

# Performance Results

# State Fiscal Year

# 2022

Prepared by the  
Iowa Department on Aging

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## Executive Summary

Reviewing fiscal year 2022 performance results helps the Iowa Department on Aging (IDA) improve decision-making and accountability to the citizens of Iowa. We are pleased to present IDA's State Fiscal Year (SFY) 2022 (July 1, 2021 - June 30, 2022) Performance Results Report. The report contains information about the services IDA 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 highlights major accomplishments, provides an overview of consumers served, compares IDA's performance results to projected performance targets, and describes challenges.

## Key Accomplishments

In SFY 2022, IDA completed effective and consistent statewide service delivery in the following areas.

- Expansion of care transition services (Iowa Return to Community - IRTC Program) increased access to home & community-based services for older Iowans returning home from a hospital or skilled nursing facility stay.
- Expansion to statewide implementation of Iowa Café Initiative reached new consumers with nutrition services and addressed social isolation.
- Implementation of National Resource Center on Nutrition and Aging. The success of the Iowa Café Initiative resulted in a cooperative agreement with the federal Administration on Community Living (ACL) to manage the National Resource Center on Nutrition and Aging (NRCNA). The NRCNA supports the ACL's Innovation in Nutrition grantees, Older Americans Act stakeholder organizations, and Senior Nutrition Programs across the nation.
- Distribution of ARPA funds expanded access to HCBS services that help maintain older adult's health and independence as they age in place.
- Area Agencies on Aging continue to expand outreach efforts to serve diverse populations and ensure OAA services are provided equitably across all communities.

Linda Miller, Director - Iowa Department on Aging

## Mission Statement

Plan for current and future needs of individuals as they age.

## Vision Statement

This includes policy development and coordination to access integrated, high quality programs and services that support health, independence, and resiliency.

## 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 and Support Services

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.

### 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.

## 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 for Community Living (ACL) 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 Area Agencies on Aging (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, IDA has the responsibility to serve as an effective and visible advocate for older individuals, their caregivers, veterans and adults living with

disabilities. This charge is accomplished by reviewing and commenting upon state plans, area plans, budgets, and policies that affect older individuals, and by providing technical assistance to any agency, organization, association, or individual representing the needs of older individuals. IDA develops, submits and administers a State Plan on Aging under the Federal Act in cooperation with ACL. Under federal law, IDA 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.

IDA works to ensure that a comprehensive, coordinated and cost-effective system of long-term living and community support services is provided to consumers; older Iowans, veterans, adults living with disabilities and caregivers of those populations. IDA had seven citizens and four legislative Commissioners for SFY 2022 and 33 full time employees (FTEs). Sixteen employees are charged with carrying out the duties of the Office of the State Long-Term Care Ombudsman (OSLTCO) whose role is to ensure the rights of long-term care facility and assisted living program residents and tenants. Six Local Long-Term Care Ombudsmen were housed in counties in their districts; all remaining staff members were housed in the Des Moines, Iowa office located at the Jessie Parker Building, 510 East 12<sup>th</sup> Street, Suite 2, Des Moines, Iowa 50319.

Partners who assist in achieving IDA's vision and mission include Iowa Commission on Aging, Area Agencies on Aging (AAAs), and a variety of other public and private sector organizations. IDA collaborates extensively with Health and Human Services, Inspections and Appeals and other state agencies on many long-term care policies and program issues. IDA also partners with Iowa Vocational Rehabilitation Services, Iowa Workforce Development and the Iowa Department of Transportation. These partnerships are the cornerstone for enhancing a comprehensive and coordinated delivery system for consumers. 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.

IDA 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. IDA provides leadership to both empower and enhance the lives of the populations we serve through choices, services, protection and respect. As Iowa's aging population continues to increase and experience generational change, IDA must be cognizant, informative and agile to prepare for the effects on families and communities.

## Population Served

The estimated number of Iowans aged 60 and over is 787,235 or 24.7 percent of Iowa’s total population.<sup>1</sup> By 2030, the percentage of Iowans aged 60+ is estimated to grow to approximately 26 percent of Iowa’s total population. By 2050 estimates show that in 85 counties, residents aged 65 or older will represent at least twenty percent or more of the respective population, compared to 66 counties in 2020.<sup>2</sup>

**Table 1: Older Iowans Served Compared to All Older Iowans (Selected Characteristics)**

<b>Demographic Characteristic</b>	<b>All Older Iowans</b>	<b>Iowans aged 60+ served by the Aging Network (SFY 2022) **3</b>
Lives Alone	41.9% <sup>1</sup> (est. 204,036)	50% (approx. 22,000)
Rural Area	40.9% <sup>4</sup> (est. 321,832)	48% (approx. 22,000)
Poverty Rate	8.6% <sup>1</sup> (est. 65,939)	26% (approx. 12,000)
Minority Status	3.4% <sup>5</sup> (est. 25,336)	4.4% (2,112) *

\*Only counts persons who shared their minority status.

\*\*Consumers recorded in a consumer group are excluded from totals

Iowa’s six (6) Area Agencies on Aging (AAAs) reported the services provided to Iowans 60+ are funded by the federal Older Americans Act through the Administration for Community Living (ACL) and by state general fund dollars. Population groups targeted for services included older Iowans living in rural communities, low-income and minority individuals, individuals with limited English.

<sup>1</sup> U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates. S0102 | Population 60 years and over in the United States. Accessed 11/2022.  
<https://data.census.gov/cedsci/table?q=older%20adults&g=0400000US19>.

<sup>2</sup> Older Iowans: 2022. State Data Center of Iowa. May 2022. Accessed 11/02/2022  
<https://www.iowadatacenter.org/application/files/7616/5159/1808/OlderIowans2022.pdf>

<sup>3</sup> Iowa Department on Aging – WellSky Aging & Disability (formerly SAMS) Case Management database. Extracts accessed on 11/2022.

<sup>4</sup> U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates. DP05 | ACS demographic and housing estimates. Accessed 11/2022.  
[https://data.census.gov/cedsci/table?q=older%20adults&g=0400000US19\\_0400043US19](https://data.census.gov/cedsci/table?q=older%20adults&g=0400000US19_0400043US19).

<sup>5</sup> U.S. Census Bureau, Annual County Resident Population Estimates by Age, Sex, Race and Hispanic Origin: April 1, 2020 to July 1, 2021 (CC-EST2021-ALLDATA). Accessed 10/20/2022. <https://www.census.gov/data/datasets/time-series/demo/popest/2020s-counties-detail.html>

The SFY 2022 data includes the number of older lowans served and the number of service units provided. Over 43,500 lowans received more than 254,600 units of home and community-based services, over 2 million meals, over 61,000 health promotion or elder rights service units, and/or 64,000 caregiver service units. A more detailed look at the consumer profile revealed that 57% percent were aged 75 or older and that 53% percent reported a functional impairment related to an instrumental activity of daily living, such as shopping, doing chores, or using transportation. Caregiver consumer data showed that 34 percent of caregivers served were the daughter or daughter-in-law of the care recipient and 32 percent were the spouse of the care recipient, with 44 percent of caregivers aged 70 years or older.<sup>4</sup>

### Services, Programs and Activities

IDA maintained statutory and contractual relationships with the network of six (6) Area Agencies on Aging (AAA) which provide services to older lowans in each relative Planning Service Areas (PSAs) across the state. The AAAs and their contracted service providers, delivered nutrition, access, home and community-based services and caregiver services designed to support individuals in their homes and communities. The types of services, programs and activities managed by IDA included:

- Information and assistance on home and community-based services for independent living;
- Home and community-based services, such as chore, homemaker, and case management;
- Nutrition programs and services;
- Counseling, education, and respite care for caregivers of older adults and grandparents-older relatives caring for grandchildren or adult children with disabilities;
- Elder Abuse Prevention and Awareness program activities;
- Older worker training and employment activities;
- Long-Term Care Ombudsman services on behalf of residents and tenants of licensed and certified long-term care facilities;
- Education, training and public awareness regarding older adult issues including enhanced access to public benefits;
- Development of grants and grant management; and
- Service monitoring, accountability, and assessment activities.

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<sup>4</sup> Iowa Department on Aging-WellSky Aging & Disability Extracts accessed on 12/01/2022.

## Agency Performance Results

### Core Function: Advocacy

**Description:** 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.

### Service: Aging & Disability Resource Center (ADRC) Information, Referral & Assistance

**Description:** The majority of Iowans age 60 and older have a strong desire to live safely and independently in their own homes and communities. In order to remain in the setting of their choice, older Iowans need information about and access to affordable long-term living and community services and supports that help them age in place. Iowa's Aging and Disability Resource Center (ADRC) system is a highly visible and trusted network where consumers and caregivers can obtain information on the full menu of long-term living and community support services. All Iowans seeking information and assistance with the home and community-based supports and services that are needed to remain independent, can connect with AAAs online through an interactive web portal, by phone through a toll-free call system, and in-person through local coordination centers based at the AAAs. *(Links to Strategic Plan Goal 1: The Iowa Aging Network will support older Iowans, Iowans with disabilities, and caregivers as they make informed decisions and exercise self-determination and control about their independence, wellbeing, and health.)*

**Why we are doing this:** A strong no-wrong door system empowers Iowans to make informed choices, streamline access to supports and services, minimize consumer confusion, and enhance individual choice. Iowa's ADRC enables policy makers and program administrators to effectively respond to individual needs, address system problems, and limit the unnecessary use of high-cost services. This network serves as a primary source of information about the Older Americans Act (OAA) core programs and other services for older Iowans and caregivers.

**What we're doing to achieve results:** Department staff pursue the following ADRC activities by:

- Working with local and regional partners to ensure comprehensiveness and sustainability of the ADRC network;
- Developing partnerships with healthcare networks and organizations working with veterans, persons with behavioral health, intellectual and physical disabilities, and persons who are dual eligible;
- Providing technical assistance and training to support the ADRC;

- Utilizing a standard evaluation process to assess effectiveness and to identify efficiencies with the ADRC;
- Developing a monitoring schedule to review the ADRC for compliance.

## Results

Performance Outcome	Performance Outcome Measures	FY 2022 Target	FY 2022 Actual	Link to Strategic Plan
Iowans will receive accurate information and guidance in a manner that allows them to make informed choices about long-term supports and how to obtain them.	<b>Percentage of ADRC (Lifelong Links) callers indicating they received the information they were seeking. (297_04500_005)</b>	98%	99.9%	Goal 1: The Iowa Aging Network will support older Iowans, Iowans with disabilities, and caregivers as they make informed decisions and exercise self-determination and control about their independence, wellbeing, and health.
	<b>Percentage of Options Counseling consumers who indicate they were provided information to make an informed decision on goal and service needs (297_04500_006)</b>	94%	93.3%	

Service	Service Measure	FY 2022 Target	FY 2022 Actual	Strategies/Recommended Actions
ADRC Information & Access	<b>Number of Iowans receiving information &amp; assistance or access assistance service. (297_04500_003)</b>	24,000	21,106	<ul style="list-style-type: none"> <li>• Review service quality and outcome data quarterly to determine the Area Agency on Aging's (AAA) progress toward achieving performance targets and compliance with area plans.</li> </ul>
ADRC Options Counseling	<b>Number of Iowans receiving Options Counseling service. (297_04500_004)</b>	2,500	2,251	<ul style="list-style-type: none"> <li>• Annually review service data to identify trending service topics &amp; unserved/underserved consumers or groups.</li> <li>• Ensure person-centered service delivery approach and cultural competencies among ADRC personnel statewide.</li> <li>• Provide training on most frequently requested call topics &amp; programs and services for identified target populations.</li> </ul>

**What Happened:** In SFY 2022, Iowa's ADRC network responded to 49,516 requests for information, referrals, and assistance from 21,106 individuals, which was an increase of 1,748 from SFY 2021. The percentage of callers who indicated they received the information they were looking for when calling (99 percent) increased from SFY 2021.

Similarly, in SFY 2022, Iowa's AAAs provided options counseling to 2,251 individuals, an increase of 674 individuals from SFY 2021. Of those options counseling consumers surveyed, the vast majority (93.3 percent) indicated they were provided enough information to make an informed decision on goal and service needs.

Due to the influx of additional funding and new consumers in SFY 2021 as a result of the COVID-19 pandemic, it was difficult to determine a target for the number of individuals receiving Information & Assistance and Options Counseling in SFY 2022, which accounts for why neither target was reached in SFY 2022.

Person Centered Planning (PCP) practices continue to be a cornerstone of both Information & Assistance and Options Counseling. This training has received the highest recommendation from the Administration for Community Living [ACL]. IDA is partnering with the National Center for Advancing Person Centered Practices and Systems (NCAPPS) on a technical assistance project for improving person-centered practices across the state.

In SFY 2022, IDA continued activities to strengthen the ADRC. Major activities included:

- Providing technical assistance on program delivery and improving training for person-centered counseling, and using data to inform best practices for information and referral and identify unmet needs;
- Providing opportunities for partnerships across the ADRC through the No Wrong Door Stakeholder group, Public Health Workforce Rural Options Counseling Project, and LifeLong Links work group, among other projects;
- Partnering with local AAAs for continued alignment of the Information and Assistance services with other Older Americans Act programs for statewide continuity and consistency for both improved service delivery and accurate data reporting.

**Data Source:** WellSky Aging & Disability System.

**Resources:** Funding for this program is a combination of Federal Older Americans Act Title IIIB: \$327,626, Title IIIE: \$633,310, Title IIID: \$13,346, State General Funds: \$978,037, and Other: \$444,844 totaling \$2,397,163.

### Service: Long Term Care Ombudsman (LTCO)

**Description:** The mission of the Office of State Long-Term Care Ombudsman (OSLTCO) is to protect the health, safety, welfare, and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems, and providing advocacy with the goal of enhancing quality of life and care. *(Links to Strategic Plan Goal 3: Iowa Aging Network will protect and enhance the rights and prevent the abuse, neglect, and exploitation of older Iowans and Iowans with disabilities.)*

**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 long-term care 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. Long-term care ombudsmen also assist with resident and family councils within long-term health care facilities. The internal processes of the office are continually reviewed for effectiveness and efficiency, and the state, local and volunteer long-term care ombudsmen participate in frequent training.

**Results**

Performance Outcome	Performance Outcome Measures	FY 2022 Target	FY 2022 Actual	Link to Strategic Plan
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.	<b>Percent of Long-Term Care Complaints Resolved (297_04502_002)</b>	75%	63.04%	Goal 3: Iowa Aging Network will protect and enhance the rights and prevent the abuse, neglect, and exploitation of older Iowans and Iowans with disabilities.
	<b>Percent of nursing facilities with a volunteer ombudsman (297_04502_001)</b>	10%	12.01%	

*\* Depending on ability to enter long-term care facilities due to COVID-19 restrictions*

**What Happened:**

During SFY 2022, the local Long-Term Care Ombudsman program opened 583 cases, handled 1,001 complaints and made over 14,500 contacts to residents, families and staff members. The top five complaints investigated were:

1. Discharge or eviction
2. Response to requests for assistance
3. Visitors
4. Personal hygiene
5. Personal property

The Office of the State Long-Term Care Ombudsman (OSLTCO) also administers the activities of the Managed Care Ombudsman Program (MCOP) and the Certified Volunteer Ombudsman Program (VOP).

The Managed Care Ombudsman Program advocates for Medicaid managed care members who receive long-term services and supports (LTSS) through one of the seven home and community-based services (HCBS) waiver programs. The program worked

with 406 Medicaid managed care members from July 2021 through June 2022 from individuals seeking assistance with their managed care plan.

The Volunteer Ombudsman Program utilized volunteers who perform monitoring visits at assigned nursing facilities to assist in resolving basic resident concerns. In FY 2022, 54 Iowans volunteered their service as volunteer ombudsmen in 419 nursing facilities (843 total Long-Term Care Facilities) across the state.

**Data Source:** Office of State Long-Term Care Ombudsman; Ombudsman manager.

**Resources:** Funding for this program is \$1,305,480 which comes from the General Funds.

### Service: Office of the Public Guardian

**Description:** The mission of the Office of the Public Guardian is to improve Iowa's guardianship system by increasing access to information and services for individuals who need assistance with decision-making; by educating the public about guardianship, conservatorship, and less restrictive alternatives; by assisting the courts with education and training for guardians and conservators; and by providing public guardianship services of last resort. The Office of Public Guardian works to ensure that Iowans who require the assistance of a guardian, conservator, or other substitute decision-maker are able to direct their own decisions, including future decisions, to the fullest extent possible and according to their self-defined preferences and needs. *(Links to Strategic Plan Goal 3: Iowa Aging Network will protect and enhance the rights and prevent the abuse, neglect, and exploitation of older Iowans and Iowans with disabilities.)*

**Why we are doing this:** The Office of Public Guardian was established by the Iowa general assembly in 2005 and has been tasked with providing public guardianship services to adults when no private guardian or conservator is available; assisting both public and private guardians and conservators throughout the state in identifying and securing necessary services for their protected persons; and assisting guardians, conservators, protected persons, courts, and attorneys in the orderly and expeditious handling of guardianship and conservatorship proceedings.

**What we're doing to achieve results:** The Office of Public Guardian is engaged in the following activities:

- Establishing, monitoring, and overseeing local offices of public guardian;
- Working with HHS, the Iowa developmental disabilities council, and other agencies to develop a referral system for the provision of guardianship and conservatorship services;
- Developing and maintaining a current listing of public and private services and providers available to assist protected persons and their families;

- Establishing and maintaining relationships with public and private entities to assure the availability of effective guardianship and conservatorship services;
- Providing information and referrals to the public regarding guardianship and conservatorship; and
- Developing a guardianship and conservatorship education and training program, in cooperation with the judicial council.

## Results

Performance Outcome	Performance Outcome Measure	FY 2022 Target	FY 2022 Actual	Link to Strategic Plan
lowans who utilize guardian, conservator, or other substitute decision making services are able to direct their own decisions, including future decisions, to the fullest extent possible and according to their self-defined preferences and needs.	<b>Number of individuals who received training on guardianship, conservatorship, and other substitute decision making topics. (297_04504_002)</b>	1,250	478	Goal 3: Iowa Aging Network will protect and enhance the rights and prevent the abuse, neglect, and exploitation of older lowans and lowans with disabilities.

**What Happened:** The Office of Public Guardian contracts with a local office of public guardian to provide guardianship and conservatorship services throughout the state. In FY2022 the office received federal Covid-19 relief funding to clear the waiting list for public guardianship services. As a result, the office contracted with a second provider. The office served a total of 106\* consumers in FY2022. This is a 32.5% increase from FY2021.

The Office of Public Guardian continues to act as a resource to the public, providing information and referrals for guardianship and conservatorship services as well as other services that can assist lowans to maximize their independence and self-direction in decision-making. The FY2022 target for the number of individuals who received training on guardianship, conservatorship, and other substitute decision making topics was set based on the FY2021 actual number of 1,011. The actual number of people receiving training depends on the number of presentations done and the size of the groups or organizations requesting training from the Office of Public Guardian. As it turned out, FY2021 was probably an outlier due to three presentations with very high attendance (340, 186, and 174 attendees). Although 21 presentations were done in FY2022 compared to 16 presentations in FY2021, the audiences were much smaller, with the largest three having 96, 73, and 51 attendees. The FY2022 actual number of 478 was much closer to the FY2019 and FY2020 numbers of 417 and 584 people respectively.

\*Consumers served by the Office of Public Guardian are currently served by local offices of public guardian, which had a combined 3.0 FTE public guardians assigned to public

guardianship cases. The Iowa Administrative Code mandates a staffing ratio of no more than 40 consumers per FTE public guardian. The actual caseload ratio varies throughout the year, but at the end of FY2022 the local offices were serving approximately 96 consumers for a ratio of 32:1.

**Data Source:** Office of the Public Guardian.

**Resources:** Funding for this program was \$500,301, \$380,000 from the State General Fund, \$108,188 in ARPA funding provided by IGOV, and \$12,113 from service fees.

### Core Function: Health and Support Services

**Description:** Support policies, programs, and wellness initiatives that promote healthy lifestyles for older Iowans and that improve their access to affordable, high quality long-term living and community supports.

### Service: Nutrition and Health Promotion

**Description:** As Iowans age, many require support services to stay healthy, active and independent. IDA, the AAAs, and their providers deliver these support services including congregate and home delivered meals, nutrition education and counseling, and health promotion programs. Family caregivers may also receive meals through OAA nutrition programs to help support their role as a caregiver. *(Link to Strategic Plan Goal 2: Iowa Aging Network will enable older Iowans to remain in their own residence and community of choice through the availability of and access to high quality home and community services and supports, including supports for families and caregivers.)*

**Why we are doing this:** The Older Americans Act funds support the nutrition and health promotion programs to reduce hunger and food insecurity, promote socialization, and promote health and well-being of older individuals in order to delay the onset of adverse health conditions.

**What we're doing to achieve results:** IDA supports the AAAs and their community networks that provide home and community-based services. These include congregate and home delivered meals, nutrition education and nutrition counseling and evidence-based health promotion programs. Support from IDA staff provides technical assistance for the AAAs to help them meet the objectives of the OAA and older Iowans' goals for independent living. Department staff also review program performance and monitor compliance with federal and state regulations.

## Results

Performance Outcome	Performance Outcome Measures	FY 2022 Target	FY 2022 Actual	Link to Strategic Plan
Enable older Iowans to remain in their own homes and communities with high quality of life for as long as possible through the provision of home and community-based supports and services.	<b>Of congregate meal consumers who may be socially isolated, percentage eating 4 meals at meal site in a month. (297_34302_003)</b>	80%	83.1%	Goal 2: Iowa Aging Network will enable older Iowans to remain in their own residence and community of choice through the availability of and access to high quality home and community services and supports, including support/s for families and caregivers.
Ensure meal participants who may be socially isolated have the opportunity to connect with their community thereby addressing quality of life and social determinants of health.	<b>Of home delivered meal consumers who may be socially isolated, percentage receiving at least 8 meals in a month. (297_34302_004)</b>	80%	83.0%	85% of existing congregate nutrition sites reopened after pandemic-related closures.

Services	Service Measures	FY 2022 Target	FY 2022 Actual	Strategies/Recommended Actions
Older Americans Act - Home and Community Based Nutrition, Supportive, and Elder Rights Services	<b>Number of older Iowans receiving at least 1 OAA nutrition, supportive, or elder rights service (297_34302_006) [GENERAL AGING REG Service]</b>	45,000	49,516	<p>Access to supplemental pandemic relief funding supported Area Agencies on Aging in exceeding SFY2022 home delivered meals and congregate meals targets.</p> <ul style="list-style-type: none"> <li>Review service quality and outcome data quarterly to determine each AAA's progress toward achieving its agency performance targets and compliance with its area plan.</li> <li>Promote meal programs as a health promotion service to organizations such as health care providers, hospital discharge planners, third party payers, and caregivers.</li> </ul>
Home Delivered Meals	<b>Number of older Iowans receiving a Home Delivered Meal (297_34302_007)</b>	10,500	13,130	<ul style="list-style-type: none"> <li>Implement referral methods for consumers whose intake or assessment responses show indicators of social isolation and identify strategies to keep those consumers engaged.</li> <li>Implement referral methods for consumers whose intake or assessment responses show indicators of risk for institutionalization or need for additional supports.</li> </ul>
Congregate Meals	<b>Number of older Iowans receiving a Congregate Meal (297_34302_008)</b>	11,000	15,445	<ul style="list-style-type: none"> <li>Provide technical assistance to the AAA nutrition directors on: <ul style="list-style-type: none"> <li>Creating a welcoming atmosphere</li> </ul> </li> </ul>

			<p>and offering a variety of activities of interest at meal sites.</p> <ul style="list-style-type: none"> <li>○ Identifying new population groups and traditionally underserved consumers and implementing pilot projects to attract new individuals to meal sites.</li> <li>○ Developing consumer prioritization systems to effectively target services to those in greatest need and address emerging wait lists.</li> </ul>
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**What Happened:** The OAA nutrition programs focused on meeting essential nutrition needs while adapting services and service delivery methods to help protect the health and safety of older Iowans. During SFY 2022, congregate nutrition sites gradually reopened, with 85% of former sites fully reopening. Increased demand for home delivered meals began with the onset of the pandemic, and continues. Wait lists for nutrition services began to emerge, and Iowa’s Area Agencies on Aging worked to develop and refine consumer prioritization systems.

In SFY 2022, 2.027 million congregate and home delivered meals were provided to older Iowans; seventy-one (71) percent of these were home delivered meals due to increased demand for home delivered meals and congregate nutrition site closures. Forty-six (46) percent of home delivered nutrition program participants were considered at high nutrition risk, and fifteen (15) percent of home delivered nutrition program participants were considered food insecure. AAAs used emergency flexibilities to use material aid funds to deliver some groceries and other consumable supplies.

Over the past several years, meal service delivery has declined across the state. As a new generation of older adults turns 60+, needs and desires for nutrition programming have shifted. In SFY 2021 and SFY 2022, IDA focused on supporting AAAs to implement innovative strategies that strengthen the nutrition program. Programs that implemented innovative strategies, started to see an increase in nutrition program participants. New, innovative partnerships between AAAs and licensed foodservice establishments including restaurants, cafes and grocery stores provided Iowans with nutritious meals and opportunities for socialization, with greater choice and dignity. By the end of SFY 2022, these innovative partnerships were providing over 20,000 meals per month to new nutrition consumers across the state.

Older Iowans have the opportunity to learn about good nutrition, the positive impact of maintaining physical fitness and wellness and other health information through nutrition education and nutrition counseling services. Nutrition education played an important role in improving the program by addressing nutrition risk factors. Programming was

aimed at improving senior health by promoting consumption of more fruits and vegetables, increasing physical activity, and providing food safety awareness through the distribution of educational materials and regular presentations to congregate and home delivered meal recipients. Virtual nutrition education programs like Words on Wellness (Iowa State University) and Fresh Conversations (Iowa Department of Public Health) continue to be available. Virtual programming continues to be offered on a monthly basis in some areas even after congregate sites have reopened. This has allowed AAAs the opportunity to continue providing nutrition education to those who may be a high nutrition risk yet unable to attend congregate sites. Nutrition Counseling offers individualized information for those older Iowans who want guidance on their nutrition or who are at nutritional risk because of their current or past health status. A registered dietitian uses one-on-one counseling to provide individualized education, medical nutrition therapy, as needed, and create action plans that can be used to maximize health and independence through diet and lifestyle. Through SFY 2022 IDA provided continued technical assistance to AAAs to improve their Nutrition Counseling screening and intervention process.

Health promotion and disease prevention activities coordinated through the AAAs are designed to prevent or address health conditions that could reduce the length of stay or improve quality of life for older Iowans. Activities often include health screening and assessments, organized physical fitness activities and evidence-based Falls Prevention or Chronic Disease Self-Management programs. Evidence-based programs offered during this time included Matter of Balance, Walk with Ease, CAPABLE, Home Meds, Powerful Tools for Caregivers, Stepping On, Tai Chi for Arthritis, Better Choices Better Health, Bingocize and Stressbusters.

Major activities conducted:

- Iowa was one of eleven (11) ACL awardees for the 2020 Innovations in Nutrition Program Grant, in September 2020, launching The Iowa Café project with Elderbridge Area Agency on Aging. Northeast Iowa Area Agency on Aging joined as a grant partner for year 2. The Consolidated Appropriations Act 2021 supplemental funding for nutrition allowed further expansion. With support from the Office of the Lieutenant Governor and the Iowa Economic Development Authority, the Iowa Café project is modernizing Iowa's congregate meal program infrastructure, delivery mechanisms and outreach to increase the number of consumers and meals served. New, innovative partnerships between AAAs and licensed foodservice establishments including over 50 restaurants, cafes and grocery stores provided Iowans with nutritious meals and opportunities for socialization, with greater choice and dignity. IDA continues to work with ACL and the National Resource Center for Nutrition and Aging to release replication guide materials and participate in webinars and national conferences featuring the project.

- IDA was awarded an ACL Falls Prevention grant beginning in August 2020 with the goal of improving the ability of older adults and adults with disabilities to live safely in their homes. The project uses the evidence-based program, CAPABLE, to reduce in-home falls risk. In year two of the grant project, a sustainable referral infrastructure was developed and the service area of the project was expanded to include Polk, Woodbury and Monona counties. Services continued in Cass, Dallas, Mills and Pottawattamie counties.
- IDA collaborated with the Iowa Food Bank Association to strengthen partnerships between Iowa's Area Agencies on Aging and local food banks and food pantries. These partnerships increased access to food boxes and food pantry delivery services for older adults living with food insecurity statewide. Partners also collaborated on strategies to increase SNAP enrollment among food insecure older adults; SNAP enrollment among food insecure Iowans age 60 and over increased 6.5% between January and June 2022.
- In SFY2022, Nutrition counseling increased 272% from SFY2021, serving 160 individuals.
- Over 18,000 older Iowans received nutrition education, a 38% increase from SFY 2021.
- 10,240 people were served with either evidence-based or non-evidence-based health promotion service (up 47% over SFY 2021).

**Data Source:** WellSky Aging & Disability System and Iowa Financial Reporting System (IAFRS).

**Resources:** Funding for these programs represents a combination of Federal Older Americans Act Title IIIB: \$238,507, IIIC Admin: \$81,661, IIIC (1): \$4,689,556, IIIC (2): \$5,814,418, IIIE: \$431,273, Nutrition Services Incentive Program: \$1,387,894, State General Funds: \$2,684,457, and Other: \$7,219,024 totaling \$22,884,664.

### Service: Case Management

**Description:** Case Management promotes and supports independent living of older Iowans by helping them coordinate the home and community-based services and supports they need. Case Management service delivery focuses on at-risk, older Iowans who require various supports and services, but are not eligible for the Medicaid Elderly Waiver Program. The service of Case Management enables active intervention and advocacy on behalf of older Iowans by helping participants locate necessary services and resolve issues with service providers before a situation escalates to the point where it adversely affects the individual's health and overall well-being. *(Link to Strategic Plan Goal 2: Iowa Aging Network will enable older Iowans to remain in their own residence and community of choice through the availability of and access to high quality home and community services and supports, including supports for families and caregivers.)*

**Why we are doing this:** Older lowans want to live in their own homes with dignity and independence for as long as possible. Case management coordinates individualized services that help older lowans achieve their independent living goals. Typically, coordinated case management services offers an array of long-term living and community supports, including support for family caregivers and can be provided at approximately one fourth of the cost to the taxpayer when compared to facility-based care. Case managers evaluate both health and social needs of the individual needing care during an in-home visit, develop a personalized plan of care, coordinate individualized services and provide ongoing monitoring of the individual’s plan. Case management provided to individuals and family caregivers enable lowans to remain in their homes and communities with high quality of life for as long as possible.

**What we’re doing to achieve results:** The Area Agency on Aging (AAA) case managers or their subcontractors provide ongoing monitoring on an annual or more frequent basis if needed, to assess the needs of the consumer as well as conduct consumer satisfaction surveys.

Performance Outcome	Performance Outcome Measures	FY 2022 Target	FY 2022 Actual	Link to Strategic Plan
Case Management	<b>Average Number of months a Case Management consumer experiencing independent living impairments is able to remain safely at home prior to transitioning to a facility. (297_34302_005)</b>	27	15.2	Goal 2: Iowa Aging Network will enable older lowans to remain in their own residence and community of choice through the availability of and access to high quality home and community services and supports, including support/s for families and caregivers.

Service	Service Measure	FY 2022 Target	FY 2022 Actual	Strategies/Recommended Actions
Case Management	<b>Number of older lowans with an independent living impairment receiving Case Management service (297_34302_009)</b>	1,800	1,066	<ul style="list-style-type: none"> <li>Review service quality and outcome data quarterly to determine each AAA’s progress towards achieving its agency performance targets and compliance with its area plan.</li> <li>Prioritize partnerships with different types of service providers to ensure appropriate referrals for targeted populations.</li> <li>Increase outreach and education efforts.</li> <li>Utilize assessment tool to determine if the individual is unable to perform at least two activities of daily living without substantial assistance (including verbal reminding, physical cuing or supervision). Proceed with referral to case management to ensure consumer</li> </ul>

				receives a wide variety of services to provide assistance that will enable them to remain in their home.
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**What Happened:** In SFY2022, the OAA case management program focused on meeting essential needs while adapting services and delivery methods to help protect the safety and wellbeing of older lowans. During the COVID-19 pandemic, additional precautions were made to ensure AAA staff safety as well as the wellness of the vulnerable population they serve. During SFY 2022, case managers began re-prioritizing in-person meetings with older lowans to assess their needs. Case management consumers are individuals with some of the greatest needs. Case management combines an optimum package of services and coordination of those services. The consumer’s whole-health is addressed in the assessment (including physical, psychological, and social needs of the individual). In SFY 2022, older lowans that received case management also received homemaker, home delivered nutrition, nutrition education and emergency response system as their other most common registered services.

In SFY 2022, 837 case management consumers were served. This is a 15% decrease from the 990 consumer count in SFY 2021. However, there was a 7% increase of units which indicates that the average case management consumer may have higher needs and require more AAA staff time. In order to meet the complex needs of their consumers, AAAs significantly increased their partnerships in their respective communities and will continue these efforts. These partnerships are intended to strengthen Iowa’s Aging Network. AAAs accomplished this by providing presentations and in-service trainings to community agencies such as: faith-based organizations, local clubs, businesses, home-health providers, medical professionals and law enforcement. As noted above, nearly 24 percent of lowans are aged 60 or older. An estimated 57,804 lowans aged 65 or older, have an independent living disability and could potentially benefit from the service of case management.<sup>5</sup>

**Data Source:** WellSky Aging & Disability System.

**Resources:** Funding for this program is a combination of Federal Older Americans Act Title IIIB: \$735,863, IIIE: \$231,411, VII: \$45,730, State General Funds: \$365,520, and Other: \$93,013 totaling \$1,471,538.

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<sup>5</sup> U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates. S1810 Disability Characteristics. Accessed 11/2022.

## Service: Caregiver Services

**Description:** Caregiver services offer an array of long-term living and community supports that are instrumental in helping older lowans remain in their homes. Caregiver services are primarily supported by Older Americans Act funds and assists persons 18 years of age and older who care for a frail older adult. A small portion of Caregiver funds allows for services for grandparents or other older relatives supporting dependent minors or adults living with a disability. *(Link to Strategic Plan Goal 2: Iowa Aging Network will enable older lowans to remain in their own residence and community of choice through the availability of and access to high quality home and community services and supports, including supports for families and caregivers.)*

**Why we are doing this:** Family caregivers, who are often unpaid caregivers, are critical partners 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 for their loved ones allows many caregivers to continue their efforts longer, which often delays more costly institutional care.

**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 provide information about available services, facilitate access to services and assist caregivers on their journey through counseling support groups and training. In doing so, Caregivers services allow them to sustain their caregiving role and maintain their emotional and physical health.

### Results

Performance Outcome	Performance Outcome Measures	FY 2022 Target	FY 2022 Actual	Link to Strategic Plan
Caregivers have access to services that allow them to sustain their caregiving role and maintain their emotional and physical health.	<b>Percentage of caregiver consumers indicating caregiver counseling and/or respite service allowed them to maintain their caregiver role. (297_34303_002)</b>	90%	81.2%	Goal 2: Iowa Aging Network will enable older lowans to remain in their own residence and community of choice through the availability of and access to high quality home and community services and supports, including support/s for families and caregivers.

Service	Service Measure	FY 2022 Target	FY 2022 Actual	Strategies/Recommended Actions
Caregiver Access Assistance and Supportive Services	<b>Number of lowans receiving assistance from at least one caregiver service. (297_34303_001) [CAREGIVER Registered Consumers]</b>	6,000	5,036	<ul style="list-style-type: none"> <li>Review program quality and outcome data to determine progress toward performance targets and compliance with area plan.</li> <li>Consult with the AAAs on targeting at-risk</li> </ul>

				<p>caregivers that may be caring for individuals with dementia, experiencing significant stress, reduced employment and/or developing health issues.</p> <ul style="list-style-type: none"> <li>• Identify training opportunities through quarterly AAA collaborative meetings.</li> <li>• Participate in partner organization committees and other collaborations with providers to increase awareness of caregiver supports.</li> </ul>
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**What Happened:** IDA increased the SFY 2022 performance target to 90%. This target was not met by the AAAs as 81.2% of caregivers indicating counseling and/or respite services allowed them to maintain their caregiving role. Typically, over time, caregivers find increased burden and strain as the health and/or mental capacity of the care recipient decreases. Family Caregivers caring for someone with dementia indicate a high strain level of 87.4%. Caregivers receive information services or other supportive services, such as options counseling, counseling, and home delivered meals from the AAAs and contracted providers. In SFY 2022, IDA projected that the AAAs will serve 6,000 lowans with at least one caregiver service. Actuals show that 5,036 lowans received at least one caregiver service. These services included either one-on-one or support group counseling, training, respite care and educational opportunities to caregivers through local support groups, evidence-based training classes (Powerful Tools for Caregiver) and statewide/regional caregiver conferences. There was a shift from in-person services to virtual services since the COVID-19 pandemic. Caregivers have voiced that in-person is preferred as this provides more of a connection to others that are going through the same journey as a caregiver and offers support even outside of the support group attended through relationships built. The COVID-19 pandemic has also had an impact on the ability to find providers that are able to offer the needed services.

In SFY 2022, IDA continued activities to strengthen the caregiver program. Major activities included:

- Provided virtual technical assistance through monthly meetings with AAA's to answer questions and interpret both state and federal requirements.
- Used data to develop best practices and identify unmet needs.
- Continued to enhance the support for Iowa Caregivers with the Iowa team by participating in a national initiative with the Center for Health Care Strategies [CHCS] entitled *Helping States Support Families Caring for an Aging America*. The project involved six states committed to developing policies or programs to support family caregivers and address the needs of an aging population;
- Guided AAA work teams in the development of standard processes and protocols throughout the Family Caregiver program, from intake to case management and respite care;

- Implemented an appropriate, standard assessment to assist Iowa's Family Caregivers in identifying the necessary services and supports to maintain their caregiving role;
- Joined in learning lab webinars and technical assistance calls with CHCS and other states on caregiving topics, such as Caregiver assessment tools and using data to support Caregiving policies and programs.
- Partnered with local AAAs for continued alignment of the Family Caregiver program with other Older Americans Act programs for statewide continuity and consistency for both improved service delivery and accurate data reporting.

**Data Sources:** WellSky Aging & Disability System and IAFRS

**Resources:** Funding for this program is a combination of Federal Older Americans Act Title IIIB: \$40,230, IIIE: \$1,089,943, VII: \$2,227, State General Funds: \$227,353, and Other: \$403,083 totaling \$1,762,836. Note: Title IIIE funding is used across multiple service areas to provide caregiver supports. Refer to references on Title IIIE funding in ADRC and Nutrition Services for additional caregiver expenditure information.

## Core Function: Planning, Development and Coordination

**Description:** Conduct planning, policy development, administration, coordination, priority setting, and evaluation of all state activities related to the objectives of the Older Americans Act.

## Activity: Oversight & Operations

**Description:** IDA is responsible for the application and receipt of Older Americans Act funds as well as state appropriations. IDA is a focal point for all activities related to the needs and concerns of older Iowans. Staff serve as advocates for older persons by:

- Reviewing and commenting upon all state plans, budgets, and policies that affect elders.
- Providing technical assistance to any agency, organization, association, or individual representing the needs of elders.
- Assuring that preferences for services will be given to older individuals with greatest economic or social needs.
- Assuring that preference for services will be given to low-income minority and rural older adults.

Staff review mandated program and financial reports from the AAAs in order to evaluate the effectiveness of Older Americans Act programs in meeting the needs of older Iowans. IDA has updated its data collection and analysis tools to facilitate reporting and service delivery evaluation.

**Why we are doing this:** IDA is ensuring data sharing among state agencies and other aging network partners to better identify high risk older adults and family caregivers.

**What we’re doing to achieve results:** IDA staff provides ongoing technical assistance and training on quality data collection procedures to the AAAs. They also work with the AAAs to review and analyze program data to determine outcomes of client services and identify unserved / underserved consumers, service delivery gaps, and resource utilization efficiencies. The collection of consumer demographic and functional impairment information through the intake form is vital to determining service delivery reach, quality, and impact.

**Results**

Performance Outcome	Performance Outcome Measures	FY 2022 Target	FY 2022 Actual	Link to Strategic Plan
The Department on Aging operates with highest efficiency, transparency and accountability.  Accurate data sharing among state agencies and other aging network partners to better identify high risk older adults and caregivers	<b>Percent of consumers who receive registered service that complete a Consumer Intake Form once during the state fiscal year. (297_67_200)</b>	90%	90%	Effective & Responsive Management
	<b>Number of reportable comments in the annual audit pertaining to the Department. (297_67_300)</b>	0	0	

\*Most recent departmental audit report completed was for SFY 2021.

**What Happened:** In FY2022 IDA achieved our 90% target in the number of concerns who completed an intake form with 0 reportable comments in the annual audit. IDA and AAA staff utilize a continuous improvement process to ensure the reporting system meets the aging network’s needs. IDA routinely monitors and provides technical assistance on ensuring accurate and complete consumer and service data in order to evaluate service delivery reach, quality, and impact. Agencies with a greater than 10% missing intakes or missing data provide explanations for the missing rate and identify solutions to correct.

**Resources:** Funding for IDA and the AAA staff activities comes from a combination of federal Older Americans Act appropriations, state general funds, and other sources.

**Activity: Resource Management**

**Description:** IDA management and fiscal staff developed and trained AAA staff on new policies and procedures to assist the six AAAs in expanding their operations.

**Why we are doing this:** To ensure effective administration of IDA.

**What we're doing to achieve results:** Management staff trained and provided support to Department and AAA staff on contracting rules, procurement policies, match requirements, and other financial matters to ensure compliance.

**What Happened:** The audit resulted in no reportable comments.

**Data Source:** The SFY 2021 Audit Report.

**Resources:** Funding for IDA and the AAAs comes from a combination of federal Older Americans Act appropriations, state general funds, and other sources.

### Activity: Resource Reallocation

In SFY 2022, the Iowa Department on Aging did not reallocate any resources.

## Agency Contact

Copies of the *Iowa Department on Aging Performance Results Report* are available on the IDA Web site at [www.iowaaging.gov](http://www.iowaaging.gov) or email Eugenia Kendall at the Department on Aging: [eugenia.kendall@iowa.gov](mailto:eugenia.kendall@iowa.gov).

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