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2	Iowa Department of Elder Affairs		FY'08 IDEA Performance Data			
3	Mission: The mission of the Iowa Department of Elder Affairs is to provide advocacy, educational and prevention services to elder lowans so they can find Iowa a healthy, safe, productive and enjoyable place to live and work.					
4	Definition	Core Function or SPA/sub-SPA Name	Org #	Performance Measure (Outcome)	Performance Targets	Strategic Plan Link or Strategies/Recommended Actions
5	Enhance information availability on department and area agency websites, frequency of Information Bulletins, training and information sessions, which results in increasing the number of identified older lowans who need and receive assistance.	CF: Advocacy		Maintain the rate of elder lowans per 1000 who access one or more services.	195/1000	Strategic Goal: The DEA will increase the percent of eligible lowans who receive Long Term Care services in their own homes and congregate settings within the community. Strategy #1: The DEA will work to maintain and expand the availability of Home and Community Based Services and ongoing case management services for frail elders, their families and caregivers.
6	Educate, train, inform, empower, and intervene for older persons and their caregivers to ensure access and accommodation to needed public and private programs, services, resources and social and public policy changes.	Advocacy, Information and Outreach	5190 Gov Conference 5192 OIL 5195 ORT 5197 Resource Center 5293 Mandatory Reporter 5294 Eld Rights Conf 5286 Substitute Dec. Maker	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.	236/1000	Strategic Goal: The DEA will increase the percent of eligible lowans who receive Long Term Care services in their own homes and congregate settings within the community. Strategy #1: The DEA will work to maintain and expand the availability of Home and Community Based Services and ongoing case management services for frail elders, their families and caregivers.
7	Enhance Iowa's adult abuse system for vulnerable adults through inter-organizational attention to the problems and related interventions.	Elder Abuse Prevention	5285 Abuse Awareness	Compare the ratio of Confirmed Abuse Cases in Initiative counties compared to Non-initiative Counties	24:19	Strategic Goal: IDEA will give priority to improving access to quality information and service options, which encourage informed consumer choices in long term care.
8			5285 Abuse Awareness	Compare the number of referrals to EAI projects compared to FY'03 baseline	800	Strategic Goal: IDEA will give priority to improving access to quality information and service options, which encourage informed consumer choices in long term care.
9	Provide information, training, advocacy and mediation services for nursing home residents so they are healthy and safe	Ombudsman Activities	3585 Ombudsman	Percent increase in the LTC Ombudsman Complaint Resolution Rate	85%	Strategic Goal: The DEA will give priority to initiatives that improve the quality of care to Iowa's elders. Strategy #1: The DEA will collaborate with The Iowa Caregivers Association, the long-term care industry providers and other groups to decrease direct care worker turnover rates and increase the supply and quality of direct care workers. Strategy #2: The DEA will begin a "person directed care" initiative with Iowa nursing homes.
10	Provide quality monitoring services for residents of nursing homes so they have a pleasant, safe and healthy stay.	Resident Advocate Committee Programs	3540 RAC	Number of facilities which resolve 60% or more of RAC identified resident issues	202	Strategic Goal: IDEA will give priority to improving access to quality information and service options, which encourage informed consumer choices in long term care. Strategy: IDEA will give priority to the development of programs in collaboration with affected stakeholders to educate lowans' about available options and benefits of both home and community based and institutionalized long term care services.
11	Identify, monitor and assist contractors who can effectively deliver training & placement services to older lowans so they be successfully employed	Employment - Senior Internship Activities	1125 AAA State SIP 1170 AAA DOL SIP	Percent of participants who receive employment in private business that lasts at least six months.	60%	Strategic Goal: The DEA will work to maintain and expand opportunities for employment, healthy lifestyles, volunteerism, active involvement in their communities and socialization. Strategy #2: Re-vitalize and expand the Mature Worker Consortium, Older Worker Council and Senior Internship Program

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13	Iowa Department of Elder Affairs		FY'08 IDEA Performance Data			
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15	Definition	Core Function or SPA/sub-SPA Name	Org #	Performance Measure (Outcome)	Performance Targets	Strategic Plan Link or Strategies/Recommended Actions
16	Increase older Iowans access to home and community based services versus older Iowans needing nursing facility care, which will reduce average State expenditure per older person receiving services	CF: Health		Increase by 2% the ratio of Expenditures for Medicaid HCBS compared to those for Medicaid Institutional for persons 65+	"1:9" \$1 spent HCBS to each \$9 spent institutional	Strategic Goal: The DEA will increase the percent of eligible Iowans who receive Long Term Care services in their own homes and congregate settings within the community. Strategy #1: The DEA will work to maintain and expand the availability of Home and Community Based Services and ongoing case management services for frail elders, their families and caregivers.
17	Deliver case management services to Iowans that delay or avoid admission in nursing homes.	Case Management	3110 AAA Case Mgt 3180 AAA HCBS Elderly Waiver 3209 SLP Case Mgt.	Maintain or improve the ratio of Iowans 65+ on Medicaid in Case Management Program for the Frail Elderly (CMPFE) compared to the rate per 1000 Iowans 65+ on Medicaid in Skilled and Intermediate Care Facilities	"23:44"	Strategic Goal: IDEA will give priority to improving access to quality Information and service options, which encourage informed consumer choices in long term care. Strategic Goal: The DEA will increase the percent of eligible Iowans who receive Long Term Care services in their own homes and congregate settings within the community. Strategy #1: The DEA will work to maintain and expand the availability of Home and Community Based Services and ongoing case management services for frail elders, their
18			3110 AAA Case Mgt 3180 AAA HCBS Elderly Waiver 3209 SLP Case Mgt.	For clients being discharged due to institutionalization or death, measure the length of time a client is in CMPFE, thereby extending independent living status	FY'07 Baseline = 13.5 months FY'08 Goal = 14 months	Strategic Goal: IDEA will give priority to improving access to quality Information and service options, which encourage informed consumer choices in long term care. Strategic Goal: The DEA will increase the percent of eligible Iowans who receive Long Term Care services in their own homes and congregate settings within the community. Strategy #1: The DEA will work to maintain and expand the availability of Home and Community Based Services and ongoing case management services for frail elders, their
19	Maintain or increase older Iowans access to home and community based services versus older Iowans needing nursing facility care, which will reduce average State expenditure per older person receiving services	Home & Community Based Services	3205 AAA Elderly Srvc. 3207 AAA Senior Living 3208 AAA Senior Living Supp 3245 AAA Supportive Srvc	Maintain the rate per 1000 of 60+ Iowans benefiting from one or more Home and Community Bases Service compared to previous years	170/1000	Strategic Goal: IDEA will give priority to improving access to quality Information and service options, which encourage informed consumer choices in long term care. Strategic Goal: The DEA will increase the percent of eligible Iowans who receive Long Term Care services in their own homes and congregate settings within the community. Strategy #1: The DEA will work to maintain and expand the availability of Home and Community Based Services and ongoing case management services for frail elders, their
20		Senior Living Trust - Senior Living Program	3207 AAA Senior Living 3208 AAA Senior Living Supp 3245 AAA Supportive Srvc	# of Older Iowans assisted through the senior living trust to continue living in their own homes.	139,000	Strategic Goal: IDEA will give priority to improving access to quality Information and service options, which encourage informed consumer choices in long term care. Strategic Goal: The DEA will increase the percent of eligible Iowans who receive Long Term Care services in their own homes and congregate settings within the community. Strategy #1: The DEA will work to maintain and expand the availability of Home and Community Based Services and ongoing case management services for frail elders, their

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21	Work for the development of efforts that maintain &/or enhance: a) health related services including Congregate and Home Delivered Meals, Nutrition Education & Counseling; and preventative health and health education activities	Healthy Aging	3450 AAA Cong Meals 3455 AAA HD Meals 3475 AAA NSIP	Rate of 60+ persons per 1000 receiving congregate meals, home delivered meals or nutrition counseling through the Iowa Aging Network	155/1000	Strategic Goal: IDEA will give priority to improving access to quality information and service options, which encourage informed consumer choices in long term care. Strategy: IDEA will give priority to the development of programs in collaboration with affected stakeholders to educate lowans' about available options and benefits of both home and community based and institutionalized long term care services.
22			3455 AAA HD Meals 3475 AAA NSIP	Percent of High Nutrition Risk home delivered meals clients who maintained or improved risk scores.	80%	Strategic Goal: The DEA will work to maintain and expand opportunities for employment, healthy lifestyles, volunteerism, active involvement in their communities and socialization. Strategy #1: The DEA will work to maintain and expand the programs and participation in congregate and home delivered meals.
23			3450 AAA Cong Meals 3455 AAA HD Meals 3475 AAA NSIP	Percent of High Nutrition Risk home delivered, Congregate meals and nutrition counseling clients who maintained or improved risk scores.	80%	Strategic Goal: The DEA will work to maintain and expand opportunities for employment, healthy lifestyles, volunteerism, active involvement in their communities and socialization. Strategy #1: The DEA will work to maintain and expand the programs and participation in congregate and home delivered meals.
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27	Provide support, guidance and assistance to caregivers of older, frail individuals or elderly caregivers of children (such as grandparents raising grandchildren).	Caregiver Support Program:	3263 AAA Caregiver	Maintain the number of registered clients receiving assistance from the National Family Caregivers Support Program in Iowa	2000	Strategic Goal: The DEA will work to maintain and increase the education, training and support services for family caregivers, to enable family systems to provide long term care more effectively and with less risk to their own health and welfare. Strategy: The DEA will distribute and monitor the Title III-E and other available resources to the AAAs for caregiver support and other groups
28	Preventative health programs and medication management services	Preventative Health	3265 AAA Preventative Health 3266 AAA Prevent Health MM	Rate/1000of 60+persons receiving preventative health services	15/1000	Strategic Goal: IDEA will give priority to improving access to quality information and service options, which encourage informed consumer choices in long term care. Strategy: IDEA will give priority to the development of programs in collaboration with affected stakeholders to educate lowans' about available options and benefits of both home and community based and institutionalized long term care services.
29	Monitor programs, contracts, grants and resources to maximize the benefits to our customers – clients, citizens, aging network, policy makers, Admin. On Aging and others. Develop and maintain the necessary fiscal, accounting & performance reporting processes to facilitate timely, consistent, predictable &	CF: Resource Management		Maintain or increase revenues available through the department for Aging programs and services to Iowa's elderly	\$30,100,000	Strategic Goal: IDEA will give priority to improving reporting structures by making them more effective and efficient. IDEA will also give priority to directing additional resources to the analysis of collected data with the goal of improving services and maximizing the benefits of the services provided. Recommendations for changes in public policy will also be a direct benefit of increased data analysis.
30	Conduct grant writing; actively pursuing and participating in system change grants and efforts to improve client services, access, efficiency, effectiveness and quality.	Resource Management	1185 Employment, 3181 Nat'l Gov. Assc., 3185 Cs. Mgt., 3220 AAA Admin, 3285 Support Src., 3292 Perf. Outcomes, 3294 Alz., 3385 Housing Alternatives, 3485 Healthy Aging	Grant writing efforts will represent 2% or more of the annual Fiscal Year Revenue	\$620,000	Strategic Goal: IDEA will give priority to improving reporting structures by making them more effective and efficient. IDEA will also give priority to directing additional resources to the analysis of collected data with the goal of improving services and maximizing the benefits of the services provided. Recommendations for changes in public policy will also be a direct benefit of increased data analysis.
31	AAA Pass throughs	SLP Pass Thru CF	J450 SLP Pass Thru	Percent of dollars transferred through reconciliation or pass-through	100%	Strategic Goal: IDEA will give priority to improving reporting structures by making them more effective and efficient. IDEA will also give priority to directing additional resources to the analysis of collected data with the goal of improving services and maximizing the benefits of the services provided. Recommendations for changes in public policy will also be a direct benefit of increased data analysis.