

18 Focus Area A: Older Americans Act (OAA) Core Programs

ICOA Goal: Increase OAA core services by:

- Utilizing financial and operational data to increase services to older individuals and standardizing proven best practices for service delivery throughout the Planning and Service Area.
- Coordinating with health and social service partners to broaden access for long-term care services.

Administration

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	N/A	N/A	\$0
SFY 2017 (July 2016 – June 2017) Actual	N/A	N/A	\$0
SFY 2018 (July 2017 – June 2018) Actual	\$37,015	\$52,476	\$89,491
SFY 2019 (July 2018 – June 2019) Budgeted	\$36,011	\$53,289	\$89,300
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

Coordination and Planning

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	N/A	N/A	\$0
SFY 2017 (July 2016 – June 2017) Actual	N/A	N/A	\$0
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$18,876	\$18,876
SFY 2019 (July 2018 – June 2019) Budgeted	\$0	\$18,066	\$18,066
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

Proposed SFY 2019 Coordination Activities include:

- **Conduct consumer satisfaction surveys for all AAA services;**
- **Assess and refer community resources in urban and rural communities, related to the availability and services for *veterans*;**
- **Conduct, assess and report on gaps in services for Veterans in Area II;**
- **Conduct, assess and report on community partner programming to avoid program duplication;**
- **Pursue Life span respite and family caregiver PTC classes;**
- **Review and evaluate the effectiveness and resources of the AAA Disaster Plan and plan for disaster concerns with disaster planners to address (more specifically) the special needs population in the PSA with the Local Emergency Planning Coalition;**
- **Establish one new meal site in the PSA.**

1: Transportation Objective: To utilize best available data and resources from current transportation systems to maximize available services to older individuals.

Service Description: Transportation funds are used for operating expenses only and are designed to transport older persons to and from community facilities and resources for the purpose of applying for and receiving services, reducing isolation, or otherwise promoting independent living. The funds need to be used in conjunction with local transportation service providers, public transportation agencies, and other local government agencies, that result in increased provision.

Service is provided to: congregate meal sites, supportive services (health services, programs that promote physical and mental well-being and shopping) community facilities and resources for the purpose of applying for and receiving services, which include comprehensive counseling and legal assistance.

Service Eligibility: Individual 60 years of age or older.

Service Implemented by:

- COAST Transportation: M-F, 8:00 -4:30, (509) 397-2935;
- Interlink: M-Th 9:00 - 4:00, (509) 751-9143;
- Salmon River Transit: M-F, 8:00 - 5:00, (208) 628-2394, and,
- SMART Transit: M-F: 8:00 -5:00, (208) 883-7747.

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$13,900	\$16,850	\$30,750
SFY 2017 (July 2016 – June 2017) Actual	\$29,089	\$22,592	\$51,681
SFY 2018 (July 2017 – June 2018) Actual	\$46,907	\$1,834	\$48,741
SFY 2019 (July 2018 – June 2019) Budgeted	\$18,214	\$13,321	\$31,535
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

A. Transportation Service Delivery Strategy: Identify best practices in conjunction with local transportation service providers, public transportation agencies and/or private, not-for-profit community organizations that result in an increase in service provision in North-central Idaho.

Performance Measure:

- Effectiveness = Number of boardings.
- Quality = Consumer satisfaction (use ACL's POMP-Performance Outcome Management Project).

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Annual Boardings</u>	<u>Average Cost per Boarding</u>	<u>Consumer Satisfaction %</u>
SFY 2016 (July 2015 – June 2016) Actual	4,416	\$6.96	N/A
SFY 2017 (July 2016 – June 2017) Actual	7,383	\$7.00	95.83%
SFY 2018 (July 2017 – June 2018) Actual	6,963	\$7.00	96.55%
SFY 2019 (July 2018 – June 2019)		\$	
SFY 2020 (July 2019 – June 2020)		\$	

Benchmark:

- Increase the number of boardings by 2% annually.
- Identify 2 new transportation providers with emphasis in underserved communities.
- Maintain consumer satisfaction at 75% or higher.

B. Transportation Coordination Strategy: Collaborate with the Metropolitan Planning Organization (MPO) and transportation provider network to improve access to senior transportation information and resources.

Performance Measure: Senior transportation provider resources in each county.

Baseline:

<u>County</u>	<u>Current Senior Transportation Provider</u>	<u>Available Transportation Referral Resources</u>
Clearwater	COAST	Appaloosa Express, Blue Mountain Action Council, VEYO
Idaho	Salmon River Seniors	Prairie Transportation, COAST, Blue Mountain Action Council, VEYO
Latah	SMART Transit, COAST	VEYO

Lewis		Appaloosa Express, VEYO, Blue Mountain Action Council
Nez Perce	Interlink, COAST	Lewiston Transit, Dial-a-Ride, VEYO, Blue Mountain Action Council, Appaloosa Express

Benchmark: Identify additional senior and disabled transportation provider resources.

2: Outreach Objective: To target outreach efforts that increase OAA core services.

Service Description: Outreach funds are used to seek out older persons, identify their service needs, and provide them with information and assistance to link them with appropriate services. Outreach efforts must emphasize the following: (i) older individuals residing in rural areas. (ii)&(iii) older individuals with greatest economic and social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas). (iv) older individuals with severe disabilities; (v) older individuals with limited English-speaking ability; (vi) older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals).

Service Eligibility: General public needing long-term care services and supports.

Service Implemented by:

- Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$0	\$0
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$8,327	\$8,327
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$5,963	\$5,963
SFY 2019 (July 2018 – June 2019) Budgeted	\$	\$2,045	\$2,045
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

A. Outreach Service Delivery Strategy: Identify best practice through tracking core performance data for each OAA Core service prior to and for a period after outreach events to see if outreach was successful. Each outreach activity should emphasis reaching the six target areas:

- Seniors residing in rural areas**
- Greatest economic need**
- Greatest social need**
- Seniors with limited English ability**
- Seniors with severe disabilities**
- Seniors with Alzheimer’s disease and related disorders**

Performance Measure: Outreach units for each OAA service.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>One-to-one Contacts</u>
SFY 2016 (July 2015 - June 2016) Actual	5,341
SFY 2017 (July 2016 - June 2017) Actual	41
SFY 2018 (July 2017 - June 2018) Actual	15
SFY 2019 (July 2018 - June 2019)	
SFY 2020 (July 2019 - June 2020)	

Benchmark: Target outreach to specific services based on performance data. Outreach efforts must show a direct impact to the targeted service.

B. Outreach Coordination Strategy: The AAA will coordinate efforts with health care providers to increase “access to” and “participation in” OAA core services, specifically focusing on increasing participation in homemaker, home delivered meals, and national family caregiver support program through direct referrals from hospital and clinic discharge planners.

Performance Measure: The number of referrals received from health care providers.

Baseline: Creating partnerships with healthcare providers to increase number of referrals to homemaker, home delivered meals, and national family caregiver support programs.

<u>State Fiscal Year (SFY)</u>	<u>Homemaker Referrals</u>	<u>HDM Referrals</u>	<u>NFCSP Referrals</u>
SFY 2016 (July 2015 – June 2016)	N/A	N/A	N/A
SFY 2017 (July 2016 – June 2017)	36	48	6
SFY 2018 (July 2017 – June 2018)	29	90	9
SFY 2019 (July 2018 – June 2019)			
SFY 2020 (July 2019 – June 2020)			

Benchmark: Increase the number of referrals received from health care providers following outreach efforts.

3: Information and Assistance (I&A) Objective: To provide older individuals with statewide access to comprehensive long-term care resource assistance and OAA core service eligibility determination in coordination with Aging and Disability Resource Center (ADRC) partners.

Service Description: Information and assistance (I&A) funds are used to: (1) Provide older individuals with current information on long-term care supports, services and opportunities available within their communities, including information relating to assistive technology; (2) Assess older individual’s problems and capacities; (3) Link older individuals to long-term care supports, services and opportunities that are available; (4) To the maximum extent practicable, ensure that older individuals receive needed services, and are aware of available opportunities by establishing follow-up procedures; and (5) Serve the entire community of older individuals, particularly: (i) Older individuals with the greatest social need; (ii) Older individuals with the greatest economic need; and (iii) Older individuals at risk for institutional placement.

Service Eligibility: General public needing long-term care services and supports.

Service Implemented by:

- Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$31,964	\$31,964
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$37,775	\$37,775
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$42,423	\$42,423
SFY 2019 (July 2018 – June 2019) Budgeted	\$	\$33,065	\$33,065
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

A. I&A Service Delivery Strategy: Expand I&A contacts to increase cost effectiveness.

Performance Measure:

- Efficiencies = Cost per contact, average contact per Full Time Equivalent/I&A staff.

- Effectiveness = Total contacts, total costs.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Annual Contacts</u>	<u>Average Cost per Contact</u>	<u>Allocated Number of I&A Staff</u>	<u>Average Monthly Contact per I&A Staff</u>
SFY 2016 (July 2015 – June 2016)	1,852	\$17.26	.52	154
SFY 2017 (July 2016 – June 2017)	2,139	\$17.66	.62	178
SFY 2018 (July 2017 – June 2018)	1,289	\$32.91	.61	107
SFY 2019 (July 2018 – June 2019)				
SFY 2020 (July 2019 – June 2020)				

Benchmark: Increase the number of I&A contacts by 10% each year.

B. I&A Coordination Strategy: Coordinate with identified focal points in each county in Region 2, to increase public awareness of AAA services by distributing literature to increase awareness of I&A services.

Performance Measure: The number of community partners identified as focal points.

Baseline:

<u>State Fiscal Year (SFY)</u>	SFY 2016 (July 2015 – June 2016) Focal Points	SFY 2017 (July 2016 – June 2017) Focal Points	SFY 2018 (July 2017 – June 2018) Focal Points	SFY 2019 (July 2018 – June 2019) Focal Points	SFY 2020 (July 2019 – June 2020) Focal Points
<u>Clearwater</u>	4	5	5		
<u>Idaho</u>	4	6	6		
<u>Latah</u>	4	7	7		
<u>Lewis</u>	0	3	3		
<u>Nez Perce</u>	16	15	15		

Benchmark: Establish community partners and focal points to increase awareness and referrals to I&A services.

4: Case Management Objective: To provide statewide access to Case Management service for older individuals who need an optimum package of long-term care services.

Service Description: Case Management funds are used for eligible older individuals and disabled adults, at the direction of the older individual or a family member of the older individual, to assess the needs of the person and to arrange, coordinate, and monitor an optimum package of services to meet those needs. Activities of case management include: comprehensive assessment of the older individual; development and implementation of a service plan with the individual to mobilize formal and informal resources and services; coordination and monitoring of formal and informal service delivery; and periodic reassessment.

Service Eligibility: Individuals 60 years of age or older who cannot manage services on their own.

Service Implemented by:

- Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$10,892	\$0	\$10,892
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$0	\$0
SFY 2018 (July 2017 – June 2018) Actual	\$99	\$0	\$99
SFY 2019 (July 2018 – June 2019) Budgeted	\$0	\$0	\$0
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

A. Case Management Service Delivery Strategy: Utilize AAA staff for those cased where no other Case Management service is available and an individual is unable to manage multiple services for his or her self. If Case Management is needed, cost and corresponding units of service will be accounted for under Case Management.

Performance Measure:

- Efficiencies = Cost per consumer, average cost per unit.
- Effectiveness = Total consumers, total costs, total unit hours.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Unduplicated Clients Served</u>	<u>Average Cost per Client</u>	<u>Total Annual Units (hrs.)</u>	<u>Average cost per Unit (hr.)</u>
SFY 2016 (July 2015 – June 2016) Actual	Not Available	Not Available	Not Available	Not Available
SFY 2017 (July 2016 – June 2017) Actual	Not Applicable	Not Applicable	Not Applicable	Not Applicable
SFY 2018 (July 2017 – June 2018) Actual	1	\$99	3.5	\$28.29
SFY 2019 (July 2018 – June 2019)		\$		\$
SFY 2020 (July 2019 – June 2020)		\$		\$

Benchmark: Account for Case Management costs and units provided by the AAA.

B. Case Management Coordination Strategy: Coordinate a standardized referral protocol between case management providers who serve the following: dual eligible (care coordinators); veterans (veterans service officer); health and welfare (IDHW navigators); facility residents (discharge planners); people with disabilities (independent living specialists); identified person centered medical home consumers (case manager), and seniors who are unable to manage multiple services (AAA).

Performance Measure: Standardized MOU that includes case management protocols.

Baseline:

<u>Case Management Focus Area</u>	<u>Agency</u>	<u>Protocol in Place</u>
Dual Eligible	Blue Cross True Blue	No
Veterans	Veterans Service Officer	No
Health and Welfare	Idaho Department of Health Welfare	No
Facility Residents	Idaho Home Choice	No
People with Disabilities	Disability Action Center	No
Identified PCMH consumers	Catalyst Medical Group/St. Mary's/CHAS	No

Benchmark:

Each year increase case management referral protocols.

5: Homemaker Objective: To provide statewide access to Homemaker services for eligible individuals.

Service Description: Homemaker funds are used to assist an eligible person with housekeeping, meal planning and preparation, essential shopping and personal errands, banking and bill paying, medication management, and, with restrictions, bathing and washing hair.

- Service Eligibility:** Seniors 60 years of age or older and meets any of the following requirements:
- They have been assessed to have Activities of Daily Living (ADL) deficits, and/or Instruments of Activities of Daily Living (IADL) deficits, which prevent them from maintaining a clean and safe home environment.
 - Clients aged 60 years or older, who have been assessed to need homemaker service, may be living in the household of a family member (of any age) who is the primary caregiver.
 - They are Adult Protection referrals and homemaker service is being requested as a component of a Supportive Service Plan (SSP) to remediate or resolve an adult protection complaint.
 - They are home health service or hospice clients who may be eligible for emergency homemaker service.

Service Implemented by:

- Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$83,082	\$0	\$83,082
SFY 2017 (July 2016 – June 2017) Actual	\$116,482	\$0	\$116,482
SFY 2018 (July 2017 – June 2018) Actual	\$127,182	\$0	\$127,182
SFY 2019 (July 2018 – June 2019) Budgeted	\$102,725	\$	\$102,725
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

Cost Share: Both federal and state funds are eligible; however different requirements apply: If only federal funds are used, the AAA must use individual income when determining cost-share and participants cannot be terminated for refusal to pay. If only using state funds, the AAA must use household income when determining cost-share and person can be terminated for refusal to pay. If a combination of federal and state funds is used, the AAA follows federal requirements.

A. Homemaker Service Delivery Strategy: Standardize Homemaker services by utilizing data that shows the efficiency, effectiveness and quality.

Performance Measure:

- Efficiencies = Cost per consumer, average units per consumer.
- Effectiveness = Total consumers, total unit hours, total costs, and registered consumers by at risk factor.
- Quality= Consumer Satisfaction

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Annual Units (hrs.)</u>	<u>Average Cost Per Unit (hr.)</u>	<u>Annual Units (hrs.) per Client</u>	<u>Annual Expense per Client</u>	<u>Consumer Satisfaction</u>
SFY 2016 (July 2015 – June 2016) Actual	133	5,526	\$15.03	42	\$625	90%
SFY 2017 (July 2016 – June 2017) Actual	160	7,353	\$15.84	46	\$728	86%
SFY 2018 (July 2017 – June 2018) Actual	175	8,519	\$14.93	49	\$727	87%
SFY 2019 (July 2018 – June 2019)			\$			
SFY 2020 (July 2019 – June 2020)			\$			

Demographic Baseline:

<u>Homemaker State Fiscal Year (SFY)</u>	<u>Census Data: % of Population Living in Rural Areas</u>	<u>% of Registered Consumers living in Rural Areas</u>	<u>Census Data: % of Population in *Greatest Economic Need</u>	<u>% of Registered Consumers with Greatest Economic Need</u>	<u>Census Data: % of Population in **Greatest Social Need</u>	<u>% of Registered Consumers with Greatest Social Need</u>
SFY 2016 (July 2015 – June 2016)	9,179/25,245 = 36%	129/346 = 37%	1,487/25,245= 5.89%	242/346 = 70%	5,061/25,245 = 20.05%	219/346 = 63%
SFY 2017 (July 2016 – June 2017)	9,179/25,245 = 36%	159/384 = 41%	1,487/25,245= 5.89%	274/384 = 71%	5,061/25,245 = 20.05%	249/384 = 65%
SFY 2018 (July 2017 – June 2018)	9,179/25,245 = 36%	114/265 = 43%	1,487/25,245= 5.89%	185/265 = 70%	5,061/25,245 = 20.05%	196/265 = 74%
SFY 2019 (July 2018 – June 2019)						
SFY 2020 (July 2019 – June 2020)						

***Greatest Economic Need: 65 or older living in Poverty**

****Greatest Social Need: 65 or older living alone**

Benchmark:

- Maintain a standardized number of units per consumer.
- Increase the number of total consumers by 5% per year.
- Maintain consumer satisfaction scores above 80%.

B. Homemaker Coordination Strategy: Coordinate with ICOA to establish standardized service units. Utilize targeted outreach efforts to health care communities to increase effectiveness.

Performance Measure: Average units per consumer, number of consumers with emphasis on at risk populations.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Developed Average Units</u>	<u>Registered Consumers living in Poverty</u>	<u>Registered Consumers Living Alone</u>	<u>Registered Consumers Living in Rural Counties</u>	<u>Registered Consumers who are Minorities</u>	<u>Registered Consumers over 75</u>
SFY 2016 (July 2015 – June 2016)	N/A	242	219	129	15	272
SFY 2017 (July 2016 – June 2017)	N/A	274	249	159	15	287
SFY 2018 (July 2017 – June 2018)	N/A	185	196	114	6	167
SFY 2019 (July 2018 – June 2019)						
SFY 2020 (July 2019 – June 2020)						

Benchmark:

- Implement ICOA approved service units.
- Ensure at risk populations continue to be served based on population demographics.

6: Chore Objective: To expand chore services statewide.

Service Description: Chore funds are used to improve the client’s or older individual’s safety at home or to enhance the client’s use of existing facilities in the home. These objectives shall be accomplished through one-time or intermittent service to the client. Providing assistance with routine yard work, sidewalk maintenance, heavy cleaning, or minor household maintenance to persons who have functional limitations that prohibit them from performing these tasks.

Service Eligibility: Seniors 60 years of age or older.

Service Implemented by:

- Interlink; 509-751-4193; 817 6th St. Clarkston, WA 99403; Monday-Thursday 8am-5pm
- Palouse Habitat for Humanity; 208-882-5246; 304 North Main St. Moscow, ID 83843 Tuesday-Saturday 9am-5pm
- LC Crew; 208-818-4846; 850 Main St. Lewiston, ID 83501 Monday-Friday 8am-5pm

Funding Source: (Actual expenditures for completed year and Budget for current year) Note, if AAA only refers consumers to other organization and does not fund this service, place N/A (Not Applicable) in SFY16 and SFY17 below.

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$0	\$0
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$0	\$0
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$0	\$0
SFY 2019 (July 2018 – June 2019) Budgeted	\$0	\$0	\$0

SFY 2020 (July 2019 – June 2020)	\$	\$	\$																														
<p>Cost Share: Both federal and state funds are eligible; however different requirements apply: If only federal funds are used, the AAA must use individual income when determining cost-share and participants cannot be terminated for refusal to pay. If only using state funds, the AAA must use household income when determining cost-share and person can be terminated for refusal to pay. If a combination of federal and state funds is used, the AAA follows federal requirements.</p>																																	
<p>A. Chore Service Delivery Strategy: Expand Chore through community referrals.</p>																																	
<p>Performance Measure: The number of referrals to volunteer based chore organizations.</p>																																	
<p>Baseline:</p> <table border="1"> <thead> <tr> <th><u>State Fiscal Year (SFY)</u></th> <th><u>Referral or Contracted Service</u></th> <th><u>Total Unduplicated Clients Served</u></th> <th><u>Total Annual Units (hrs.)</u></th> <th><u>Average Cost per Unit (hr.) and materials</u></th> </tr> </thead> <tbody> <tr> <td>SFY 2016 (July 2015 – June 2016) Actual</td> <td>Referral</td> <td>Not Applicable</td> <td>Not Applicable</td> <td>Not Applicable</td> </tr> <tr> <td>SFY 2017 (July 2016 – June 2017) Actual</td> <td>Referral</td> <td>Not Applicable</td> <td>Not Applicable</td> <td>Not Applicable</td> </tr> <tr> <td>SFY 2018 (July 2017 – June 2018) Actual</td> <td>Referral</td> <td>Not Applicable</td> <td>Not Applicable</td> <td>Not Applicable</td> </tr> <tr> <td>SFY 2019 (July 2018 – June 2019) Budgeted</td> <td>Referral</td> <td>Not Applicable</td> <td>Not Applicable</td> <td>Not Applicable</td> </tr> <tr> <td>SFY 2020 (July 2019 – June 2020)</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				<u>State Fiscal Year (SFY)</u>	<u>Referral or Contracted Service</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Annual Units (hrs.)</u>	<u>Average Cost per Unit (hr.) and materials</u>	SFY 2016 (July 2015 – June 2016) Actual	Referral	Not Applicable	Not Applicable	Not Applicable	SFY 2017 (July 2016 – June 2017) Actual	Referral	Not Applicable	Not Applicable	Not Applicable	SFY 2018 (July 2017 – June 2018) Actual	Referral	Not Applicable	Not Applicable	Not Applicable	SFY 2019 (July 2018 – June 2019) Budgeted	Referral	Not Applicable	Not Applicable	Not Applicable	SFY 2020 (July 2019 – June 2020)				
<u>State Fiscal Year (SFY)</u>	<u>Referral or Contracted Service</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Annual Units (hrs.)</u>	<u>Average Cost per Unit (hr.) and materials</u>																													
SFY 2016 (July 2015 – June 2016) Actual	Referral	Not Applicable	Not Applicable	Not Applicable																													
SFY 2017 (July 2016 – June 2017) Actual	Referral	Not Applicable	Not Applicable	Not Applicable																													
SFY 2018 (July 2017 – June 2018) Actual	Referral	Not Applicable	Not Applicable	Not Applicable																													
SFY 2019 (July 2018 – June 2019) Budgeted	Referral	Not Applicable	Not Applicable	Not Applicable																													
SFY 2020 (July 2019 – June 2020)																																	
<p>Benchmark: Increase the number of referrals by 5%.</p>																																	
<p>B. Chore Coordination Strategy: Coordinate with community partners to meet the need of chore services through volunteer groups.</p>																																	
<p>Performance Measure: The number of identified volunteer based chore providers.</p>																																	
<p>Baseline: Current partners:</p> <ul style="list-style-type: none"> • Interlink • Palouse Habitat for Humanity • LC Crew 																																	
<p>Benchmark: Increase the number of volunteer chore providers by 1 annually.</p>																																	

<p>7: Minor Home Modification Objective: Expand minor home modification statewide.</p>
<p>Service Description: Minor home modification funds are used to facilitate the ability of older individuals to remain at home where funding is not available under another program. Not more than \$150 per client may be expended under this part for such modification. Types of modification: bathroom grab bars, handrails for outdoor steps, materials to help build wheelchair ramps, etc.</p>
<p>Service Eligibility: Seniors 60 years of age or older.</p>
<p>Service Implemented by:</p> <ul style="list-style-type: none"> • USDA; 208-762-4939; 7830 Meadowlark Way, Suite C3 Coeur d’Alene, ID Monday-Friday 8am-5pm • Habitat for Humanity (Lewiston/Clarkston) 509-758-7396; 1242 Highland Ave. Clarkston, WA 99403 Monday-Friday 8am-5pm • Disability Action Center; 800-475-0070; 330 5th St. Lewiston, ID Monday-Friday 8:30am-4:30pm
<p>Funding Source: (Actual expenditures for completed year and Budget for current year) Note, if AAA only refers consumers to other organization and does not fund this service, place N/A (Not Applicable) in SFY16 and SFY17 below.</p>

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$0	\$0
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$0	\$0
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$0	\$0
SFY 2019 (July 2018 – June 2019) Budgeted	\$0	\$0	\$0
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

Cost Share: Both federal and state funds are eligible; however different requirements apply: If only federal funds are used, the AAA must use individual income when determining cost-share and participants cannot be terminated for refusal to pay. If only using state funds, the AAA must use household income when determining cost-share and person can be terminated for refusal to pay. If a combination of federal and state funds is used, the AAA follows federal requirements.

A. Minor Home Modification Service Delivery Strategy: Expand Minor Home Modifications through community referrals.

Performance Measure: The number of referrals to minor home modification organizations.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Referral or Contracted Service</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Annual Units (hrs.)</u>	<u>Average Cost per Unit (hr.) and materials</u>
SFY 2016 (July 2015 – June 2016) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2017 (July 2016 – June 2017) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2018 (July 2017 – June 2018) Actual	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2019 (July 2018 – June 2019) Budgeted	Referral	Not Applicable	Not Applicable	Not Applicable
SFY 2020 (July 2019 – June 2020)				

Benchmark: Increase the number of referrals by 5%.

B. Minor Home Modification Coordination Strategy: Coordinate with community partners to meet the need of minor home modifications.

Performance Measure: The number of identified minor home modification providers.

Baseline:

- USDA
- Habitat for Humanity
- Disability Action Center

Benchmark: Increase the number of minor home modification providers by 1 annually.

8: Legal Assistance Objective: Provide access to legal information resources and legal assistance to priority services.

Service Description: Legal Assistance funds are used for the following priority of legal issues related to: income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse or neglect, and age discrimination.

Service Eligibility: Seniors 60 years of age or older.

Service Implemented by:

- Idaho Legal Aid Services Inc. Mon-Fri 8:30am-5:00pm (208)743-1556

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$4,739	\$4,739
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$3,815	\$3,815
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$3,990	\$3,990
SFY 2019 (July 2018 – June 2019) Budgeted	\$	\$3,010	\$3,010
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

A. Legal Assistance Service Delivery Strategy: Track reported cases and analyze service delivery to maximize access to legal services.

Performance Measure:

- Effectiveness = Number of cases, number of hours and total costs.

<u>Older Americans Act Service Priority</u>	<u>SFY16 Cases</u>	<u>SFY17 Cases</u>	<u>SFY18 Cases</u>	<u>SFY19 Cases</u>	<u>SFY20 Cases</u>
Income	3	4	6		
Health Care	7	3	4		
Long-term Care	3	6	4		
Nutrition					
Housing			6		
Utilites					
Protective Services			1		
Defense of Guardianship		1			
Abuse					
Negelct					
Age Discrimination					
Total	13	14			

<u>Older Americans Act Service Priority</u>	<u>SFY16 Hours</u>	<u>SFY17 Hours</u>	<u>SFY18 Hours</u>	<u>SFY19 Hours</u>	<u>SFY20 Hours</u>
Income	12	21.7	12.3		
Health Care	3.6	5.7	9.3		
Long-term Care	13.2	13.5	9.5		
Nutrition	0				
Housing	37.4	10.2	25		
Utilites	0				
Protective Services	1.5		0.9		
Defense of Guardianship	0	3.4			
Abuse	0				
Negelct	0				
Age Discrimination	0				
Total	67.7	54.5	57		
Cost per Hour	\$70.00	\$70.00	\$70.00		

Benchmark:

- Analyze billed service categories for service delivery compliance.

B. Legal Assistance Coordination Strategy: Collaborate with Idaho Legal Aid to promote hotline usage.

Performance Measure: Number of calls to the Idaho Senior Legal Hotline.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Number of Calls to Senior Legal Hotline</u>
SFY 2016 (July 2015 – June 2016) Actual	110
SFY 2017 (July 2016 – June 2017) Actual	71
SFY 2018 (July 2017 – June 2018)	N/A
SFY 2019 (July 2018 – June 2019)	
SFY 2020 (July 2019 – June 2020)	

Benchmark: Increase utilization of the Idaho Senior Legal Hotline by 3% annually.

9: Congregate Meals Objective: Increase participation at meal sites to reduce isolation and increase socialization.

Service Description: Congregate Meal program funds are used to prepare and serve meals in a congregate setting (mostly at Senior Centers), which provide older persons with assistance in maintaining a well-balanced diet, including diet counseling and nutrition education. The purpose of the program is to reduce hunger and food insecurity, promote socialization and the health and well-being of older individuals in Idaho. This service assists seniors to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.

Service Eligibility: Seniors 60 years of age or older. Additional eligibility: An adult under 60, whose spouse is 60 or older and receives a meal (**must attend together**), Person with a disability under 60 living in the home with a person 60 or older (**must attend together**), Person under 60 providing volunteer services during the meal hours.

Service Implemented by:

- Cottonwood Meal Site Tues. Noon (208)962-3231
- Grangeville Meal Site Mon., Fri. Noon (208)983-2033
- Kamiah Meal Site Mon., Wed., Fri. Noon (208)935-0244
- Kendrick Meal Site Mon., Wed., Fri. Noon (208)289-5031
- Lewiston Meal Site Mon., Tues., Wed. Noon (208)743-6983
- Lewiston Orchards Meal Site Mon., Tues., Wed. Noon (208)743-9201
- Moscow Meal Site Tues., Thurs. Noon (208)882-1562
- Nezperce Meal Site Mon., Thurs. Noon (208)937-2465
- Orofino Meal Site Tues., Fri. Noon (208)476-4238
- Potlatch Meal Site Tues., Fri. Noon (208)875-1071
- Riggins Meal Site Tues. Noon (208)628-4147
- Weippe Meal Site Mon., Thurs. Noon (208)435-4553
- Winchester Meal Site Wed. Noon (208)924-6581

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$15,384	\$160,002	\$175,386
SFY 2017 (July 2016 – June 2017) Actual	\$25,883	\$127,812	\$153,695
SFY 2018 (July 2017 – June 2018) Actual	\$25,883	\$133,826	\$159,709
SFY 2019 (July 2018 – June 2019) Budgeted	\$21,083	\$113,627	\$134,710
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

A. Congregate Meal Service Delivery Strategy: Enhance senior participation by increasing participation at meal sites, expanding service provision at existing sites and/or establishing new meal sites to meet needs in identified underserved communities.

Performance Measure:

- Efficiencies = Average cost per meal, current AAA reimbursement, average consumer contribution, average other contribution.
- Effectiveness = Total consumers, total meals, to visitor meals, and total eligible meals.
- Quality = Consumer satisfaction (ACL's POMP (Performance Outcome Management Project)).

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Congregate Meals</u>	<u>*Average Cost per Congregate Meal</u>	<u>AAA Contracted Meal Reimbursement</u>	<u>Consumer Satisfaction</u>
SFY 2016 (July 2015 – June 2016) Actual	1,672	53,804	\$3.26	\$3.07	71%
SFY 2017 (July 2016 – June 2017) Actual	1,714	48,537	\$3.17	\$3.07	94%
SFY 2018 (July 2017 – June 2018) Actual	1,682	47,939	\$3.33	\$3.15	92%
SFY 2019 (July 2018 – June 2019)			\$	\$	
SFY 2020 (July 2019 – June 2020)			\$	\$	

- *AAA Cost includes AAA wages, nutritionist and provider reimbursement.

Benchmark:

- Increase meal sites by 1 in PSA II.
- Maintain consumer satisfaction at 70% or higher.
- Increase number of participants at congregate meal site by 2%.
- Increase number of meals served at meal sites by 2%.

B. Congregate Meal Coordination Strategy: Coordinate with meal sites to determine barriers to participation. Conduct meal site cost analyses to ensure site efficiency. Conduct town meetings in Communities not currently being served to educate about the benefit of senior nutrition and establishing a senior nutrition site.

Performance Measure:

- Number of town meetings.
- Consumer participation per meal site.
- Average meal site cost per meal.

Baseline:

SFY 2016 **Number of town meetings: 0**

<u>Meal Site/County</u>	<u>Number of Meals</u>	<u>Number of Registered Consumers</u>	<u>Average meal Site Cost Per Meal</u>
Cottonwood/Idaho	2,366	124	N/A
Grangeville/Idaho	6,886	274	N/A
Kamiah/Lewis	4,405	130	N/A
Kendrick/Latah	3,469	107	N/A
Lewiston/Nez Perce	11,399	363	N/A
Moscow/Latah	5,953	245	N/A
Nezperce/Lewis	2,642	93	N/A
Orofino/Clearwater	4,980	151	N/A
Potlatch/Latah	3,701	96	N/A
Riggins/Idaho	2,087	84	N/A
Weippe/Clearwater	4,023	91	N/A
Winchester /Lewis	1,893	104	N/A

SFY 2017 Number of town meetings: 1

<u>Meal Site/County</u>	<u>Number of Meals</u>	<u>Number of Registered Consumers</u>	<u>Average Cost Per Meal</u>
Cottonwood/Idaho	2,701	153	7.32
Grangeville/Idaho	6,977	295	6.32
Kamiah/Lewis	4,702	138	Not available
Kendrick/Latah	3,156	119	6.73
Lewiston/Nez Perce	8,920	288	8.47
Moscow/Latah	5,777	263	7.02
Nezperce/Lewis	2,193	111	8.75
Orofino/Clearwater	5,393	196	4.58
Potlatch/Latah	3,452	116	8.02
Riggins/Idaho	1,596	91	5.90
Weippe/Clearwater	1,887	81	Not available
Winchester /Lewis	1,783	101	10.69

SFY 2018 Number of town meetings: 1

<u>Meal Site/County</u>	<u>Number of Meals</u>	<u>Number of Registered Consumers</u>	<u>Average Cost Per Meal</u>
Cottonwood/Idaho	2,856	142	6.18
Grangeville/Idaho	8,512	312	6.92
Kamiah/Lewis	4,633	155	5.98
Kendrick/Latah	2,178	109	11.98
Lewiston/Nez Perce	8,293	347	12.45
Moscow/Latah	5,464	216	9.35
Nezperce/Lewis	1,848	108	11.50
Orofino/Clearwater	4,951	163	13.09
Potlatch/Latah	3,804	108	8.83
Riggins/Idaho	1,670	84	5.74
Weippe/Clearwater	2,031	64	25.20
Winchester /Lewis	1,699	111	9.95

SFY 2019 Number of town meetings:

<u>Meal Site/County</u>	<u>Number of Meals</u>	<u>Number of Registered Consumers</u>	<u>Average Cost Per Meal</u>
Cottonwood/Idaho			
Grangeville/Idaho			
Kamiah/Lewis			
Kendrick/Latah			

Lewiston/Nez Perce			
Moscow/Latah			
Nezperce/Lewis			
Orofino/Clearwater			
Potlatch/Latah			
Riggins/Idaho			
Weippe/Clearwater			
Winchester /Lewis			

Benchmark:

- Conduct 3 town meetings in SFY 2018.
- Increase consumer participation per meal site by 5%.
- Monitor average cost per meal to establish a standardized reimbursement rate.

10: Home Delivered Meals Objective: To utilize best available resources to identify potential consumers or older individuals who could benefit from the program.

Service Description: Home Delivered Meal funds are used to provide meals five or more days a week (except in a rural area where such frequency is not feasible) and at least one meal per day, which may consist of hot, cold, frozen, dried, canned, fresh, or supplemental foods and any additional meals that the recipient of a grant or contract under this subpart elects to provide.

Service Eligibility: Seniors 60 years of age or older. Additional Requirements: (a) Persons age 60 or over who are frail, homebound by reason of illness or incapacitating disability, or otherwise isolated, shall be given priority in the delivery of services under this part. (b) The spouse of the older person, regardless of age or condition, may receive a home delivered meal if, according to criteria determined by the area agency, receipt of the meal is in the best interest of the homebound older person. Also, a client’s eligibility to receive home delivered meals shall be based upon the degree to which Activities of Daily Living (ADLs)/Instrumental Activities of Daily Living (IADLs) limit ability to independently prepare meals.

Service Implemented by:

- Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$85,191	\$65,452	\$150,643
SFY 2017 (July 2016 – June 2017) Actual	\$50,672	\$131,150	\$181,822
SFY 2018 (July 2017 – June 2018) Actual	\$49,664	\$172,555	\$222,219
SFY 2019 (July 2018 – June 2019) Budgeted	\$43,500	\$160,077	\$203,577
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

A. Home Delivered Meal Service Delivery Strategy: Enhance participation in the home delivered meal program.

Performance Measure:

- Efficiencies = Average cost per meal, current AAA reimbursement, average consumer contribution, average other contribution.
- Effectiveness = Total consumers, total meals, and total eligible meals and registered consumers by at risk factor.
- Quality = Consumer satisfaction (ACL’s POMP (Performance Outcome Management Project)).

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Unduplicated Clients Served</u>	<u>Total Home Delivered Meals</u>	<u>*Average Cost per Home Delivered Meal</u>	<u>AAA Contracted HDM Reimbursement Rate</u>	<u>Consumer Satisfaction</u>
SFY 2016 (July 2015 – June 2016) Actual	298	41,891	\$3.60	\$3.32	75%
SFY 2017 (July 2016 – June 2017) Actual	343	51,044	\$3.56	\$3.32	80%

SFY 2018 (July 2017 – June 2018) Actual	407	60,515	\$3.67	\$3.56	88%
SFY 2019 (July 2018 – June 2019)			\$	\$	
SFY 2020 (July 2019 – June 2020)			\$	\$	

Demographic Baseline:

<u>Home Delivered Meals State Fiscal Year (SFY)</u>	<u>Census Data: % of Population Living in Rural Areas</u>	<u>% of Registered Consumers living in Rural Areas</u>	<u>Census Data: % of Population in *Greatest Economic Need</u>	<u>% of Registered Consumers with Greatest Economic Need</u>	<u>Census Data: % of Population in **Greatest Social Need</u>	<u>% of Registered Consumers with Greatest Social Need</u>
SFY 2016 (July 2015 – June 2016)	9,179/25,245 = 36%	149/298 = 50%	1,487/25,245= 5.89%	167/298 = 56%	5,061/25,245 = 20.05%	163/298 = 55%
SFY 2017 (July 2016 – June 2017)	9,179/25,245 = 36%	320/633 = 51%	1,487/25,245= 5.89%	349/633 = 55%	5,061/25,245 = 20.05%	305/633 = 48%
SFY 2018 (July 2017 – June 2018)	9,179/25,245 = 36%	232/452 = 51%	1,487/25,245= 5.89%	266/452 = 59%	5,061/25,245 = 20.05%	214/452 = 47%
SFY 2019 (July 2018 – June 2019)						
SFY 2020 (July 2019 – June 2020)						

***Greatest Economic Need: 65 or older living in Poverty**

****Greatest Social Need: 65 or older living alone**

Benchmark:

- Maintain consumer satisfaction at 75% or higher.
- Increase number of participants at congregate meal site by 2%.
- Increase number of meals served at meal sites by 2%.
- Maintain or exceed the number of at-risk consumers as identified in the demographic baseline.

B. Home Delivered Meal Coordination Strategy: Coordinate with existing meal sites and community members to identify consumers who could most benefit from the home delivered meal program.

Performance Measure: Numbers of home delivered meal consumers.

Baseline:

SFY 2016

<u>Meal Site/County</u>	<u>Number of Meals</u>	<u>Number of Registered Consumers</u>
Cottonwood/Idaho	779	10
Grangeville/Idaho	5,082	44
Kamiah/Lewis	8,337	57
Kendrick/Latah	939	8
Lewiston/Nez Perce	17,716	113
Moscow/Latah	2,144	21
Nezperce/Lewis	72	2
Orofino/Clearwater	2,738	24
Potlatch/Latah	237	9
Riggins/Idaho	0	0
Weippe/Clearwater	7,237	37
Winchester /Lewis	138	3

SFY 2017

<u>Meal Site/County</u>	<u>Number of Meals</u>	<u>Number of Registered Consumers</u>
Cottonwood/Idaho	965	11
Grangeville/Idaho	4,407	41
Kamiah/Lewis	10,617	72

Kendrick/Latah	1,265	12
Lewiston/Nez Perce	19,925	117
Moscow/Latah	1,967	15
Nezperce/Lewis	0	0
Orofino/Clearwater	3,202	33
Potlatch/Latah	275	4
Riggins/Idaho	30	2
Weippe/Clearwater	8,316	34
Winchester /Lewis	75	4

SFY 2018

<u>Meal Site/County</u>	<u>Number of Meals</u>	<u>Number of Registered Consumers</u>
Cottonwood/Idaho	1,251	15
Grangeville/Idaho	4,331	35
Kamiah/Lewis	13,180	91
Kendrick/Latah	1,525	12
Lewiston/Nez Perce	20,279	133
Moscow/Latah	3,166	35
Nezperce/Lewis	0	0
Orofino/Clearwater	4,791	38
Potlatch/Latah	472	9
Riggins/Idaho	8	2
Weippe/Clearwater	10,894	37
Winchester /Lewis	618	4

SFY 2019

<u>Meal Site/County</u>	<u>Number of Meals</u>	<u>Number of Registered Consumers</u>
Cottonwood/Idaho		
Grangeville/Idaho		
Kamiah/Lewis		
Kendrick/Latah		
Lewiston/Nez Perce		
Moscow/Latah		
Nezperce/Lewis		
Orofino/Clearwater		
Potlatch/Latah		
Riggins/Idaho		
Weippe/Clearwater		
Winchester /Lewis		

Benchmark: Increase home delivered meal participants by 5% annually.

11: Disease Prevention and Health Promotions Objective: Improve the wellness of seniors by ensuring that Disease Prevention and Health Promotion programs are delivered according to the evidence-based guidelines.

Service Description: Disease Prevention and Health Promotion funds are for evidence-based programs selected by the Area Agencies on Aging based on input from the consumers in the Planning and Service Area (PSA). Evidence-based programs support healthy lifestyles and promote healthy behaviors and reduce the need for more costly medical interventions. The purpose of the Aging and Disability Evidence-Based Programs and Practices (ADEPP) is to help the public learn more about available evidence-based programs and practices in the areas of aging and disability and determine which of these may best meet their needs.

Service Eligibility: Seniors 60 years of age or older.

Service Implemented by:

- Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$7613	\$7613
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$3,317	\$3,317
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$4,036	\$4,036
SFY 2019 (July 2018 – June 2019) Budgeted	\$	\$10,288	\$10,288
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

A. Disease Prevention and Health Promotion Service Delivery Strategy: Increase the availability and awareness of Chronic Disease Self-Management (CDSMP) and Chronic Pain Self-Management (CPSMP) classes in PSA II.

Performance Measure:

- Efficiencies = Cost per consumer.
- Effectiveness = Total program cost and numbers of consumers.

Baseline:

Chronic Disease Self-Management Program

<u>State Fiscal Year (SFY)</u>	<u>Total Program Cost</u>	<u>Total Unduplicated Consumers</u>	<u>Cost per Consumer</u>
SFY 2016 (July 2015 – June 2016) Actual	\$7,613	39	\$195
SFY 2017 (July 2016 – June 2017) Actual	\$2,927	45	\$65
SFY 2018 (July 2017 – June 2018) Actual	\$4,036	23	\$175
SFY 2019 (July 2018 – June 2019) Budgeted	\$7,288		\$
SFY 2020 (July 2019 – June 2020)	\$		\$

Chronic Pain Self-Management Program

<u>State Fiscal Year (SFY)</u>	<u>Total Program Cost</u>	<u>Total Unduplicated Consumers</u>	<u>Cost per Consumer</u>
SFY 2016 (July 2015 – June 2016) Actual	Not Applicable	Not Applicable	Not Applicable
SFY 2017 (July 2016 – June 2017) Actual	\$390	6	\$65
SFY 2018 (July 2017 – June 2018) Actual	0	0	0
SFY 2019 (July 2018 – June 2019) Budgeted	\$3,000		
SFY 2020 (July 2019 – June 2020)			

Benchmark:

- Increase the number of CDSMP consumers by 32 in SFY2018.
- Increase the number of CPSMP consumers by 16 in SFY2018.

B. Disease Prevention and Health Promotion Coordination Strategy: Collaborate with Community Health Association of Spokane (CHAS), Partnership for Healthy Communities, University of Idaho Extension, and Patient Centered Medical Home Clinics to expand the CDSMP and CPSMP classes throughout the region. Identify other partnerships to increase trained lay-leaders and sustainability.

Performance Measure:

- Number of collaborative partners.
- Number of classes.
- Number of trained lay-leaders.

Baseline: Current MOU with Partnership for Healthy Communities. Reporting and training partnership with CHAS.

<u>State Fiscal Year (SFY)</u>	<u>Number of CDSMP Classes</u>	<u>Number of CPSMP Classes</u>	<u>Location of Classes</u>
SFY 2016 (July 2015 – June 2016)	2	0	Lenore, Lewiston
SFY 2017 (July 2016 – June 2017)	8	1	Moscow, Lewiston, White Bird, Grangeville, Cottonwood, Riggins
SFY 2018 (July 2017 – June 2018)	3	0	Grangeville, Cottonwood, Lewiston
SFY 2019 (July 2018 – June 2019)			
SFY 2020 (July 2019 – June 2020)			

<u>State Fiscal Year (SFY)</u>	<u>Number of Trained CDSMP Lay-Leaders</u>	<u>Number of Trained CPSMP Lay-Leaders</u>
SFY 2016 (July 2015 – June 2016)	3	0
SFY 2017 (July 2016 – June 2017)	8	3
SFY 2018 (July 2017 – June 2018)	8	7
SFY 2019 (July 2018 – June 2019)		
SFY 2020 (July 2019 – June 2020)		

Benchmark:

- Increase the number of collaborative partners by one in SFY2018
- Increase the number of CDSMP classes by 4 in SFY2018
- Increase the number of CPSMP classes by 2 in SFY2018
- Increase the number of trained lay-leaders by 3 in SFY2018

12: National Family Caregiver Support Program (NFCSP) Objective: To strengthen the Idaho’s Family Caregiver Support Program.

Service Description: NFCSP funds must be used to support and train caregivers to make decisions, resolve problems, and develop skills to carry out their caregiving responsibilities:

1. Caregiver information (large group presentations, printed materials, media);
2. Caregiver access assistance (assisting caregiver to access resources);
3. Caregiver Counseling including caregiver support groups and training;
4. Respite provides a brief period of relief to a full-time caregiver. The care recipient must have physical or cognitive impairments that require 24 hour care or supervision;
5. Supplemental Services.

Service Eligibility: (1) family caregivers who provide care for individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction, the State involved shall give priority to caregivers who provide care for older individuals with such disease or disorder, (2) grandparents or older individuals who are relative caregivers, the State involved shall give priority to caregivers who provide care for children with severe disabilities, (3) caregivers who are older individuals with greatest social need, and older individuals with greatest economic need (with particular attention to low-income older individuals), and (4) older individuals providing care to individuals with severe disabilities, including children with severe disabilities.

Service Implemented by:

- Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
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SFY 2016 (July 2015 – June 2016) Actual	\$57,646	\$44,729	\$102,375
SFY 2017 (July 2016 – June 2017) Actual	\$39,072	\$53,216	\$92,288
SFY 2018 (July 2017 – June 2018) Actual	\$14,975	\$106,547	\$121,522
SFY 2019 (July 2018 – June 2019) Budgeted	\$58,000	\$67,292	\$125,292
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

Cost Share: Both federal and state funds are eligible; however different requirements apply: If only federal funds are used, the AAA must use individual income when determining cost-share and participants cannot be terminated for refusal to pay. If only using state funds, the AAA must use household income when determining cost-share and person can be terminated for refusal to pay. If a combination of federal and state funds is used, the AAA follows federal requirements.

A. National Family Caregiver Support Program (NFCSP) Service Delivery Strategy: Through community presentations, increase awareness of and referral to available family caregiver support services. Develop an interagency caregiver workforce marketing plan to address the shortage and retention of in-home caregivers.

Performance Measure:

- Efficiencies = Average cost per consumer.
- Effectiveness = Total consumers, total program cost, average # of hours, and number of caregiver presentations.
- Quality=Consumer satisfaction.

1. Caregiver Information Services

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Annual Expense</u>	<u>Number of Activities</u>
SFY 2016 (July 2015 – June 2016) Actual	\$6,713	Not Available
SFY 2017 (July 2016 – June 2017) Actual	\$7,404	Not Available
SFY 2018 (July 2017 – June 2018) Actual	\$6,328	4
SFY 2019 (July 2018 – June 2019) Budgeted	\$8,806	
SFY 2020 (July 2019 – June 2020)		

2. Access Assistance (I&A)

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Annual Expense</u>	<u>Number of Contacts</u>	<u>Program Expense per Contact</u>
SFY 2016 (July 2015 – June 2016) Actual	\$17,193	75	\$229.24
SFY 2017 (July 2016 – June 2017) Actual	\$22,524	169	\$133.28
SFY 2018 (July 2017 – June 2018) Actual	\$27,813	185	\$150.34
SFY 2019 (July 2018 – June 2019) Budgeted	\$3,869		\$
SFY 2020 (July 2019 – June 2020)			\$

3. Caregiver Counseling and Group Programs

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Annual Expense</u>	<u>Number of Unduplicated Clients Served</u>	<u>Number of Sessions</u>	<u>Program Expense per Client</u>
SFY 2016 (July 2015 – June 2016) Actual	\$3,169	9	69	\$352
SFY 2017 (July 2016 – June 2017) Actual	\$8,434	28	87	\$301
SFY 2018 (July 2017 – June 2018) Actual	\$2,835	7	28	\$405

SFY 2019 (July 2018 – June 2019) Budgeted	\$14,097			\$
SFY 2020 (July 2019 – June 2020)	\$			\$

4. Respite

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>	<u>Number of Unduplicated Clients Served</u>	<u>Number of Hours</u>	<u>Program Expense per Client</u>	<u>Consumer Satisfaction</u>
SFY 2016 (July 2015 – June 2016) Actual	N/A	N/A	\$62,347	16	5,176	\$3,897	90%
SFY 2017 (July 2016 – June 2017) Actual	N/A	N/A	\$53,360	22	3,809	\$2,425	100%
SFY 2018 (July 2017 – June 2018) Actual	\$14,975	\$68,381	\$83,356	41	5,210	\$2,033	100%
SFY 2019 (July 2018 – June 2019) Budgeted	\$58,000	\$37,509	\$95,509			\$	
SFY 2020 (July 2019 – June 2020)			\$			\$	

5. Supplemental Service (Limited Basis)

Supplemental caregiver Legal Assistance

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Annual Expense</u>
SFY 2016 (July 2015 – June 2016) Actual	\$2,056
SFY 2017 (July 2016 – June 2017) Actual	\$567
SFY 2018 (July 2017 – June 2018) Actual	\$1,190
SFY 2019 (July 2018 – June 2019) Budgeted	\$3,010
SFY 2020 (July 2019 – June 2020)	

Supplemental Caregiver Nutritional Service

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Annual Expense</u>
SFY 2016 (July 2015 – June 2016) Actual	\$10,897
SFY 2017 (July 2016 – June 2017) Actual	Not Applicable
SFY 2018 (July 2017 – June 2018) Actual	Not Applicable
SFY 2019 (July 2018 – June 2019) Budgeted	Not Applicable
SFY 2020 (July 2019 – June 2020)	

Benchmark:

- Increase the number of NFCSP contacts by 5% annually.
- Increase the number of community presentations by 5 annually.
- Increase the number of NFCSP consumers by 2% annually.
- Maintain consumer satisfaction at 80% or higher.

B. NFCSP Coordination Strategy: Collaborate with the University of Idaho Extension (U of I), the Alzheimer Association, AARP Idaho, the Bellevue Health Center, Disability Action Center (DAC), Idaho DHW Children Services, Idaho Legal Aid, Monastery of St. Gertrude, 211 Idaho Careline, The Nez Perce Tribe, and contracted service providers to provide access to National Family Caregiver Resource Support Program resources and support.

Performance Measure: The number of collaborative partners.	
Baseline:	
Service	Partner
Information Services	DAC, AARP Idaho, 211 Idaho Careline, The Nez Perce Tribe
Access Assistance	DAC, The Alzheimer's Association,
Counseling	U of I, Bellevue Health Center, IDHW Children's Services, Monastery of St. Gertrude, DAC
Respite	Addus, Seuberts, ANS, Compassionate Care, Devins, Sundance
Supplemental Services	Idaho Legal Aid
Benchmark:	
Increase in coordinated efforts by identifying 2 new partners each year.	

Focus Area B: Older Americans Act (OAA) Discretionary Programs

ICOA Goal: To collaborate with aging network partners to implement discretionary programs that enhance Title III Core Services.																								
1: Senior Medicare Patrol (SMP) Objective: To have well educated and knowledgeable consumers who know how to identify, report, and prevent Medicare and Medicaid Fraud.																								
Service Description: SMP funds are used to educate Medicare and Medicaid beneficiaries to detect, report, and prevent health care fraud. Trained SMP staff and volunteers conduct group education sessions, provide one-to-one counseling with Medicare beneficiaries, and hold regional Scam Jams co-sponsored by the Idaho Scam Jam Alliance which includes the SMP, Idaho Attorney General's Office, Idaho Department of Insurance, Idaho Department of Finance, Idaho Legal Aid Services, AARP, Better Business Bureau and other valued partners to help consumers learn to protect against fraud.																								
Service Eligibility: Medicare beneficiaries and their Caregivers.																								
Service Implemented by:																								
<ul style="list-style-type: none"> Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00 																								
Funding Source: (Actual expenditures for completed year and Budget for current year)																								
<table border="1"> <thead> <tr> <th><u>State Fiscal Year (SFY)</u></th> <th><u>State</u></th> <th><u>Federal</u></th> <th><u>Total</u></th> </tr> </thead> <tbody> <tr> <td>SFY2016 (July 2015 – June 2016) Actual</td> <td>\$0</td> <td>\$18,000</td> <td>\$18,000</td> </tr> <tr> <td>SFY2017 (July 2016 – June 2017) Actual</td> <td>\$0</td> <td>\$20,000</td> <td>\$20,000</td> </tr> <tr> <td>SFY2018 (July 2017 – June 2018) Actual</td> <td>\$</td> <td>\$20,000</td> <td>\$20,000</td> </tr> <tr> <td>SFY2019 (July 2018 – June 2019) Budgeted</td> <td>\$</td> <td>\$20,000</td> <td>\$20,000</td> </tr> <tr> <td>SFY2020 (July 2019 – June 2020)</td> <td>\$</td> <td>\$</td> <td>\$</td> </tr> </tbody> </table>	<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>	SFY2016 (July 2015 – June 2016) Actual	\$0	\$18,000	\$18,000	SFY2017 (July 2016 – June 2017) Actual	\$0	\$20,000	\$20,000	SFY2018 (July 2017 – June 2018) Actual	\$	\$20,000	\$20,000	SFY2019 (July 2018 – June 2019) Budgeted	\$	\$20,000	\$20,000	SFY2020 (July 2019 – June 2020)	\$	\$	\$
<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>																					
SFY2016 (July 2015 – June 2016) Actual	\$0	\$18,000	\$18,000																					
SFY2017 (July 2016 – June 2017) Actual	\$0	\$20,000	\$20,000																					
SFY2018 (July 2017 – June 2018) Actual	\$	\$20,000	\$20,000																					
SFY2019 (July 2018 – June 2019) Budgeted	\$	\$20,000	\$20,000																					
SFY2020 (July 2019 – June 2020)	\$	\$	\$																					
A. SMP Service Delivery Strategy: Expand the efficiency of the SMP program by increasing the number of volunteers, group presentations, community events, and one-to-one counseling sessions.																								
Performance Measure:																								
<ul style="list-style-type: none"> Effectiveness = # of Volunteers, # of group presentation, # of community events, # of one-to-one counseling sessions and total program cost. 																								

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Volunteers</u>	<u>Group Presentations</u>	<u>Community Events</u>	<u>One-to-one Counseling</u>
SFY2016 (July 2015 – June 2016) Actual	2	60	14	133
SFY2017 (July 2016 – June 2017) Actual	1	61	25	120
SFY2018 (July 2017 – June 2018) Actual	2	46	11	22
SFY2019 (July 2018 – June 2019)				
SFY2020 (July 2019 – June 2020)				

Benchmark: Meet or exceed the following:

- Recruit and retain 2 additional volunteer positions per year.
- 80 group presentations per year.
- Increase one-on-one counseling sessions by 5% per year.
- Increase community events by 2 each year.

B. SMP Coordination Strategy: Identify new area partners to collaborate with to present day-long community fraud events, which include education about Medicare fraud prevention, identity theft, and exploitation. Coordinate with the Senior Health Insurance Benefits Advisors (SHIBA) to train volunteers and staff to achieve efficient SMP program education about Medicare fraud prevention.

Performance Measure: Number of SMP partners, number of trained volunteers and consumer survey results from community fraud events.

Baseline: Current SHIBA partnership and fraud event survey results.

<u>Contract Year</u>	<u>Total Volunteer Hours</u>	<u>Total Partners</u>	<u>Consumer Survey</u>
2016 (May 2015 – May 2016)	338.5	30	78%
2017 (May 2016 – May 2017)	74	52	80%
2018 (May 2017 – May 2018)	41	72	93%
2019 (May 2018 – May 2019)			
2020 (May 2019 – May 2020)			

Benchmark:

- Increase the satisfaction of consumers who attend community fraud events by 75% or higher.
- Increase the number of area partners by 3 per year.
- Increase the number of volunteer hours by 10%.

2: Medicare Improvements for Patients and Providers Act (MIPPA) Objective: To provide statewide outreach and referral to eligible Medicare Savings Program and Low Income Subsidy beneficiaries throughout the State.

Service Description: MIPPA funds are used to provide education and outreach for Medicare Savings Programs (MSP), Low Income Subsidy (LIS), Medicare Part D and Prevention and Wellness benefits. The MIPPA project develops Medicare Improvement outreach partners statewide including, pharmacies, churches and not-for-profit organizations.

Service Eligibility: Low income Medicare beneficiaries.

Service Implemented by:

- Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY2016 (July 2015 – June 2016) Actual	\$0	\$18,000	\$18,000
SFY2017 (July 2016 – June 2017) Actual	\$0	\$18,000	\$18,000
SFY2018 (July 2017 – June 2018) Actual	\$	\$10,800	\$10,800

	SFY2019 (July 2018 – June 2019)	\$	\$	\$	
	SFY2020 (July 2019 – June 2020)	\$	\$	\$	
A. MIPPA Service Delivery Strategy: Expand efficiency of MIPPA program by increasing the number of host agencies.					
Performance Measure:					
<ul style="list-style-type: none"> • Efficiencies = Average cost per participating agency. • Effectiveness = Total Host Agency and total program cost. 					
Baseline:					
	State Fiscal Year (SFY)	Total Participating Host Agency			
	SFY2016 (July 2015 – June 2016) Actual	26			
	SFY2017 (July 2016 – June 2017) Actual	40			
	SFY2018 (July 2017 – June 2018) Actual	127			
	SFY2019 (July 2018 – June 2019)				
	SFY2020 (July 2019 – June 2020)				
Benchmark: Increase number of host agencies by 5 per year.					
B. MIPPA Coordination Strategy: Coordinate with ICOA to develop public awareness materials and conduct a media campaign to increase the MIPPA participation.					
Performance Measure: Public awareness materials and statewide media campaigns.					
Baseline: Three-year MIPPA Media Campaign.					
Benchmark: Identify if campaigns and MIPPA materials increase the number of applications.					

Focus Area C: Older Americans Act (OAA) Participant-Directed/Person-Centered Planning

ICOA Goal: Integrate person-centered planning into existing service delivery system.
1: Participant-Directed/Person-Centered Planning Objective: To define and implement person centered processes with aging and disability network partners.
Service Description: The service directs eligible consumers to organizations that provide long-term care service coordination. Person-Centered Planning is a process that ensures an individual has a choice in determining the long-term care services that are best for them.
Service Eligibility: General public needing long-term care services and supports.
Service Implemented by:
<ul style="list-style-type: none"> • Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00
A. Participant-Directed/Person-Centered Planning Service Delivery Strategy: Identify best practices from organization/s that provide Person-Centered Planning.
Performance Measure:
<ul style="list-style-type: none"> • Best practices.
Baseline:
Establish best practices in conjunction with Disability Action Center.

Benchmark: Implement Person-Centered- Planning standard practices at the AAA.
B. Participant-Directed/Person-Centered Planning Coordination Strategy: Coordinate with Disability Action Center to train AAA staff to work with individuals who have various types of disabilities.
Performance Measure: Number of AAA trained staff.
Baseline: No baseline.
Benchmark: Complete Person-Centered Planning training with aging and disability network partners.

Focus Area D: Elder Justice

ICOA Goal: Ensure all older individuals have access to OAA and SSA Elder Justice Services.
1: Ombudsman Objective: To develop Idaho specific policies and procedures to comply with new Older Americans Act (OAA) Ombudsman rules.
<p>Service Description: The Ombudsman funds are used to:</p> <p>(A) identify, investigate, and resolve complaints that—(i) are made by, or on behalf of, residents; and (ii) relate to action, inaction, or decisions, that may adversely affect the health, safety, welfare, or rights of the residents (including the welfare and rights of the residents with respect to the appointment and activities of guardians and representative payees), of— (I) providers, or representatives of providers, of long-term care services; (II) public agencies; or (III) health and social service agencies;</p> <p>(B) provide services to assist the residents in protecting the health, safety, welfare, and rights of the residents;</p> <p>(C) inform the residents about means of obtaining services provided by providers or agencies described in subparagraph (A)(ii) or services described in subparagraph (B);</p> <p>(D) ensure that the residents have regular and timely access to the services provided through the Office and that the residents and complainants receive timely responses from representatives of the Office to complaints;</p> <p>(E) represent the interests of the residents before governmental agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents;</p> <p>(F) provide administrative and technical assistance to entities designated under paragraph (5) to assist the entities in participating in the program;</p> <p>(G)(i) analyze, comment on, and monitor the development and implementation of Federal, State, and local laws, regulations, and other governmental policies and actions, that pertain to the health, safety, welfare, and rights of the residents, with respect to the adequacy of long-term care facilities and services in the State; (ii) recommend any changes in such laws, regulations, policies, and actions as the Office determines to be appropriate; and (iii) facilitate public comment on the laws, regulations, policies, and actions;</p> <p>(H)(i) provide for training representatives of the Office; (ii) promote the development of citizen organizations, to participate in the program; and (iii) provide technical support for the development of resident and family councils to protect the well-being and rights of residents; and</p> <p>(I) carry out such other activities as the Assistant Secretary determines to be appropriate.</p>
Service Eligibility: Seniors 60 years of age or older.
Service Implemented by:

- Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$0	\$68,004	\$68,004
SFY 2017 (July 2016 – June 2017) Actual	\$0	\$66,362	\$66,362
SFY 2018 (July 2017 – June 2018) Actual	\$0	\$68,813	\$68,813
SFY 2019 (July 2018 – June 2019) Budgeted	\$	\$76,318	\$76,318
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

A. Ombudsman Service Delivery Strategy: Use data to identify complaint trends; develop quarterly reports to analyze service delivery; recruit and sustain volunteers to increase effectiveness in volunteer management and data entry, and, to provide facility-based in-service presentations linked to LTC complaint trends.

Performance Measure:

- Average beds/Ombudsman
- Information and Education Presentation
- Reporting

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Number of Ombudsmen</u>	<u>Number of Skilled Nursing Facilities</u>	<u>Number of Assisted Living Facilities</u>	<u>Total Number of Beds</u>	<u>Average Bed Count per Ombudsman</u>	<u>Total Volunteer Ombudsmen</u>	<u>Total Information and Education Presentations</u>
SFY 2016 (July 2015 – June 2016) Actual	1	Not Available	Not Available	1447	1447	30	4
SFY 2017 (July 2016 – June 2017) Actual	1	Not Available	Not Available	1447	1447	21	0
SFY 2018 (July 2017 – June 2018) Actual	1	9	29	1483	1483	22	8
SFY 2019 (July 2018 – June 2019)							
SFY 2020 (July 2019 – June 2020)							

Ombudsman

Five Most Frequent Complaint Areas and Corresponding Number of Complaints: [Data comes from GetCare report, Custom Export](#)

<u>SFY16</u>		<u>SFY17</u>		<u>SFY18</u>		<u>SFY19</u>		<u>SFY20</u>	
<u>Type of Complaint</u>	<u>Total Complaints</u>	<u>Type of Complaint</u>	<u>Total Complaints</u>	<u>Type of Complaint</u>	<u>Total Complaints</u>	<u>Type of Complaint</u>	<u>Total Complaints</u>	<u>Type of Complaint</u>	<u>Total Complaints</u>
Information	22	Care Plans #42	6	Discharge/Eviction #19	15				
Symptoms Unattended	7	Short Staff #97	6	Loss #38	10				
Medication	6	Symptoms Unattended	4	Rights #13	6				
Care Plan	6	Billing #36	4	Care #48	5				
Discharge	6	Discharge/Eviction #19	4	Family Conflict #120	5				

Benchmark:

- Increase Volunteer Ombudsman by 2% annually.
- Develop quarterly reports from collected data to ensure improvement.
- Link 50% of Facility Based Presentations to top 3 complaint trends.

B. Ombudsman Coordination Strategy: Provide resident rights education and training to providers or representatives of providers of LTC services, public agencies, health and social services agencies to ensure that the health, safety, welfare and rights of residents are being met.

Performance Measure: Number of presentations.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total Information & Education Presentations</u>
SFY 2016 (July 2015 – June 2016)	4
SFY 2017 (July 2016 – June 2017)	0
SFY 2018 (July 2017 – June 2018)	2
SFY 2019 (July 2018 – June 2019)	
SFY 2020 (July 2019 – June 2020)	

Benchmark:

- Increase the number of information and education presentations to 4 per year.

2: State Adult Protection Objective: To ensure that adult protection services are consistently implemented statewide to prevent abuse, neglect and exploitation.

Service Description: State Adult Protection Services (APS) funds must be used to provide safety and protection for vulnerable adults (age 18 and older). The APS program receives reports and investigates allegations of abuse, neglect, self-neglect, or exploitation and assists in reducing the risk of harm.

- Abuse means the intentional or negligent infliction of physical pain, injury or mental injury.
- Neglect means failure of a caretaker to provide food, clothing, shelter or medical care reasonably necessary to sustain the life and health of a vulnerable adult, or the failure of a vulnerable adult to provide those services for him/herself.
- Exploitation means an action which may include, but is not limited to, the unjust or improper use of a vulnerable adult's financial power of attorney, funds, property, or resources by another person for profit or advantage.

Service Eligibility: Vulnerable adults 18 years old and older.

Service Implemented by:

- Area Agency on Aging, 124 New 6th St., Lewiston, ID 83501, 208-743-5580, M-F 8:00-5:00

Funding Source: (Actual expenditures for completed year and Budget for current year)

<u>State Fiscal Year (SFY)</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
SFY 2016 (July 2015 – June 2016) Actual	\$72,609	\$0	\$72,609
SFY 2017 (July 2016 – June 2017) Actual	\$77,941	\$0	\$77,941
SFY 2018 (July 2017 – June 2018) Actual	\$68,432	\$0	\$68,432
SFY 2019 (July 2018 – June 2019) Budgeted	\$80,580	\$	\$80,580
SFY 2020 (July 2019 – June 2020)	\$	\$	\$

A. Adult Protection Service Delivery Strategy: Use data of reported allegations by category and complaint allegations reported to Law Enforcement to assure the alleged risk of vulnerable adults is effectively reduced.

Performance Measure:

- Reporting

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Abuse Allegation</u>	<u>Neglect Allegation</u>	<u>Self -Neglect Allegation</u>	<u>Exploitation Allegation</u>	<u>Reports to Law Enforcement</u>	<u>Total Information and Education Presentations</u>
SFY 2016 (July 2015 – June 2016) Actual	5	16	34	15	15	37
SFY 2017 (July 2016 – June 2017) Actual	12	27	34	30	21	50
SFY 2018 (July 2017 – June 2018) Actual	10	18	40	17	12	36
SFY 2019 (July 2018 – June 2019)						
SFY 2020 (July 2019 – June 2020)						

Benchmark: Maintain reporting and use data to focus training and presentations.

B. Adult Protection Coordination Strategy: Coordinate with the Idaho Department of Health and Welfare Regional Medicaid Unit, local law enforcement agencies, hospitals, medical providers, in-home care service providers, financial institutions, Boards of Community Guardians representing Latah, Nez Perce, Idaho and Clearwater/Lewis counties and Nez Perce Tribal Social Services to present information and education to facilitate reporting of abuse, neglect, self-neglect and exploitation of vulnerable adults.

Performance Measure: The number of presentations on Maltreatment of Vulnerable Adults.

Baseline:

<u>State Fiscal Year (SFY)</u>	<u>Total AP Presentation focusing on Prevention of Maltreatment of Vulnerable Adults</u>
SFY 2016 (July 2015 – June 2016)	37
SFY 2017 (July 2016 – June 2017)	50
SFY 2018 (July 2017 – June 2018)	38
SFY 2019 (July 2018 – June 2019)	
SFY 2020 (July 2019 – June 2020)	

Benchmark: Increase community presentations by 5 presentations per year.