

IOWA DEPARTMENT of ELDER AFFAIRS

PERFORMANCE REPORT

Performance Results Achieved for
Fiscal Year 2007

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INTRODUCTION

Reviewing and analyzing performance planning and results helps our department improve our decision making and accountability to the citizens of Iowa. We are pleased to present the Fiscal Year 2007 (July 1, 2006 - June 30, 2007) performance report for the Iowa Department of Elder Affairs (IDEA). The report contains information about the services our department and partners provided to older Iowans during FY'07, in relationship to requirements of Iowa's Accountable Government Act. The report includes our major accomplishments as well as a review of how our results compared to our projections.

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 82,664 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 \$365 per client, or an average of one dollar per day.**

Additionally, there are many other services that don't require client registration, where our network serves thousands of additional older Iowans. **153,700 older Iowans** (age 60+) and

their caregivers who needed **one or more of the services** we offer.

Our data also documents that **15,705**, low and moderate income older Iowans also **received services under the Senior Living Program.** This funding source is available only to older Iowans meeting specific income restrictions and is considered to be "funding of last resort". As with the Older Americans Act funding, most of the services provided under this program assist older Iowans in 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 \$517.**

A total of **10,521 clients were served by the Case Management Program for the Frail Elderly (CMPFE).** Iowa's Aging Network provides CMPFE, which provided access to the Department of Human Services Medicaid Elderly Waiver for **over 9,000 older Iowans, who were low-income.** These elders had needs and financial situations which qualified them for nursing home care under Medicaid, but by CMPFE arranging and managing an array of services, allowed them to continue living in their own homes or apartments.

During FY'07 our network continued to improve desired outcomes. During recent years and analysis for these reports, we continued in the direction of selecting measures based upon existing processes and reporting mechanisms, rather than attempting to create new data sources and processes. This is particularly important during times of tight budgets and diminished staff resources.

The department improved on the approach of using readily available and reliable data sources and which we have some control over, resulting in more of our goals and outcomes being met.

Key strategic challenges the department is continuing to address are:

- A lack of understanding that the federal Older Americans Act requires the department to advocate on behalf of older lowans regarding public policy, state laws and rules which impact them.
- Inadequate resources to address all critical service and system needs of older lowans with continued increases in unmet needs for older lowans
- Iowa's continued rapid growth of aging population and the need to plan for the related impact across various segments and parts of our society

- Changing expectations of older lowans, their families and communities
- A political and systemic bias which provides far greater taxpayer support to providers of institutional (nursing homes, etc.) over lower cost home and community based services, which are in fact preferred by most elder lowans.

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

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

Under both the Older American's Act and the Elder Iowans Act, the department has the responsibility to serve as an effective and visible advocate for older individuals. This is to be accomplished by reviewing and commenting upon 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 charged with the responsible for the planning, policy development, administration, coordination, priority setting, and evaluation of all state activities related to the objectives of these Acts along with administering dozens of other associated activities.

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

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

IDEA's Core Functions:

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

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

Resource Management - Monitor and evaluate programs and activities provided or supported through Department resources by developing, maintaining and enhancing reporting systems that provide accurate and reliable data necessary for planning, policy development, and grant writing; all with the goal of meeting the Department's Mission, maximizing benefits to our clients and other customers.

IDEA is a department within the executive branch of Iowa state government, as established by Iowa Code Chapter 231. The Department of Elder Affairs has 7 citizen and 4 legislative Commissioners and for FY'07, had 33.5 authorized FTEs (Full Time Employees) of which all were

filled for most of the fiscal year. All IDEA staff members (except 5 Ombudsman FTE late in the fiscal year) were housed in our Des Moines, Iowa office located at the Jessie Parker Building at 510 East 12th Street, Suite 2, Des Moines, Iowa 50319.

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

Services, Programs and Activities

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

- Advocacy on behalf of older Iowans, including mature worker services;
- Education, training and public awareness regarding elder issues, including enhanced access to public benefits;
- Case Management and an array of Home and Community Based Services;
- Nutrition programs and services
- 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 a comprehensive web site, the department also provides customer access to information, 24 hours a day, seven days a week. The IDEA Web site is found at:

www.state.ia.us/elderaffairs.

KEY RESULT

SERVICE/ PRODUCT/ ACTIVITY

Name: Advocacy, Information and Outreach

Description: Under both the federal Older Americans Act and the Elder lowans Act the Iowa Department of Elder Affairs is charged with serving as an advocate for Older Persons, ensuring system exist to provide information and assistance to older lowans and their families regarding programs , services and resources to address their desire for continued independent living in their own homes and as well as needed nursing home or other facility based care, and helping identify those in need of supportive services.

Why we are doing this: This program area is intended to help policy makers at various levels of government and the private sector be aware of and responsive to the special considerations and needs of older persons, as well as to implement and support systems which help identify older lowans needing support services and providing information and assistance to those who do.

What we're doing to achieve results: Despite tight federal and local funding, and increasing demands in most service areas, our network continues to try to enhance these service areas through the use of websites to further and more cost effectively make program and service information more widely available. This program area was able to achieve 205 against our target rate of 200 per 1000 older lowans served. With growing numbers of older persons, cost efficiencies and creative ways to interest older persons who can benefit from these programs need to be continually explored.

Results

Performance Measure:

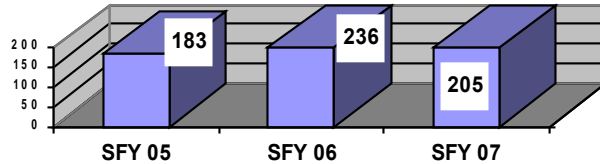
Maintain the rate of Elder lowans (and caregivers) per 1000 reported to have received service through Information and Assistance, Outreach, Advocacy, or Training & Education programs.

Performance Goal/Target:

200/1000

	Participants
SFY 05	109567
SFY 06	130487
SFY 07	104953

Advocacy, Information, Assistance, Outreach and Training and Education Service Clients
Rate Per 1000 60+



What was achieved: The rate per 1,000 improved to a rate of 205 older lowans out of every 1,000 lowans age 60 or older. **Data Sources:** Iowa – National Aging Program Information System **Resources:** Funding for these services is primarily federal Older Americans Act [title\(title](#) (\$1,389,022), General Fund (\$40,191), Senior Living Trust (\$105,705) and Other (\$639,675) as well as related client contributions, conference fees, local public funds and others.

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 had an increase in complaints during Fiscal Year 2007. While the actual number of cases declined slightly (a case may have multiple complaints). We are pleased that we attained a complaint resolution rate of 85%, exceeding our target.

	Participants
SFY 04	67764
SFY 05	86964
SFY 06	90,496
SFY 07	66627

