

# Performance Results State Fiscal Year 2021

Prepared by the Iowa Department on  
Aging

Submitted: December 27, 2021



510 E 12th St., Ste. 2  
Des Moines, IA 50319

---



**C** 515.725.3333  
**T** 800.532.3213

---



[iowaaging.gov](http://iowaaging.gov)

## Contents

Executive Summary .....	2
Key Accomplishments .....	3
Vision Statement.....	4
Mission Statement .....	4
Core Functions.....	4
Agency Overview .....	4
Agency Structure and Services.....	4
Population Served .....	6
Services, Programs and Activities .....	7
Agency Performance Results.....	8
Core Function: Advocacy.....	8
Core Function: Health & Support Services.....	14
Core Function: Planning, Development and Coordination.....	24
Core Function: Resource Management .....	25
Resource Reallocation .....	26
Agency Contact.....	26

## Executive Summary

Reviewing fiscal year 2021 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) 2021 (July 1, 2020 - June 30, 2021) 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 2021, IDA completed effective and consistent statewide service delivery in the following areas.

- 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 2021, the COVID-19 pandemic forced most congregate meal sites to remain closed. Iowa AAAs adapted nutrition services to help protect the health and safety of older Iowans, offering frozen meal delivery and/or carryout services, with gradual reopening of sites.
- 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.
- IDA was a member of the Lieutenant Governor's Feeding Iowans Task Force along with other state departments to identify solutions for feeding Iowans during the COVID-19 pandemic from March 2020 through March 2021.
- IDA collaborated with Central Iowa Shelter and Services to provide 10,847 high-quality food truck meals to Iowans 60+ utilizing CARES Act relief funds. Meals were offered in 13 different locations, strategically chosen to reach those in greatest need, between July and November 2020.
- IDA developed a working relationship with Hy-Vee, Inc. and their team of Registered Dietitians to enhance service availability of nutrition counseling to older Iowans (age 60+).
- In collaboration with Iowa Department of Public Health, Iowa's AAAs developed "Resources for Dental Care", a tool that AAAs utilize in ensuring that older Iowans are connected with oral health resources as needed.

Linda Miller, Director - Iowa Department on Aging

## Vision Statement

The Iowa Department on Aging (IDA) supports accessible, integrated services for older adults, adults with disabilities and caregivers to assist them in maintaining their independence, dignity, autonomy, health, safety and economic well-being.

## Mission Statement

IDA will provide resources, tools and support to enable Area Agencies on Aging (AAA) to effectively deliver the following core services to our consumers - Information & Service Assistance - Nutrition and Health Promotion - Services to Promote Independence.

## Core Functions

### **Advocacy**

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

### **Health & Support 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.

### **Resource Management**

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 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 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 AoA. 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 2021 and 31 full time employees (FTEs). Twelve 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 the Departments of Human Services, Public Health, and 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 757,816 or 24.2 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 79 counties, residents aged 65 or older will represent at least twenty percent or more of the respective population, compared to 58 counties in 2018.<sup>2</sup>

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

Demographic Characteristic	All Older Iowans	Iowans aged 60+ served by the Aging Network (SFY 2021) <sup>3</sup>
<b>Lives Alone</b>	29% <sup>4</sup> (est. 199,000)	60% (19,000)
<b>Rural Area</b>	34% <sup>5</sup>	48% (18,000)
<b>Poverty Rate</b>	7% <sup>6</sup> (est. 55,000)	33% (10,000)

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)/Administration on Aging (AoA) 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 language proficiency, adults with physical and developmental disabilities, adults with mental and behavioral health concerns and associated caregivers.

<sup>1</sup> *Data-at-a-Glance (State-level Population Estimates): Iowa*, Total population including institutionalized population, Administration for Community Living, Aging Integrated Database (AGID), Accessed 11/29/2021. <https://agid.acl.gov/StateProfiles>.

<sup>2</sup> *Older Iowans: 2020*, 4. State Data Center of Iowa and the Iowa Department on Aging, 2. May 2020. Accessed 11/29/2021 [www.iowadatabase.org/Publications/older2020.pdf](http://www.iowadatabase.org/Publications/older2020.pdf).

<sup>3</sup> Iowa Department on Aging – Wellsky Aging & Disability (formerly SAMS) Case Management database. Extracts accessed on 8/17/2021.

<sup>4</sup> Percentage reflects Iowans aged 65 or older. *Older Iowans 2020*, 1. State Data Center of Iowa and the Iowa Department on Aging, 2. May 2020. Accessed 11/29/21. [www.iowadatabase.org/Publications/older2020.pdf](http://www.iowadatabase.org/Publications/older2020.pdf).

<sup>5</sup> *Profile of State OAA Programs: Iowa*. Administration for Community Living – Aging Integrated Database (AGID). Accessed 10/02/19. [www.agid.acl.gov/StateProfiles/](http://www.agid.acl.gov/StateProfiles/).

<sup>6</sup> *Older Iowans: 2020*, 4. State Data Center of Iowa and the Iowa Department on Aging, 2. May 2020. Accessed 11/29/2021. [www.iowadatabase.org/Publications/older2020.pdf](http://www.iowadatabase.org/Publications/older2020.pdf).

The SFY 2021 data includes the number of older lowans served and the number of service units provided. Over 42,000 lowans received more than 330,000 units of home and community-based services, 2 million meals, 36,000 health promotion or elder rights service units, and/or 68,000 caregiver service units. A more detailed look at the consumer profile revealed that 54 percent were aged 75 or older and that 73 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 38 percent of caregivers served were the daughter or daughter-in-law of the care recipient and 37 percent were the spouse of the care recipient, with 47 percent of caregivers aged 70 years or older.<sup>7</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.

---

<sup>7</sup> Iowa Department on Aging–Wellsky Aging & Disability Extracts accessed on 8/17/2021.

## Agency Performance Results

### Core Function: Advocacy

**Description:** Advocate for changes in public policy, practices and programs that empower older lowans, 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 lowans 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 lowans 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 lowans 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. *(Link to Strategic Plan Goal 1: The Iowa Aging Network will support older lowans, lowans 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 lowans 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 American's Act (OAA) core programs and other services for older lowans 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 2021 Target	FY 2021 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.	Percentage of ADRC (Lifelong Links) callers indicating they received the information they were seeking. (297_04500_005)	95%	98%	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.
	Percentage of Options Counseling consumers who indicate they were provided information to make an informed decision on goal and service needs (297_04500_006)	90%	94%	

Service	Service Measure	FY 2021 Target	FY 2021 Actual	Strategies/Recommended Actions
ADRC Information & Access	Number of Iowans receiving information & assistance or access assistance service. (297_04500_003)	30,000	23,364	<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> <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>
ADRC Options Counseling	Number of Iowans receiving Options Counseling service. (297_04500_004)	2,500	2,091	

**What Happened:** In SFY 2021, Iowa's ADRC network responded to 42,470 requests for information, referrals, and assistance from 23,369 individuals. The number of individuals served exceeded the target set, as did the percentage of callers who indicated they received the information they were looking for when calling (98 percent). Similarly, in SFY 2021, Iowa's AAAs provided options counseling to 2,089 individuals. Of those options counseling consumers surveyed (666), the vast majority (94 percent) indicated they were provided enough information to make an informed decision on goal and service needs.

Person Centered Planning practices continue to be a cornerstone of both Information & Assistance and Options Counseling. IDA has implemented required PCP training for all Options Counselors. This training has received the highest recommendation from the Administration for Community Living [ACL].

The COVID-19 pandemic caused the AAA network to quickly pivot their service delivery model for many OAA services. In-person, home visits with consumers changed to telephonic contact or web-based meetings, where available. Throughout these months, existing consumers were provided friendly, reassurance calls to ensure basic needs were met and critical social contact.

In SFY 2021, IDA continued activities to strengthen the ADRC. Major activities included:

- Provided both on-site and virtual technical assistance on program improvements, Standard Operating Procedures and data quality;
- Produced and implemented Standard Operating Procedures for Information and Assistance categories;
- Partnered 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 \$804,396, Discretionary Grant \$221,832, State General Funds \$1,772,695, and Other \$497,062 totaling \$3,074,152.

### 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. (Link 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 2021 Target	FY 2021 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>	64%*	68%	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>	9%*	7%	
* Depending on ability to enter long-term care facilities due to COVID-19 restrictions				

**What Happened:** The Office of the State Long-Term Care Ombudsman (OSLTCO) continues to administer the activities of the Certified Volunteer Ombudsman Program (VOP). Under the VOP, volunteers perform monitoring visits at assigned nursing facilities to assist in resolving basic resident concerns. This program is designed to allow the local Long-Term Care Ombudsmen to focus on complaints involving the health, safety, welfare, and rights of residents. Iowa has 932 long-term care facilities that need volunteer long-term care ombudsmen. In FY2021, 53 Iowans volunteered their service as volunteer ombudsmen in nursing facilities across the state.

The OSLTCO also serves as the advocate for Medicaid managed care members who receive long-term services and supports (LTSS) in health care facilities such as nursing facilities, assisted living programs (ALP), elder group homes, and intermediate care facilities for the intellectually disabled (ICF/ID) or through one of the seven home and community-based services (HCBS) waiver programs. To meet that charge, the OSLTCO administers the Managed Care Ombudsman Program to formalize and promote our advocacy role related to the rights and needs of Medicaid managed care members receiving long-term care. Since the transition to managed care, the OSLTCO has been addressing member concerns and issues, and tracking and monitoring issues affecting members that contact the office. The program has served a total of 523 Medicaid managed care members from July 2020 through June 2021 from individuals seeking assistance with their managed care plan.

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

**Resources:** Funding for this program is \$1,149,821 which comes from the State of Iowa general fund.

### *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 lowans 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. (Link to Strategic Plan 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.)

**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 DHS, IDPH, 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 2021 Target	FY 2021 Actual	Link to Strategic Plan
Iowans 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.	Number of individuals who received training on guardianship, conservatorship, and other substitute decision making topics. (297_04504_002)	650	1,011	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.

**What Happened:** As of November 20, 2017, the Office of Public Guardian has a contract in place for a local office of public guardian to provide guardianship and conservatorship services throughout the state. In FY2021 the office served a total of 80\* consumers. 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 Iowans to maximize their independence and self-direction in decision-making.

\*Consumers served by the Office of Public Guardian are now being served by the local office of public guardian, which had 2.75 FTE assigned to public guardianship cases. The Iowa Administrative Code mandates a staffing ratio of no more than 40 consumers per FTE public guardian.

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

**Resources:** Funding for this program was \$380,736, \$380,000 of which came from the State of Iowa general fund and \$736 of which came from service fees.

## Core Function: Health & 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.

### *Services: Healthy Aging*

#### **Nutrition and Health Promotion**

**Description:** As Iowans age, many require support services to stay healthy, active and independent, thereby allowing them to remain in their homes and communities. IDA, the AAAs, and their providers deliver these support services including congregate and home delivered meals, nutrition education and counseling, and health promotion programs. (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 American Act funds support the nutrition and health promotion programs that are used 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 2021 Target	FY 2021 Actual	Link to Strategic Plan
Enable older lowans 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>	85%	0*	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. *Congregate Meals sites were closed throughout SFY 2021
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%	86%	
Older lowans with multiple independent living impairments meet their preference to remain in their own homes, while delaying or deferring nursing home and other institutional care.	<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>	33.7	23.6	

Services	Service Measures	FY 2021 Target	FY 2021 Actual	Strategies/Recommended Actions
----------	------------------	----------------	----------------	--------------------------------

Older Americans Act - Home and Community Based Nutrition, Supportive, and Elder Rights Services	<b>Number of older lowans receiving at least 1 OAA nutrition, supportive, or elder rights service (297_34302_006)</b>	52,000	39,954	*The targets for Home Delivered Meals & Congregate Meals are lower than actuals as the COVID19 pandemic is causing long-term closures in congregate nutrition sites. Re-opening dates and effects on participation are subject to change.
Home Delivered Meals	<b>Number of older lowans receiving a Home Delivered Meal (297_34302_007)</b>	12,000*	18,443	
Congregate Meals	<b>Number of older lowans receiving a Congregate Meal (297_34302_008)</b>	12,000*	2,780	
Case Management	<b>Number of older lowans with an independent living impairment receiving Case Management service (297_34302_009)</b>	1,200	1,468	<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>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> <li>Provide technical assistance to the AAA nutrition directors on: <ul style="list-style-type: none"> <li>Creating a welcoming atmosphere and offering a variety of activities of interest at meal sites.</li> <li>Identifying new population groups and traditionally underserved consumers and implementing pilot projects to attract new individuals to meal sites.</li> </ul> </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>

**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 2021, the COVID-19 pandemic forced most congregate meal sites to remain closed. Iowa AAAs adapted nutrition services to help protect the health and safety of older Iowans, offering frozen meal delivery and/or carryout services, with gradual reopening of sites.

In SFY 2021, 2.125 million congregate and home delivered meals were provided to older Iowans; ninety-nine (99) percent of these were home delivered meals due to congregate nutrition site closures. Fifty-two (52) percent of home delivered nutrition program participants were considered at high nutrition risk, and sixteen (16) 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, 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.

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) were made available to participants while congregate meals sites were closed. 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 present options and strategies that can be used to maximize health and independence through diet and lifestyle. Through SFY 2021 IDA provided continued technical assistance to AAAs to improve their Nutrition Counseling screening and



intervention process. IDA also explored innovative techniques to increase the number of lowans receiving one-on-one nutrition counseling by collaborating with Hy-Vee, Inc. and their team of registered dietitians.

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 lowans. Activities often include health screening and assessments, organized physical fitness activities and evidence-based Falls Prevention or Chronic Disease Self-Management programs. While many older lowans were encouraged to remain socially distant throughout much of SFY 2021, evidence-based programming was transitioned to a 'distance-learning' format where feasible. Programs were offered through a variety of platforms including, but not limited to, Zoom, Facebook Live, Facebook messenger, Google Hangout, or Skype. Evidence-based programs offered during this time included, Matter of Balance, Home Meds, Powerful Tools for Caregivers, Stepping On, Tai Chi for Arthritis, Better Choices Better Health, 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. 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 20 restaurants, cafes and grocery stores provided lowans 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 conferences featuring the project.
- IDA was awarded ACL Falls Prevention grant beginning in August 2020 with the goal of improving the ability of older adults and adults with disabilities in Cass, Dallas, Mills, and Pottawattamie counties to live safely in their homes. The project uses the evidence-based program, CAPABLE, to reduce in-home falls risk. Year one of the grant project was used to develop a sustainable referral infrastructure. Moving forward CAPABLE and Iowa Return to Community (IRTC) will complement one another and ensure that older lowans are empowered with the services and resources necessary to age in place.

- IDA was a member of the Lieutenant Governor’s Feeding Iowans Task Force along with other state departments to identify solutions for feeding Iowans during the COVID-19 pandemic from March 2020 through March 2021.
- IDA collaborated with the Iowa Food Bank Association to provide 1.8 million pounds of food, the equivalent of 1.48 million meals, and other essentials items to 191, 206 older Iowans in need, between May and December 2020.
- IDA collaborated with Central Iowa Shelter and Services to provide 10,847 high-quality food truck meals to Iowans 60+ utilizing CARES Act relief funds. Meals were offered in 13 different locations, strategically chosen to reach those in greatest need, between July and November 2020.
- Using state funds, IDA developed a working relationship with Hy-Vee, Inc. and their team of Registered Dietitians to enhance service availability of nutrition counseling to older Iowans (age 60+). In five-months’ time, 245 participants were served for 345 reported units. 104 of 245 participants were interested in additional OAA services.
- In SFY2021 over 12,000 older Iowans received nutrition education, down 10% from SFY 2020, while the primary traditional service delivery mode, congregate meal sites were closed.
- In SFY 2021 6,073 people were served with either evidence-based or non-evidence-based service (up 1.1% over SFY 2020).
- In collaboration with Iowa Department of Public Health, Iowa’s AAAs developed “Resources for Dental Care”, a tool that AAAs utilize in ensuring that older Iowans are connected with oral health resources as needed.

**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 \$843,153, IIIC(1) \$4,099,121, IIIC(2) \$5,097,707, IIIE \$390,135, Nutrition Services Incentive Program \$1,318,156, State General Funds \$2,909,154, and Other \$6,710,909 totaling \$21,368,335.

## Case Management

### **Description:**

Case Management is designed to promote and support 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.

**Why we are doing this:** Older Iowans want to live in their own homes with dignity and independence for as long as possible. Typically, coordinated case management services and the array of long-term living and community supports 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 during an in-home visit, develop a personalized plan of care, coordinate individualized services and provide ongoing monitoring of the individual's plan to help older Iowans achieve their independent living goals. *(Link to Strategic Plan Goal 2: Enable Iowans to remain in their own homes and communities with high quality of life for as long as possible through the provision of a diverse menu of long-term living and community support services, including support for family caregivers.)*

**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.

**What Happened:** In the past two transitional years leading up to SFY 2021, AAA delivery of case management services shifted focus to consumers who would benefit from case management but were not eligible for the service under the Medicaid managed care system. State Fiscal Year 2021 targets and outcome measures were developed from the previous model of case management service delivery; therefore, adjustment to the change influenced consumer base values and transition timeframes. Resulting differences between target and actual measures, accurately reflect the shift to consumer-focused service delivery. In SFY 2021 the AAAs and IDA continued the process of adjusting the outreach, awareness, and coordination of the case management service to reach this new consumer population.

The change in direction to a consumer-driven strategy will continue to be built and customized, according to identified needs and applicable partners. The service of Case Management, offered by the AAAs and funded with Older Americans Act and state elderly service dollars, will assist in applying emphasis on consumer needs and support.

As noted above, nearly 24 percent of Iowans are aged 60 or older. An estimated 58,274 Iowans aged 60 or older, have an independent living disability and could potentially benefit from the service of case management.<sup>8</sup> The AAAs will continue to adapt to the new system direction and will align their focus on delivering suitable case management service in the coming years.

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

**Resources:** Funding for this program is a combination of Federal Older Americans Act Title IIIB: \$534,642, IIID: \$564, State General Funds: \$428,672, and Other: \$61,058 totaling \$1,024,936.

---

<sup>8</sup> *Data-at-a-Glance (State-level Population Estimates): Iowa*, Estimate for non-institutionalized population, Administration for Community Living, AGing Integrated Database (AGID), Accessed 10/7/2020. <https://agid.acl.gov/StateProfiles>.

## 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 promote and provide caregiver training and support services. 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 2021 Target	FY 2021 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.	Percentage of caregiver consumers indicating caregiver counseling and/or respite service allowed them to maintain their caregiver role. (297_34303_002)	85%	85%	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 2021 Target	FY 2021 Actual	Strategies/Recommended Actions
Caregiver Access Assistance and Supportive Services	Number of lowans receiving assistance from at least one caregiver service. (297_34303_001)	4,800	5,505	<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 caregivers that may be caring for individuals with dementia, experiencing significant stress, reduced employment and/or developing health issues.</li> <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>

**What Happened:** IDA decreased the SFY 2021 performance target to 85% to continue to advance positive outcomes for caregivers due to COVID-19 restrictions. This target was met by the AAAs at 85% 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. 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 2021, IDA requested that the AAAs meet the target of 4,800 lowans receive assistance from at least one caregiver service. The AAAs exceeded this target and ended up providing 5,505 lowans 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.

During SFY21, the COVID-19 pandemic caused the AAA network to quickly pivot their service delivery model for many OAA and Family Caregiver services. In-person, home visits with consumers changed to telephonic contact or web-based meetings, where available. Throughout these months, existing consumers were provided friendly, reassurance calls to ensure basic needs were met and critical social contact. Many AAAs engaged Caregivers through telephonic support groups, increased their social media presence, and implemented on-line support groups. Where available, AAAs provided much needed technology support to Family Caregivers to maintain contact with family and providers.

In SFY 2021, IDA continued activities to strengthen the caregiver program. Major activities included:

Conducted monitoring of all six AAA Family Caregiver programs for compliance with Chapter 14

- Provided virtual technical assistance on program improvements, Standard Operating Procedures and data quality;
- Continued participation 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 III E \$1,600,265, State General Funds \$375,953, and other \$404,096 totaling \$2,380,314.

## *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 2021 Target	FY 2021 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	Percent of consumers who receive registered service that complete a Consumer Intake Form once during the state fiscal year. (297_67_200)	90%	92%	Effective & Responsive Management
	Number of reportable comments in the annual audit pertaining to the Department. (297_67_300)	0	0	

\*Most recent departmental audit report completed was for SFY 2020.

**What Happened:** IDA and AAA staff utilize a continuous improvement process to ensure the reporting system meets the aging network’s needs. IDA staff worked with AAA staff to identify and rectify missing data through reporting changes and improved processes. As a result, IDA surpassed its SFY 2021 target for the percentage of consumers who receive registered service that complete a Consumer Intake Form once during the state fiscal year. 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.

### *Core Function: Resource Management*

#### *Activity: Annual Management*

**Description:** Throughout SFY 2021, Department 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 2020 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.

## Resource Reallocation

In SFY 2021, 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 Cynthia Pederson at the Department on Aging: [cynthia.pederson@iowa.gov](mailto:cynthia.pederson@iowa.gov).

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

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