Iowa's AAA Modernization: *Part II*
## September 2015

January 2011 (House File 45)

"DEPARTMENT ON AGING – PLAN FOR REDUCTION IN NUMBER OF AREA AGENCIES ON AGING. The department on aging shall develop a plan for reducing the number of area agencies in the state to not more than five, to be effective beginning July 1, 2011. The department shall submit the plan to the standing committees on human resources of the senate and house of representatives and the joint appropriations subcommittee on health and human services on or before February 25, 2011."

De-designation – June 30, 2013

Iowa's 16 Planning Service Areas/13 Area Agencies on Aging were dedesignated on June 30, 2013.
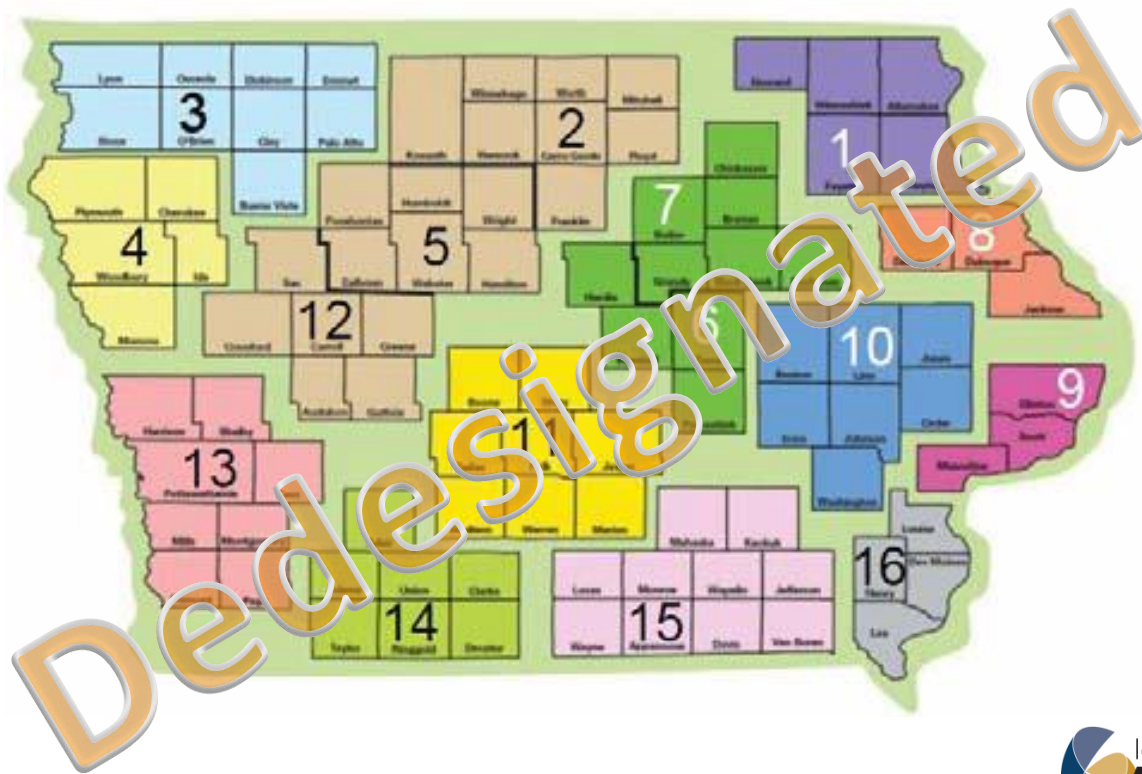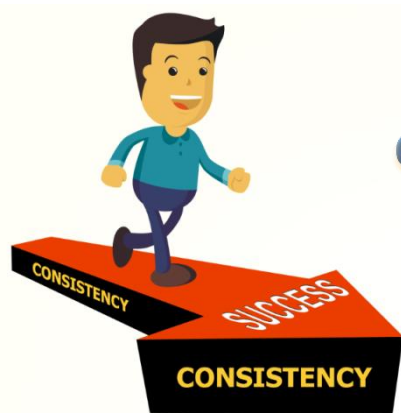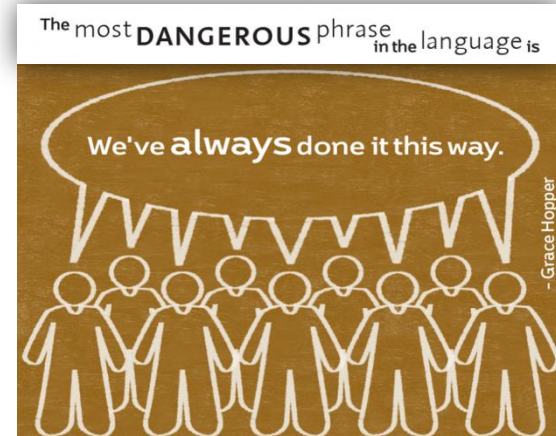
Designation – July 1, 2013

6 Planning & Service Areas/6 Area Agencies on Aging were designated on July 1, 2013.

- Consistency
- Borderfree Delivery
- Expertise Development
- New Partners
- Business Opportunities
- Review of *"we've always done it this way"*

Borderfree Delivery

Iowa Area Agencies on Aging: Mission

To facilitate a coordinated, value-based and cost-effective system that connects clients and community organizations who are focused on individuals' health and independence.

i4a℠

Iowa Association of Area Agencies on Aging

Strategic Planning

If you don't know where you're going,

you'll probably end up somewhere else.

Strategic Planning – Pillars of Strength

- Expert Information for Effective Decision Making

- Meal Nutrition Program Coordination and Management

- Aging in Place and Caregiver Support Services

- Generations Training and Certification

- Advocacy for Clients

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Iowa Association of Area Agencies on Aging

Iowa Area Agencies on Aging: Transforming Care for the Future

Mission: To facilitate a coordinated, value-based and cost-effective system that connects clients and community organizations who focus on individuals' health and independence.

Who We Are and Who We Serve

Founded in 1973, the Iowa Area Agencies on Aging are a steward of local, state and federal funds. Programs focus on delivering a comprehensive, coordinated and cost-effective system of long-term living and community support services that help individuals maintain health and independence in their homes and communities.

We serve clients throughout Iowa in both urban and rural areas. Most commonly, our stakeholders include those who are:

- Aging
- Living with Disabilities
- Caregivers
- Community Partners
- Healthcare Providers/Managers

Evidence-Based Programs

- Center for Aging and Disability Education and Research – Assessment, Aging in Place, Independent Living
- Powerful Tools for Caregivers – Caregiver Training and Support
- Better Choices/Better Health – Chronic Disease Self-Management
- Care Transitions/Dr. Eric Coleman
- Falls Prevention – Matter of Balance / Stepping On
- Healthy IDEAS (Identifying Depression, Empowering Activities for Seniors)
- Advanced Directives
- Food Security
- Elder Mediation

Where We Serve
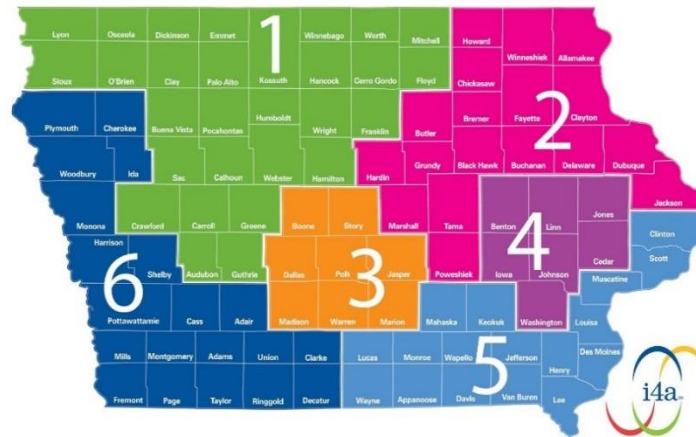
Within our six regions and offices in **15 cities**, we have over **400 employees** and serve clients in all of **Iowa's 99 counties.** Our staff has more than **6,000 combined years of professional experience** in our core program areas.

Collaborative Program Management and Operations Teams

Working Problem Solving Groups for Standardization, Best Practice Sharing, Continuous Improvement, and Lean/Efficiency Results, which include:

- LifeLong Links – Expert Information and Decision Making Staff (Information and Referral Specialists, Options Counselors)
- Aging in Place – Care Support Coordinators and Family Caregiver Specialists
- Nutrition Management
- Elder Mediation
- Generations Training/Certification
- Advocacy
- Data Analysis
- Fiscal/Decision Support
- Marketing
- Human Resources

How We Serve

**We meet the needs of Iowans who are aging, living with disabilities, and caregiving by:**

- Providing expert information to foster effective decision-making
- Offering cost-effective care services and monitoring to support "Aging in Place"
- Designing plans for caregiver success and best outcomes
- Coordinating and managing nutrition programs
- Conducting professional development training and certification for community partners
- Being an advocate for our clients

Overall Services

- LifeLong Links – Toll-free Call Center and Website (Aging and Disability Resource Center)
- Multi-Entry/No Wrong Door Support
- 24/7 Client Access
- Options Planning
- Transitions Planning and Support
- Caregiver Planning and Support
- Care Support Services
- Care Coordination/Care Transitions
- 10,000 Provider Services Relationships
- Integrated Services Software and Processes
- Centralized Resource Database

www.lifelonglinks.org
866-468-7887
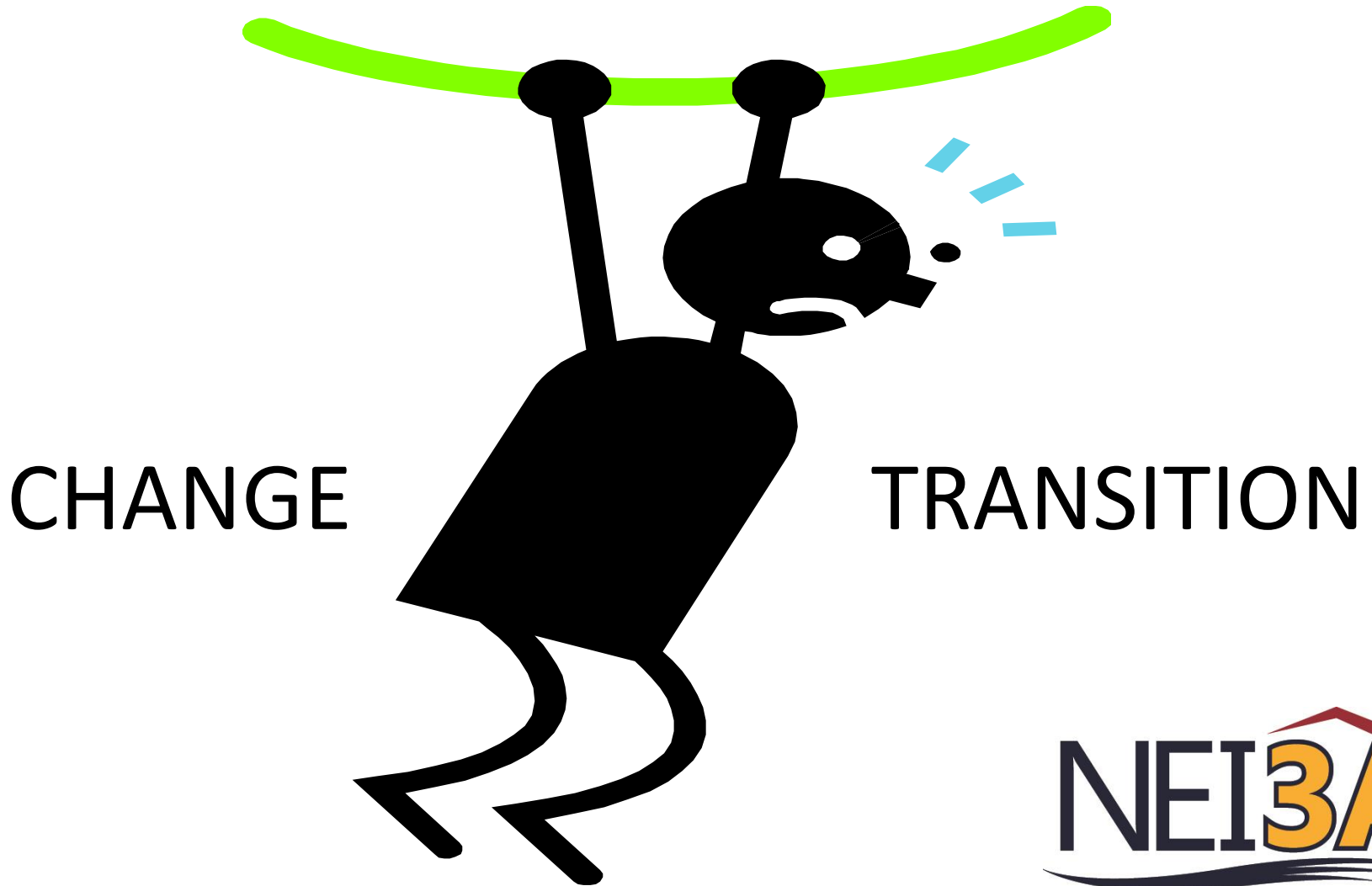
Unified Service Delivery Models….

- Nutrition
  - From 3 systems to one single source vendor

- Congregate Sites
  - All under one operating model

- Transportation
  - unified referral/payment models

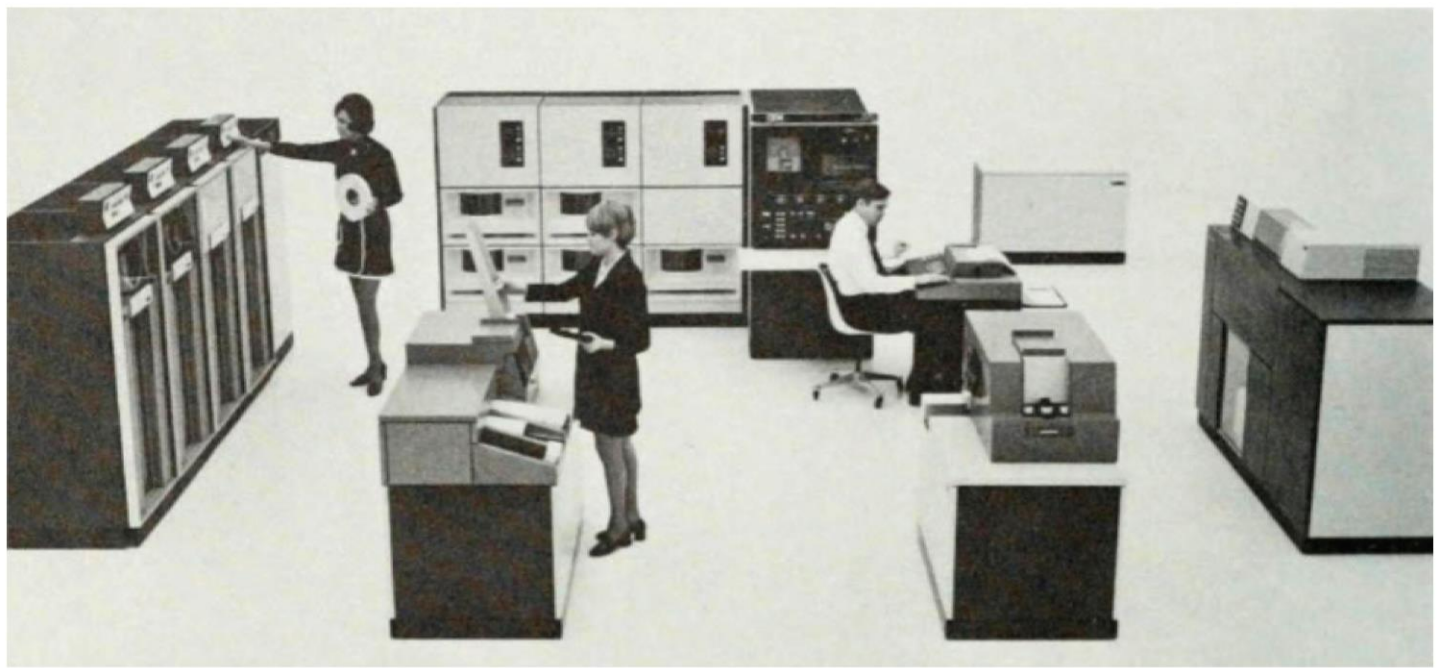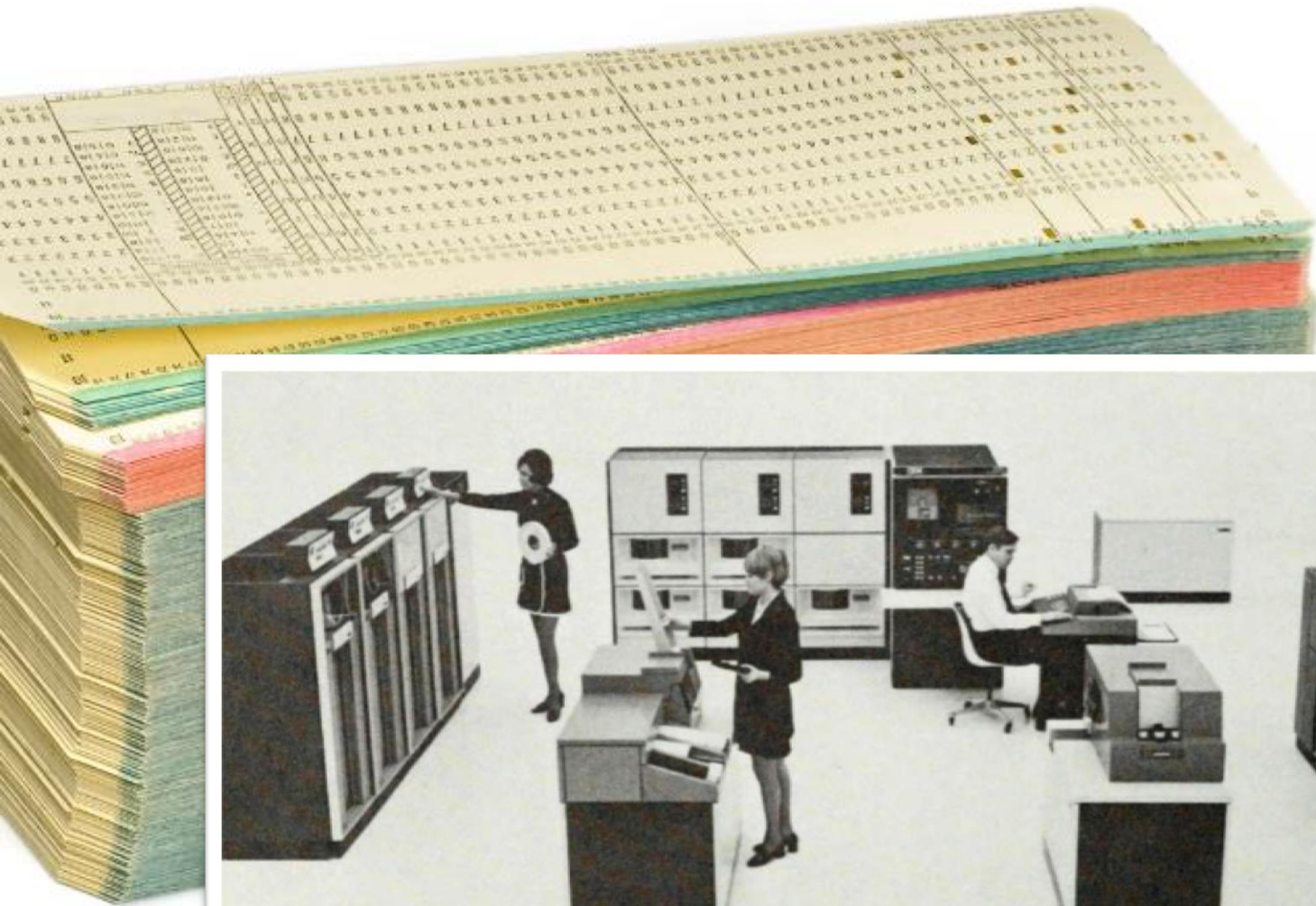- Care Coordination
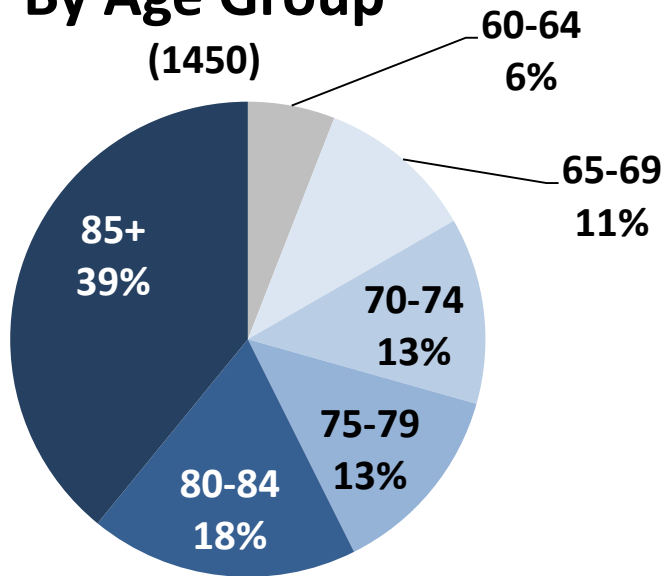 - All for one and one for all

NEI3A
Northeast Iowa Area Agency on Aging

Demographics of those reporting difficulty with <u>walking</u>

By Age Group
(1450)

- 60-64: 6%
- 65-69: 11%
- 70-74: 13%
- 75-79: 13%
- 80-84: 18%
- 85+: 39%

By Gender
(1450)

- Male: 27%
- Female: 73%
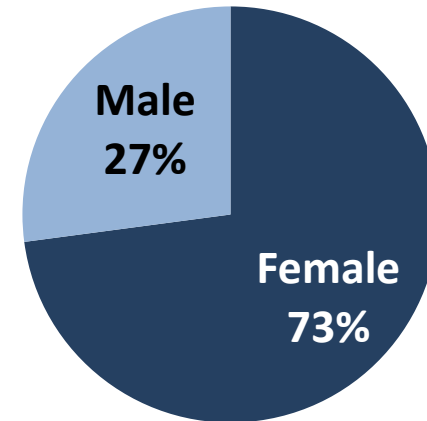
By Minority - Non-Minority
(1403)

- Minority: 5%
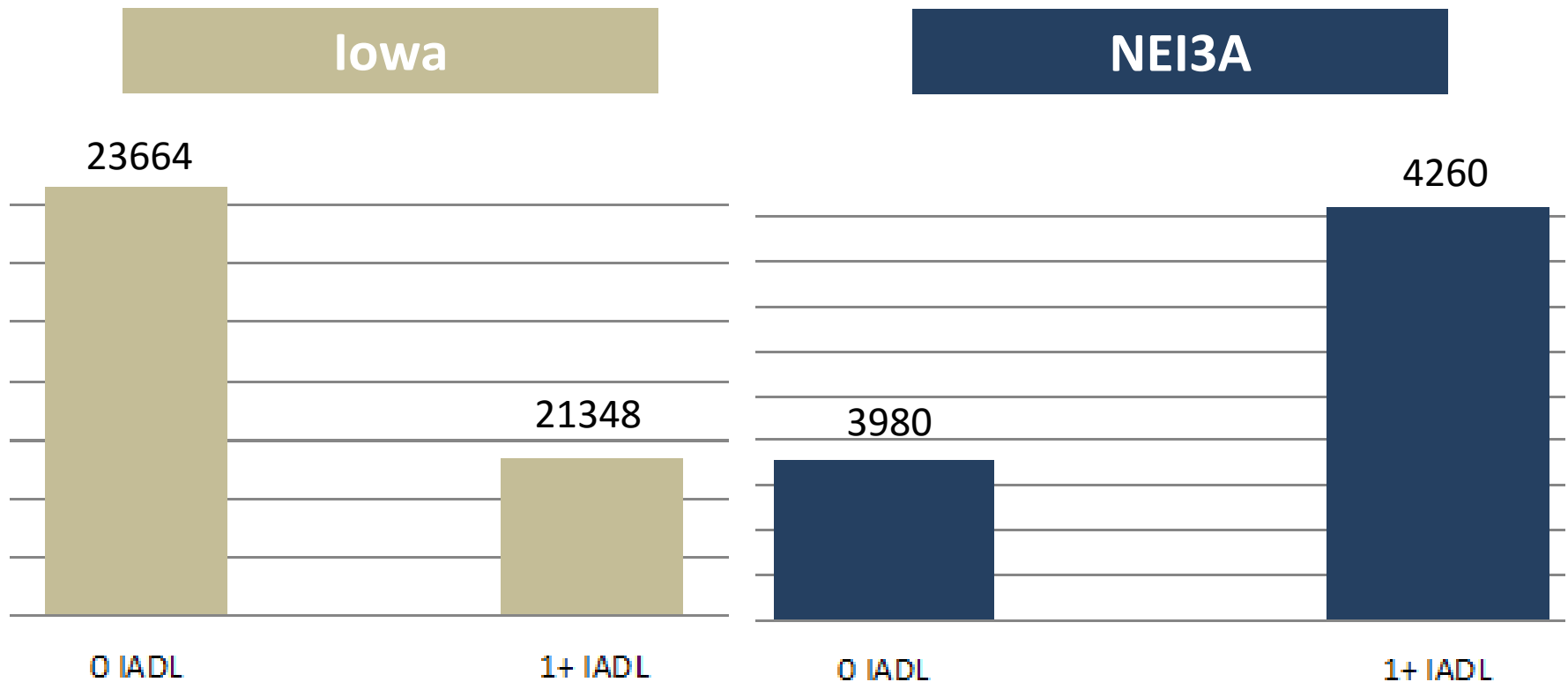- Non-Minority: 95%
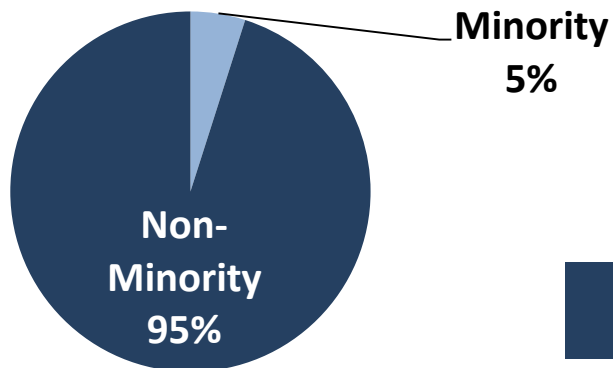
By Lives Alone
(1402)

- No: 42%
- Yes: 58%
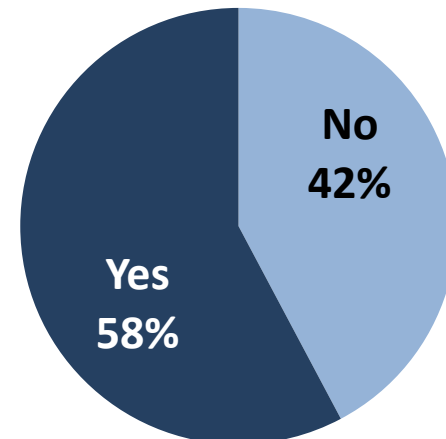
NEI3A Data

Number Reporting Difficulty with an Instrumental Activities of Daily Living

SFY2014: Self Report IADL Impairment

Iowa

23664

21348

0 IADL

1+ IADL

NEI3A

4260

3980

0 IADL

1+ IADL

NEI3A: 52% reporting an IADL impairment (compared to 47% for combined AAA data)

Instrumental Activities of Daily Living
SFY2014: Self Report IADL Impairment – by Type

Iowa

Manage Money	Shop for Personal Items	Manage Meds	Prepare Meals	Heavy Housework	Light Housework	Use Transportation	Use Telephone
6903	12100	7992	9674	18344	9983	12581	2515

NEI3A

Manage Money	Shop for Personal Items	Manage Meds	Prepare Meals	Heavy Housework	Light Housework	Use Transportation	Use Telephone
1389	2335	1582	1646	3551	1912	2678	543
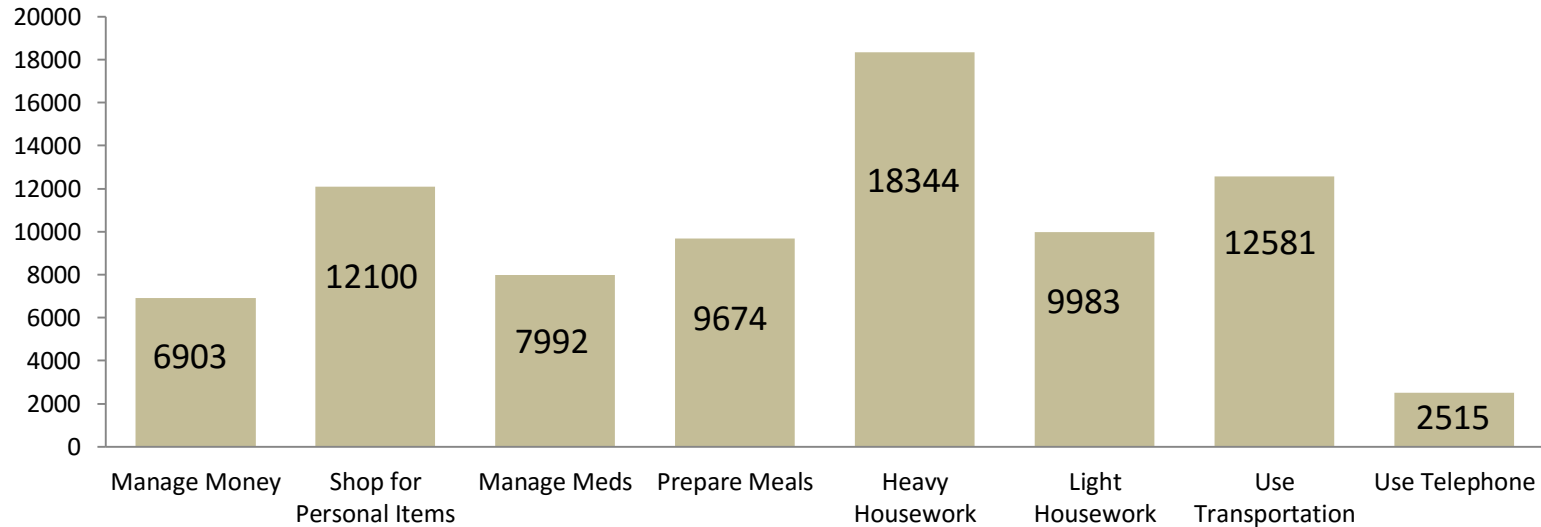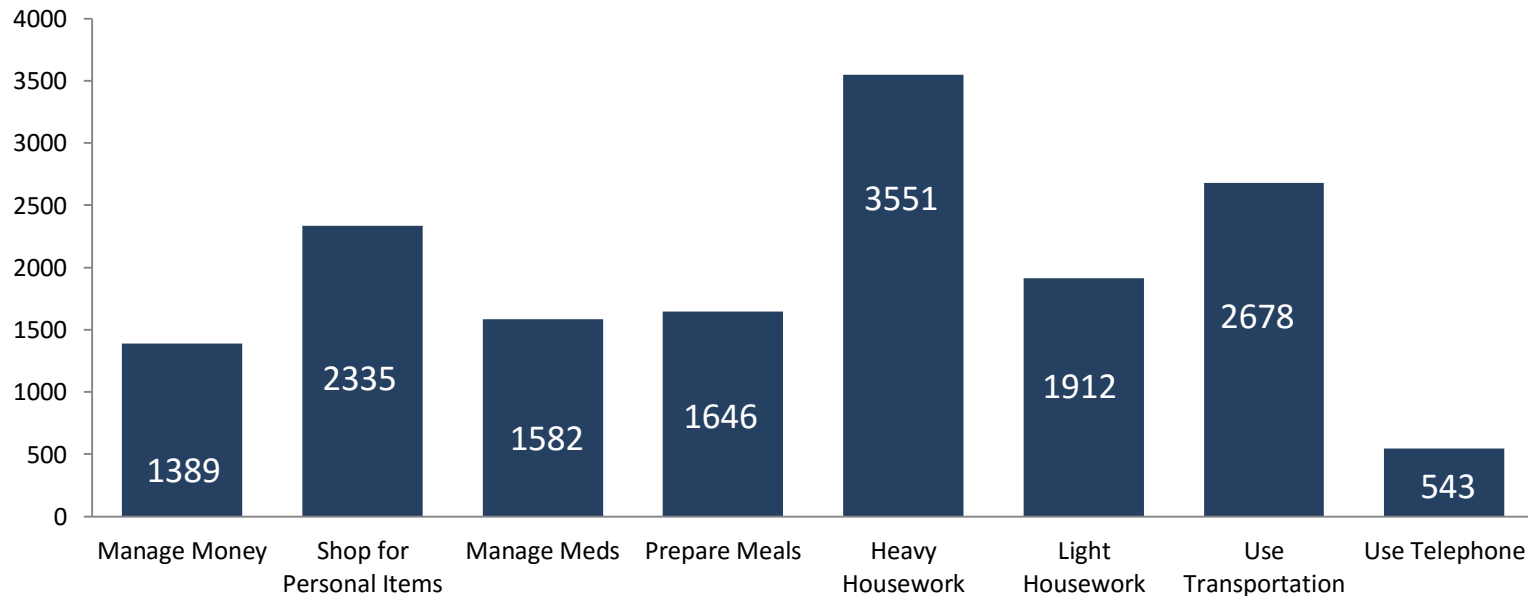
Where Do We Go from Here?

Iowa Association of Area Agencies on Aging:

Building a Statewide Network of Organizational Excellence

Iowa Association of Area Agencies on Aging

What does this mean for i4a?

- Reformatting our state association
 - 6 Directors/CEO's
  - 6 Committee's
    - Committee members from each AAA
  - Refocusing Efforts (who are we?)
  - In some ways easier….in some ways harder!

Iowa Association of Area Agencies on Aging

Building Business Acumen – Tirelessly Repeated Disciplined Themes

- Statewide Organization for the Future/Local Service
- Standardization
- Best Practice Adoption
- Meaningful Measurement
- Outcomes Focused
- Learning Organization
- Build Strategic Partnerships
- New Business Opportunities

Iowa Association of Area Agencies on Aging

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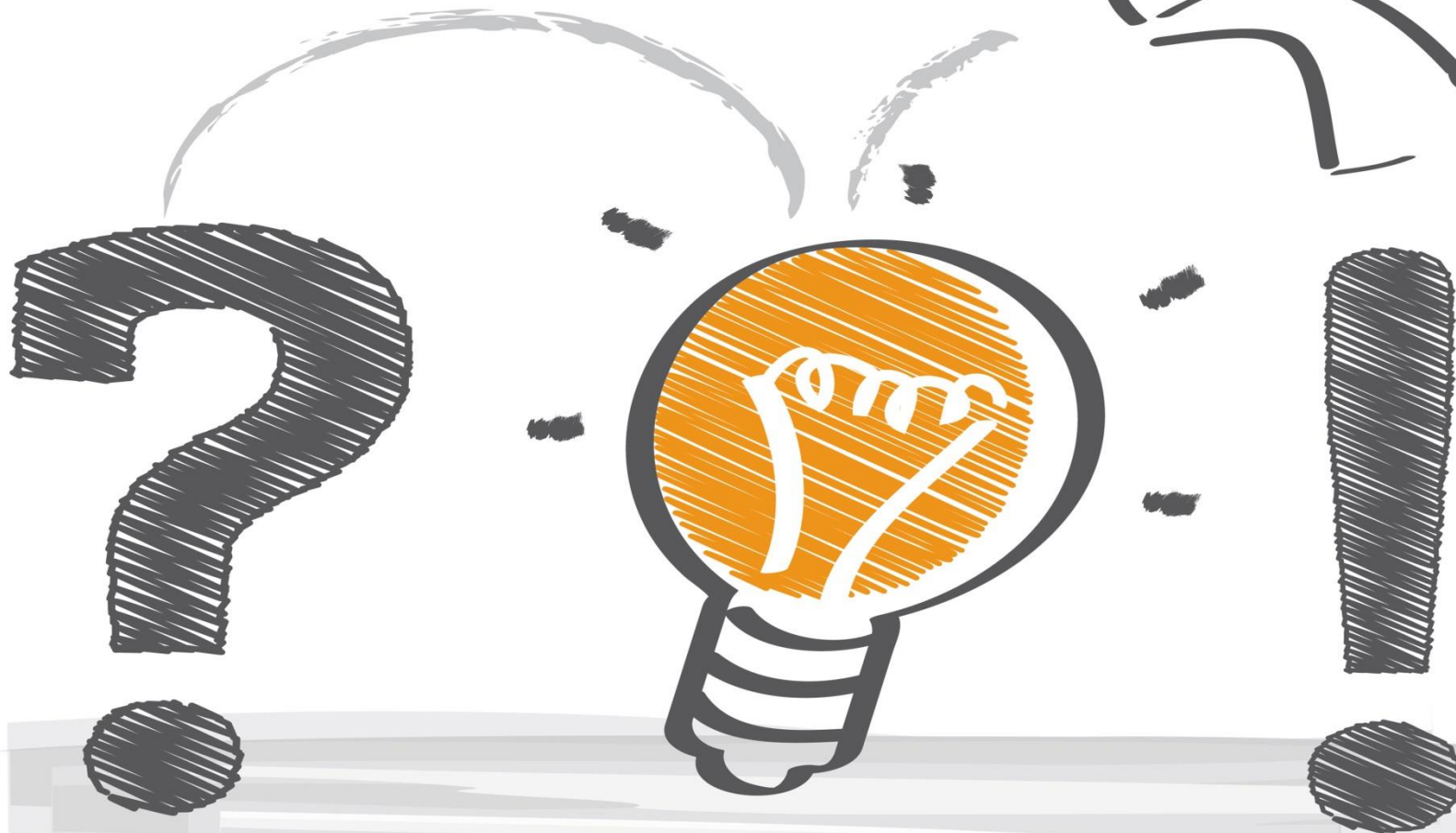
There is more to
Iowa than
Pigs & Corn!

SAVE THE DATE

MAY 23-26, 2016

DISRUPTIVE INNOVATIONS

2016 Governor's Conference on Aging & Disabilities

May 23-26 · Iowa Events Center · Des Moines, Iowa

POWERED BY NASUAD

To celebrate older adults and adults with disabilities and shine a spotlight on the many opportunities that accompany an ever-changing aging and disability community, the Iowa Department on Aging and the Iowa Developmental Disabilities Council are proud to present the 2016 Governor's Conference on Aging & Disabilities at the Iowa Events Center in Des Moines.

With a variety of educational tracks, a Vendor/Technology Hall, a juried research competition, nationally recognized speakers and more, the conference is designed for professionals, policymakers, students and subject-matter experts who are ready to start re-imagining the aging and disability network.

Please join us!

THANK YOU!

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Models of Innovation:

Using Outcomes to Weave Together a Lifespan Division in Nevada

September 1, 2015

Julie Kotchevar

Nevada ADSD

Deputy Administrator

ADSD: Lifespan Services

- 2013 Legislative Session merged services for seniors, persons with physical disabilities, persons with intellectual disabilities, and infants and toddlers with developmental or physical disabilities into ADSD.

- Dignity, Independence, and Self Determination for All.

- Community Feedback and Fears
    - Shared resources
    - Competition for resources, attention, priority, expertise
    - Trust and transparency

Outcomes: Tools of Measurement

- Measurements of Performance
  - Is the program effective?
  - Is this an efficient use of resources?
  - Was the goal attained/purpose achieved?
- Statement of Intent
  - This is how it should work.
  - This is what we want to happen.
- Establishes Expectation
  - Staff
  - Consumers
  - Stakeholders

Outcomes: Tools of Cultural Change

- Shaping Language to Shape Thought
  - At all levels of supervision
  - Making outcomes part of your vocabulary and thought process
  - Using them as the method for problem solving
- Reinforcing Person Centered Thinking
  - Redirecting attention away from process back to the individual
  - Using outcomes that are not focused on measuring effective process but instead focused on providing indicators of progress toward or completion of goals.

First Steps

- Finding the Common Thread
  - Caregivers
- Tackling the Artifacts
  - Budget Performance Measures
  - QA Standards
  - Work Performance Measures
- Capitalizing on Change Events
  - Mergers
  - Grants
  - Law/Policy Changes
  - Computer System Implementations