFY'12, the CMPFE program served a total of 9,461 older Iowans.*

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

Resources: Funding for this program is a combination of Federal Older Americans Act funds (\$84,840), Senior Living Trust Funds (\$519,873), General Funds (\$1,775,948), and Other (\$88,430) totaling \$1,949,218.



Key Result: Services/Products/Activities

Name: National Family Caregiver Support Program

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

Why we are doing this: The program supports the array of long-term living and community supports that are instrumental in helping older Iowans remain in their homes. The program is primarily funded by the Federal Older Americans Act, and assists persons 18+ years of age who care for a frail older adult. A small portion of the program allows for services for older relatives supporting dependent minors or persons living with a disability.

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

RESULTS

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

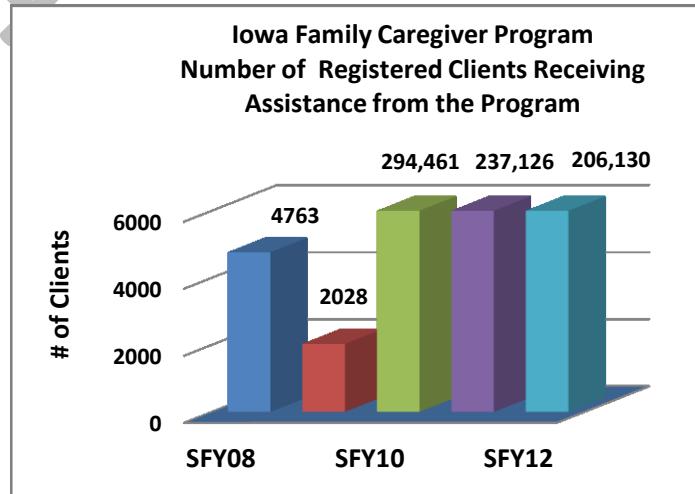
Performance Measure: The number of client contacts and the number of registered clients receiving assistance from the National Family Caregiver Support program.

Performance Goal: 100,000 clients.

What was achieved: The Caregiver program substantially exceeded the SFY'12 goal by reaching 206,130 clients. The reporting methodology for the Caregiver program was revised in SFY'09 and SFY'10, which allowed for greater accuracy in reporting the number of older Iowans served by the program.

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

Resources: Funding for this program is a combination of Federal Older Americans Act Title IIIIE funds (\$1,424,378), General Funds (\$241,974), and Other (\$645,931) totaling \$2,312,283.



Key Result: Services/Products/Activities

Name: Aging Network Nutrition Program

Description: The Iowa Department on Aging provides Federal Older Americans Act and State 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. In SFY2012, INAPIS reported that 2.9 million congregate and home delivered meals were served through the Nutrition Program.

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

What we're doing to achieve results: Due to the continued growing number of older Iowans, there is an ongoing need to explore cost efficiencies and creative ways to serve older Iowans who can benefit from these programs. With diminishing Federal, State, and local funding, the program has struggled to maintain the number of older Iowans served by the program. The Iowa Department on Aging provides technical assistance for enhancing the nutrition program to the Area Agencies on Aging.

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 evidence-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, and nutrition counseling and education while assisting AAAs to promote the health benefits of these programs.

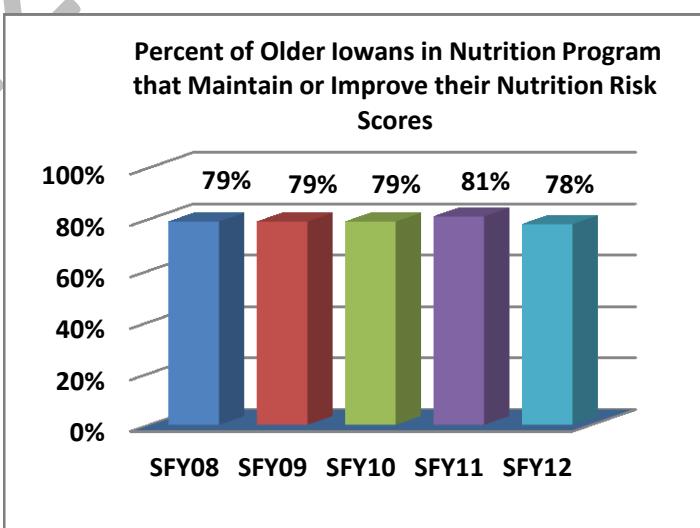
Performance Measure: The percent of clients considered to be at high nutritional risk that are able to maintain or improve their nutrition risk scores while enrolled in the nutrition program and receiving congregate meals, home-delivered meals, nutrition counseling, and nutrition education.

Performance Goal: 78% of clients maintain or improve their nutrition risk scores.

What was achieved: *The Nutrition Program successfully met the goal of 78%.* This is particularly noteworthy because Iowa's high nutrition risk meal participants are more likely to have 5+ impairments in Activities of Daily Living (ADLs). Three impairments can qualify the participant for nursing home care. Even though the average age of the participant was 75, and therefore the participant possibly more frail, 82%-97% of this group decreased or maintained ADL impairments making them better able to remain in the community.

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

Resources: Funding for this program is a combination of Federal Older Americans Act Title IIIC(1) (\$4,299,799) and IIIC(2) (\$2,462,661), NSIP (\$2,056,088), General Funds (\$1,520,412) and Other (\$7,606,844) totaling \$17,945,804.



AGENCY PERFORMANCE PLAN RESULTS – FISCAL YEAR 2012

NAME OF AGENCY: IOWA DEPARTMENT ON AGING			
Agency Mission: Develop a comprehensive, coordinated and cost-effective system of long-term living and community supports.			
CORE FUNCTION: ADVOCACY			
Service, Product or Activity: Access to Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the rate per 1000 of Iowans 60+ who access one or more services.	115 per 1000	99 per 1000	<p>What Occurred: As older Iowans age, they shift to the Medicaid Waiver program for funding of these services. Though they continue to access the service(s) through IDA's aging network, the aging network does not collect and report client service units and/or expenditure data to IDA for services provided and funded through the Medicaid Waiver program.</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 per 1000 of Iowans 60+ and their caregivers reported to have received service through Information and Assistance, Outreach, Advocacy, or Training & Education programs.	150 per 1000	177 per 1000	<p>What Occurred: Information about services available to caregivers was targeted as a need and greater emphasis was given to the education of caregivers by the aging network resulting in a greater number of caregivers accessing services.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</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.	2500	Unavailable	<p>What Occurred: In June, 2011, funding cuts eliminated the program and thus no data was available for SFY 2012.</p>

Service, Product or Activity: LONG TERM CARE OMBUDSMAN			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Increase the percent of complaints resolved in the Long-Term Ombudsman Program.			
	70%	73.5%	<p>What Occurred: Diligent work by and increased education of the ombudsman in the field helped increase the success rate of the program.</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
Number of registered clients receiving assistance from the National Family Caregiver Support Program.	100,000	206,130	<p>What Occurred: The number of registered clients receiving assistance from the program increased dramatically due to a revised data collection methodology.</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 remain employed in the 3 rd quarter of the year after exiting the SCSEP SIP program.	51%	83.3%	<p>What Occurred: The goal was exceeded primarily because of the excellent work done by program partners in the field to place more older workers in positions. This is particularly noteworthy given the current economic environment.</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 ELDERS (CMPFE)			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the average number of months a client's independent living status is maintained while enrolled in CMPFE .	30 months	39 months	What Occurred: Registration accountability was targeted as an area for improvement and the education provided to partners that followed regarding the process increased accuracy.

Service, Product or Activity: HOME & COMMUNITY BASED SERVICES			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the rate per 1000 of Iowans 60+ benefiting from one or more long-term living and community supports compared to previous years.			
	100 per 1000	90 per 1000	<p>What Occurred: As older Iowans age, they shift to the Medicaid Waiver program for funding of these services. Though they continue to access the service(s) through IDA's aging network, the aging network does not collect and report client service units and/or expenditure data to IDA for services provided and funded through the Medicaid Waiver program.</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
The percent of older Iowans 60+ determined to be at high nutritional risk that receive home delivered meals, congregate meals, nutrition counseling, and/or nutrition education maintain or improve their nutrition risk scores.	78%	78%	<p>What Occurred: The goal was achieved. It is particularly noteworthy that participants maintained or improved their nutrition risk given the high number (5) of ADL impairments per participant.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</p>
CORE FUNCTION: RESOURCE MANAGEMENT			
Service, Product or Activity: ANNUAL MANAGEMENT			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
Revenues available through IDA programs and State aging services.	\$30,072,650	\$28,610,028.5	Revenue was less than projected for the fiscal year.

RESOURCE REALLOCATION

In SFY'2012, the Iowa Department on Aging did not reallocate any resources.

CITATIONS

¹INAPIS (Iowa National Aging Program Information System), *State Fiscal Year 2012 Activity Report* (Des Moines, IA, 2012), 2. <http://www.aging.iowa.gov>

²Ibid., 2.

³State Data Center of Iowa. (May 2012). *Fact Sheet: Older Iowans: 2012*, U.S. Census Bureau, Decennial Census 2010, and American Community Survey, 2010, 2. census@lib.state.ia.us

⁴INAPIS, 4.

⁵Ibid.

⁶Iowa Alliance for Retired Americans and Wider Opportunities for Women. (2011). *Policy Brief: Elders Living on the Edge: When Basic Needs Exceed Income in Iowa* (2011).

⁷Lutz, G.M., & Gonnerman, M.E., Jr. (2008). *Service Needs of Older Iowans: A 2008 Survey of Older Iowans in 16 Planning Service Areas*. Cedar Falls, IA: University of Northern Iowa, Center for Social and Behavioral Research.

⁸INAPIS, 69.

⁹State Data Center of Iowa, 1.

¹⁰INAPIS, 2.

AGENCY CONTACT

Copies of the Iowa Department on Aging *Performance Results Report* are available on the IDA Web site at www.aging.iowa.gov or email Sue Olson at the Department on Aging: susan.olson2@iowa.gov

**Iowa Department on Aging
510 East 12th Street, Suite 2
Des Moines, IA 50319**

**Telephone: 515-725-3333
TTY Accessible Telephone Number: (800) 532-3212
WATS: 1-800-532-3212**