

**Iowa Department of Elder Affairs
Strategic Plan
July 2008**

Vision Statement: Iowa will be a place of choice for older individuals to live, work, and retire.

Mission Statement: The mission of the Department of Elder Affairs (DEA) is to provide advocacy, educational, and prevention services for older Iowans.

Core Functions

Advocacy: Promote innovation, public policy, and service system changes that protect the rights of older Iowans, facilitate access to services, and prevent abuse, neglect, and exploitation.

Health: Support policies, programs, and initiatives that improve access to affordable, high quality home and community-based services for older Iowans.

Resource Management: Monitor and evaluate programs and activities provided or supported through Department resources by developing, maintaining, and enhancing reporting systems that provide accurate and reliable data necessary for planning, policy development, and grant writing to maximize benefits to clients.

Base Assumptions

The following assumptions were used in the development of the strategic plan:

- Iowans are living longer and healthier lives. This will present opportunities in the areas of health and long-term care, housing, education, employment, and others.
- Iowa will continue to experience significant unmet home and community-based service needs for seniors and will be challenged in building needed service capacity.
- Iowa will continue to be challenged to provide adequate financial resources and alternate business models that will address the need for systems change and the increasing demand for home and community-based services.
- This plan may be updated over time, but is anticipated the Department's strategic goals through SFY 2011.

Issue Statement 1: Lowans increasingly choose to age in their homes and communities for longer periods. This facilitates the need for balancing the menu of available long-term care services. Older lowans and their caregivers need more services delivered in their own homes and more individualized services in congregate settings, as well as more support, information, and access to resources and assistance.

Strategic Goal: The DEA will increase systems that promote independent living for older lowans.

Strategy 1: Case Management Program for the Frail Elderly (CMPFE)

Measure: Maintain the average number of months that a client's independent living status is maintained via the CMPFE prior to being discharged due to institutionalization or death at 14 months.

Strategy 2: Family Caregiver Support Program

Measure: Maintain the number of registered clients at 3,800 individuals receiving assistance from the National Family Caregiver Support Program.

Strategy 3: Nutrition Program

Measure: Maintain at least 80% of clients with high nutrition risk served under home-delivered, congregate meals, and nutrition education and counseling services.

Strategy 4: Aging Disability Resource Center

Measure: Expand the number of service referrals made by local Options Counselors beyond the 2008 levels.

Strategy 5: Education and Training

Measure: Expand participation in the Governor's Conference on Aging beyond the 2008 level.

Strategy 6: Alzheimer's Disease Education and Support

Measure: Develop training standards and curriculum for paid and unpaid caregivers.

Strategy 7: Older Worker Issues

Measure: Maintain at least 60% of clients who receive employment in private sector for at least six months.

Strategy 8: Elder Abuse Prevention and Awareness

Measure: Expand the Elder Abuse Initiative into nine additional counties by June 30, 2009.

Strategy 9: Emergency Response

Measure: Review DEA and Area Agency on Aging (AAA) emergency response plans and modify them to improve effectiveness prior to June 30, 2009.

Issue Statement 2: Providers of health and social services require accountability through State and area plan monitoring, oversight, and reporting systems.

Strategic Goal: The DEA will ensure accountability by improving reporting structures and monitoring systems to make them more effective and efficient. Data must demonstrate effectiveness to maintain and secure additional funds, as well as assure compliance with State and federal laws and contractual terms.

Strategy 1: Enhance the current State and area plan development process to meet new statutory requirements and improvements in monitoring and oversight.

Measure: Revise and enhance the State and area plan development process by November 30, 2008.

Measure: Complete administrative rules for enhanced monitoring processes by June 30, 2009.

Strategy 2: Update the State Elder lowans Act to make it compliant with current provisions in the federal Older Americans Act, as well as make other necessary statutory changes.

Measure: Draft and guide a technical bill to be enacted during the 2009 Legislative Session.

Issue Statement 3: State and federal laws require the DEA to advocate for the health, safety, and rights of older lowans.

Strategic Goal: The DEA will empower and assist individuals with services, resources, or information related to issues that impact the daily lives of older lowans, and will advocate for system or public policy changes.

Strategy 1: Utilize the Long-Term Care Ombudsman Office and Resident Advocate Committees to support and enhance the lives of long-term care facility residents.

Measure: Maintain the percentage of complaints resolved by the Long-Term Care Ombudsman Office at 85%.

Strategy 2: Determine a baseline for the number of lowans who need assistance with their financial and health care decision-making, as well as the services needed by this population.

Measure: Fully implement the State Office of Substitute Decision Maker and establish a regional office.