

# Performance Results

## State Fiscal Year 2020

PREPARED BY THE IOWA DEPARTMENT ON AGING

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## EXECUTIVE SUMMARY

Reviewing fiscal year 2020 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) 2020 (July 1, 2019 – June 30, 2020) 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 2020, IDA completed effective and consistent statewide service delivery in the following areas.

- **IRTC:** Iowa Return to Community is a care transitions pilot project assisting individuals age 60 or older who are not on Medicaid, to return to their home after a hospital or long-term care facility stay. The pilot program is in Cass, Mills, Pottawattamie and Woodbury Counties as well as a 50 mile radius of Spencer in Clay County. One performance measure of the service is whether or not there is a successful transition out of the IRTC service at discharge. An unsuccessful discharge is defined as the individual being readmitted to the hospital for the same illness or moving into a long-term care facility, but not by the individual's choice. For FY 2020, both AAA implementation sites were exceptionally successful, with 97% of discharge transitions at Connections AAA and 99% of discharge transitions at Elderbridge AAA being successful.
- **Medicaid Claiming Administrative Claiming for ADRC:** Federal Financial Participation provides matching dollars, up to 50%, to cover activities that contribute to the efficient and effective administration of the Medicaid program and can provide an ongoing source of funding for enhanced Aging and Disability Resource Center activities. IDA has been partnering with IME over the past two years to develop this system and gain approval which will result in the

following deliverables: 1) Provides a stable source of funding that will not need to be increased or backfilled by the State Legislature; 2) Reduces Medicaid costs by delaying Medicaid eligibility; and 3) Minimizes duplication from having multiple entities facilitating access to Medicaid.

- **Caregiver Service Delivery Redesign:** In FY20, the implementation design sprouting from a Lean Value Stream Mapping Event came to fruition. The goal was to develop a standardized process to provide statewide consistency and continuity of Family Caregiver service delivery from delivery through discharge. This goal was achieved by providing the following deliverables: 1) A clear definition of caregiver; 2) Clarification on the minimum standards required statewide; and 3) A standardized process, operating procedures and methods to ensure quality outcomes.

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 citizen and four legislative Commissioners for SFY 2020, 28 full time employees and 1 part time employee. Ten full time and one part time 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 residents. Eight local Long-Term Care Ombudsmen were housed in counties in their regions; 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 lowans aged 60 and over is 743,760 or 23.6 percent of Iowa’s total population. By 2030, the percentage of lowans aged 60+ is estimated to grow to approximately 26 percent of Iowa’s total population. By 2050 estimates show that in 74 counties, residents aged 65 or older will represent at least twenty percent or more of the respective population, compared to 46 counties in 2017.

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

Demographic Characteristic	All Older lowans	lowans aged 60+ served by the Aging Network (SFY 2020)
Lives Alone	29% (est. 199,000)	54% (21,958)
Rural Area	34% (est. 256,066)	42% (17,678)
Poverty Rate	7% (est. 55,000)	25% (10,220)

Iowa’s six (6) Area Agencies on Aging (AAAs) reported the services provided to lowans 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 lowans 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.

The SFY 2020 data includes the number of older lowans served and the number of service units provided. Over 52,000 lowans received more than 360,000 units of home and community based services, 2 million meals, 50,000 health promotion or elder rights service units, and/or 51,684 caregiver service units. A more detailed look at the consumer profile revealed that 55 percent were aged 75 or older and that 55 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 36 percent of caregivers served were the daughter or daughter-in-law of the care recipient and 43 percent were the spouse of the care recipient, with 37 percent of caregivers aged 70 years or older.



## 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.

## 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 Measures	FY 2020 Target	FY 2020 Actual
Percentage of ADRC (Lifelong Links) callers indicating they received the information they were seeking. (297_04500_005)	90%	99%
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%	93%

Service Measure	FY 2020 Target	FY 2020 Actual
Number of lowans receiving information & assistance or access assistance service. (297_04500_003)	16,000	27,628
Number of lowans receiving Options Counseling service. (297_04500_004)	2,000	2,160

**What Happened:** In SFY 2020, Iowa's ADRC network responded to 52,911 requests for information, referrals, and assistance from 27,628 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 (99 percent). Similarly, in SFY 2020, Iowa's AAAs provided options counseling to 2,160 individuals. Of those options counseling consumers surveyed (1,600), the vast majority (93 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 2020, IDA continued activities to strengthen the ADRC. Major activities included:

- Conducted on-site monitoring of all six AAA Information and Assistance programs for compliance;
- 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 and the Integrated Information for Iowa (1/3).

**Resources:** Funding for this program is a combination of Federal Older Americans Act Title IIIB \$794,086, State General Funds \$2,081,881, and Other \$370,418 totaling \$3,246,385.

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## 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

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Performance Outcome Measures	FY 2020 Target	FY 2020 Actual
Percent of Long Term Care Complaints Resolved (297_04502_002)	65%	64%
Percent of nursing facilities with a volunteer LTCO (297_04502_001)	25%	9%

**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 881 and residential care facilities and assisted living programs that need volunteer long-term care ombudsmen. In FY2020, 41 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. The OSLTCO addresses member concerns and issues, and tracking and monitoring issues affecting members that contact the office. The program has served a total of 252 Medicaid managed care members from July 2019 through June 2020 from individuals seeking assistance with their managed care plan.

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

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

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## 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. (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:** 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 wards; and assisting guardians, conservators, wards, 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 wards 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

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Performance Outcome Measure	FY 2020 Target	FY 2020 Actual
Number of individuals who received training on guardianship, conservatorship, and other substitute decision making topics. (297_04504_002)	600	584

**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 FY2020 the office served 71\* 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 lowans 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 and Integrated Information for Iowa (1/3).

**Resources:** Funding for this program is a combination of State General Funds \$377,846 and Fees \$11,839 totaling \$389,685.



## Core Function: Health & Support Services

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

### Services: Healthy Aging

#### Nutrition and Health Promotion

**Description:** As lowans 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 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:** 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 lowans' goals for independent living. Department staff also review program performance and monitor compliance with federal and state regulations.

## Results

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Performance Outcome Measures	FY 2020 Target	FY 2020 Actual
Of congregate meal consumers who may be socially isolated, percentage eating 4 meals at a meal site in a month. (297_34302_003)	85%	86%
Of home delivered meal consumers who may be socially isolated, percentage receiving at least 8 meals in a month. (297_34302_004)	85%	80%

Service Measures	FY 2020 Target	FY 2020 Actual
Number of older lowans receiving at least 1 OAA nutrition, supportive, or elder rights service (297_34302_006)	45,000	51,497
Number of older lowans receiving a Home Delivered Meal (297_34302_007)	10,000	18,272
Number of older lowans receiving a Congregate Meal (297_34302_008)	17,000	13,427

**What Happened:** The OAA nutrition programs focused on nutritious meals and opportunities for socialization which contributed to positive outcomes for meal participants. 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 meal recipients.

In SFY 2020, 2.08 million congregate and home delivered meals were provided to older lowans. Forty eight (48) percent of home delivered nutrition program

participants were considered at high nutrition risk, and 14% of home delivered nutrition program participants were considered food insecure.

During FY2020, the COVID-19 pandemic forced all congregate meal sites to close beginning March, 2020. The decline in congregate meal participants and increase in home delivered meal participants is reflected in the data. Iowa area agencies on aging switched congregate meal methods to drive-through pick up meals, home delivered meals, bulk frozen meal deliveries, and restaurant and grocery store deliveries during this time.

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 2020, IDA focused on activities designed to strengthen the nutrition program. Programs that implemented innovative strategies, started to see an increase in nutrition program participants.

Major activities conducted:

- IDA hosted “Nutrition and Health Promotion” trainings with the six (6) area agencies on aging focused on nutrition innovation utilizing the following strategies: Nutrition Requirements, Menus, Environment, Intake Form, Funding, and Marketing. These strategies were identified from the Condition of Iowa’s Congregate Meal Program report released in December, 2018.
- IDA implemented a Nutrition Revitalization Action Plan and utilized state funding to award mini grants to the Iowa area agencies on aging that applied to pilot innovative congregate nutrition solutions.
- Iowa was one of six (6) ACL awardees for the 2017-2019 Innovations in Nutrition Program Grant, with subsequent changes yielding positive results. Meal participation has increased for the Heritage AAA, one of the grant recipients, which had previously experienced the largest decline in congregate meal participation. Heritage’s preliminary success is attributed to numerous innovations that better serve older Iowans such as choice menus, salad bars and improved marketing strategies. IDA worked with ACL and the National Resource Center for Nutrition and Aging to release replication guide materials and participate in webinars.
- The Iowa Department on Aging 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.

**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 III C(1) \$3,767,665, III C(2) \$5,591,140, III E \$66,298, Nutrition Services Incentive Program \$1,456,190, State General Funds \$3,413,659, and Other \$5,533,901 totaling \$20,228,853.

## Case Management

### Description:

Case Management is designed to promote and support independent living of older lowans by helping them coordinate the home and community-based services and supports they need. Case Management service delivery focuses on at-risk, older lowans 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 lowans 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 lowans 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 lowans achieve their independent living goals. *(Link to Strategic Plan Goal 2: Enable lowans 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.

## Results

Performance Outcome Measures	FY 2020 Target	FY 2020 Actual
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)	34	33.7

Service Measures	FY 2020 Target	FY 2020 Actual
Number of older lowans with an independent living impairment receiving Case Management service (297_34302_009)	505	902

**What Happened:** In the past two transitional years leading up to SFY 2020, 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 2020 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 2020 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 lowans are aged 60 or older. An estimated 67,753 lowans aged 60 or older, have an independent living disability and could

potentially benefit from the service of case management. 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 and Iowa Aging Financial Reporting System (IAFRS).

**Resources:** Funding for this program is a combination of Federal Older Americans Act Title IIIB: \$416,734, State General Funds: \$321,423, and Other: \$27,170 totaling \$765,327.

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## 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

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Performance Outcome Measures	FY 2020 Target	FY 2020 Actual
Percentage of caregiver consumers indicating caregiver counseling and/or respite service allowed them to maintain their caregiver role. (297_34303_002)	90%	84%



Service Measure	FY 2020 Target	FY 2020 Actual
Number of lowans receiving assistance from at least one caregiver service. (297_34303_001)	3,500	4,297

**What Happened:** IDA increased the SFY 2020 performance target to 90% to continue to advance positive outcomes for caregivers. This target was not met but acceptable at 84% 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 2020, 436 caregivers received over 36,000 hours of Respite service. This crucial service provides caregivers a short break from their caregiving duties. The AAAs provided one-on-one or support group counseling to 552 caregivers across the state. In addition, they offered training and educational opportunities to caregivers through local support groups, evidence-based training classes (Powerful Tools for Caregiver) and statewide/regional caregiver conferences.

During SFY20, 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 2020, IDA continued activities to strengthen the caregiver program. Major activities included:

- Conducted on-site monitoring of all six AAA Family Caregiver programs for compliance with Chapter 14;

- Provided both on-site and 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;
- Produced Standard Operating Procedures for the Family Caregiver Program;
- 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.

\*A total of 68 caregiver consumers were asked to assess whether the counseling and/or respite service they received allowed them to maintain their caregiver role. Of those who responded "No", most indicated that the level of care for the care recipient became too great.

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

**Resources:** Funding for this program is a combination of Federal Older Americans Act Title III-E \$1,478,450, State General Funds \$312,582, and other \$376,721 totaling \$2,167,753.

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## 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

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Performance Outcome Measures	FY 2020 Target	FY 2020 Actual
Percent of consumers who receive registered service that complete a Consumer Intake Form once during the state fiscal year. (297_67_200)	90%	90%

**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 achieved its SFY 2020 target for the percentage of consumers who receive registered service that complete a Consumer Intake Form once during the state fiscal year. The target for SFY 2021 remains the same. 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 2020, 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.

### Results

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**What Happened:** IDA's most recent audit report from SFY 2019 shows that the audit resulted in no reportable comments.

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

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## RESOURCE REALLOCATION

In SFY 2020, 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 Shan Sasser at the Department on Aging: Shan.Sasser@iowa.gov.

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