



Iowa Department on Aging
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Iowa Department on Aging

PERFORMANCE PLAN FOR STATE FISCAL YEAR 2023

9/14/2022

Agency Mission: 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 & Health Promotion
- Services to Promote Independence

CORE FUNCTION: ADVOCACY (297_04)

ADRC Resource Center (Org #: 5197)

Performance Outcome	Performance Outcome Measures	FY 2023 Target	FY 2022 Actual	Link to Strategic Plan
Iowans will receive accurate information and guidance in a manner that allows them to make informed choices about long-term supports and how to obtain them.	Percentage of ADRC (Lifelong Links) callers indicating they received the information they were seeking. (297_04500_005)	99.9%	99.9%	Goal 1: The Iowa Aging Network will support older Iowans, Iowans with disabilities, and caregivers as they make informed decisions and exercise self-determination and control about their independence, wellbeing, and health.
	Percentage of Options Counseling consumers who indicate they were provided information to make an informed decision on goal and service needs (297_04500_006)	94%	93.3%	

Service	Service Measure	FY 2023 Target	FY 2022 Actual	Strategies/Recommended Actions
ADRC Information & Access	Number of Iowans receiving information & assistance or access assistance service. (297_04500_003)	24,000	21,106	<ul style="list-style-type: none"> 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. Annually review service data to identify trending service topics & unserved/underserved consumers or groups. Ensure person-centered service delivery approach and cultural competencies among ADRC personnel statewide. Provide training on most frequently requested call topics & programs and services for identified target populations.
ADRC Options Counseling	Number of Iowans receiving Options Counseling service. (297_04500_004)	2,500	2,251	

Long Term Care Ombudsman (LTCO) (Org #: 3585)

Performance Outcome	Performance Outcome Measures	FY 2023 Target	FY 2022 Actual	Link to Strategic Plan
Improve the quality of life and care in long-term care facilities by assisting residents to resolve complaints about the care they receive and to assure that residents' civil and human rights are protected.	Percent of Long Term Care Complaints Resolved (297_04502_002)	68%	63.04%	Goal 3: Iowa Aging Network will protect and enhance the rights and prevent the abuse, neglect, and exploitation of older Iowans and Iowans with disabilities.
	Percent of nursing facilities with a volunteer ombudsman (297_04502_001)	10%	12.01%	

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

Office of the Public Guardian (Org #: 5286)

Performance Outcome	Performance Outcome Measure	FY 2023 Target	FY 2022 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)	750	478	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.

CORE FUNCTION: HEALTH & SUPPORT SERVICES (297_34)

Healthy Aging D (Org #: 3485)

Performance Outcome	Performance Outcome Measures	FY 2023 Target	FY 2022 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.	Of congregate meal consumers who may be socially isolated, percentage eating 4 meals at meal site in a month. (297_34302_003)	85%	83.1%	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 SFY2020
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.	Of home delivered meal consumers who may be socially isolated, percentage receiving at least 8 meals in a month. (297_34302_004)	85%	83.0%	
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.	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)	20	15.2	

Services	Service Measures	FY 2023 Target	FY 2022 Actual	Strategies/Recommended Actions
Older Americans Act - Home and Community Based Nutrition, Supportive, and Elder Rights Services	Number of older lowans receiving at least 1 OAA nutrition, supportive, or elder rights service (297_34302_006) [GENERAL AGING REG Service]	50,000	49,516	<p>*The targets for Home Delivered Meals are lower than FY2021 actuals as the COVID19 pandemic caused long-term closures in congregate nutrition sites. Re-opening dates and effects on participation are subject to change.</p> <ul style="list-style-type: none"> 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. Implement referral methods for consumers whose intake or assessment responses show indicators of social isolation and identify strategies to keep those consumers engaged. Implement referral methods for consumers whose intake or assessment responses show indicators of risk for institutionalization or need for additional supports. Provide technical assistance to the AAA nutrition directors on: <ul style="list-style-type: none"> Creating a welcoming atmosphere and offering a variety of activities of interest at meal sites. Identifying new population groups and traditionally underserved consumers and implementing pilot projects to attract new individuals to meal sites. Promote meal programs as a health promotion service to organizations such as health care providers, hospital discharge planners, third party payers, and caregivers.
Home Delivered Meals	Number of older lowans receiving a Home Delivered Meal (297_34302_007)	13,314	13,130	
Congregate Meals	Number of older lowans receiving a Congregate Meal (297_34302_008)	15,800	15,445	
Case Management	Number of older lowans with an independent living impairment receiving Case Management service (297_34302_009)	1,200	1,066	

Area Agency on Aging (AAA) - Caregiver (Org#: 3263)

Performance Outcome	Performance Outcome Measures	FY 2023 Target	FY 2022 Actual	Link to Strategic Plan
Caregivers have access to services that allow them to sustain their caregiving role and maintain their emotional and physical health.	Percentage of caregiver consumers indicating caregiver counseling and/or respite service allowed them to maintain their caregiver role. (297_34303_002)	85%	81.2%	Goal 2: Iowa Aging Network will enable older Iowans to remain in their own residence and community of choice through the availability of and access to high quality home and community services and supports, including support/s for families and caregivers.

Service	Service Measure	FY 2023 Target	FY 2022 Actual	<i>Strategies/Recommended Actions</i>
Caregiver Access Assistance and Supportive Services	Number of Iowans receiving assistance from at least one caregiver service. (297_34303_001) [CAREGIVER Registered Consumers]	5,505	5,036	<ul style="list-style-type: none"> • Review program quality and outcome data to determine progress toward performance targets and compliance with area plan. • 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. • Identify training opportunities through quarterly AAA collaborative meetings. • Participate in partner organization committees and other collaborations with providers to increase awareness of caregiver supports.

■ CORE FUNCTION: RESOURCE MANAGEMENT (297_67)

Supportive Services A (Org #: 3285) - Oversight & Operations

Performance Outcome	Performance Outcome Measures	FY 2023 Target	FY 2022 Actual	Link to Strategic Plan
<p>The Department on Aging operates with highest efficiency, transparency and accountability.</p> <p>Accurate data sharing among state agencies and other aging network partners to better identify high risk older adults and caregivers</p>	<p>Percent of consumers who receive registered service that complete a Consumer Intake Form once during the state fiscal year. (297_67_200)</p>	90%	90%	Effective & Responsive Management
	<p>Number of reportable comments in the annual audit pertaining to the Department. (297_67_300)</p>	0	0	

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