

“Celebrating 50 Years”



IDAHO COMMISSION ON AGING
2015 ANNUAL REPORT



Table of Contents

Agency Mission and Vision Statement	2
Administrator’s Message	3
About Us	4
Older Americans Act and Senior Services Act	5
State Adult Protection Services.....	10
Idaho Long-Term Care Ombudsman Report	11
Other Federal Programs	12
Older Americans Act Target Population/Funding Distribution for Services	14
SFY 2015 Expenditures	15
SFY 2015 Funding Distribution.....	16
Saluting our Volunteers	17
Area Agencies on Aging Performance Highlights and Accomplishments	18
Regional Map of Area Agencies on Aging	20

AGENCY MISSION

To provide the services and supports that improve the quality of life for seniors, vulnerable adults, and persons with disabilities, so they can live independent, meaningful, and dignified lives within the community of their choice.

AGENCY VISION

To serve a growing senior population, the Idaho Commission on Aging envisions the continuation and strengthening of the aging services network throughout the State of Idaho.



Administrator's Message



Sam Haws, Administrator

“Celebrating 50 Years”

This year marks an important milestone in the history of how our country and state supports older Americans. Enacted in 1965, the Older Americans Act (OAA) provides essential services to our most vulnerable seniors – such as home delivered and congregate meals, family caregiver support, in-home assistance, preventive health services, transportation, job training, protection from abuse, and other supportive services – that help older adults and persons with disabilities remain in their homes for as long as possible and as independent as possible.

Over the years, Congress has amended the OAA several times, creating the infrastructure we now know as the ‘national aging services network’. At present, the network consists of 56 State Units on Aging (ICOA) and over 600 Area Agencies on Aging (AAAs). Furthermore, the network is supported by tens of thousands of service providers and volunteers. This is a good opportunity to give a shout out to all our volunteers.

Volunteers play an important role in the success of the OAA programs by delivering a wide range of services, for example delivering hot meals to home-bound persons, driving people to medical appointments, and advocating for nursing home residents. Nowhere is their role more evident than their numbers and hours in the State Ombudsman Program. Volunteers play such a vital role that they were the celebratory highlight in the National Association of States United for Aging and Disabilities (NASUAD) “Celebrating 50 Years with 50+ Fabulous Older People”. Nationally, according to the most recent volunteer rankings published by the Corporation for National & Community Service, Idaho ranked second in the nation. We truly couldn’t do it without them.

As the State Unit on Aging, the Idaho Commission on Aging -- in collaboration with our partners the Area Agencies on Aging, and the support of our Board of Commissioners -- will continue to work towards strengthening the aging network to continue to ensure that all older persons and individuals with disabilities have the opportunity to continue productive lives in their communities through the administration and implementation of a variety of programs described in this report.

It is my privilege to submit this report on behalf of my incredible staff and hope you find it a valuable resource.

A handwritten signature in black ink that reads "Sam Haws". The signature is written in a cursive, flowing style.

Sam Haws, Administrator

About Us

The Idaho Commission on Aging was designated by the Governor as the State Unit on Aging (SUA). The ICOA Administrator is appointed by the Governor and confirmed by the Senate. The Governor also appoints a seven member Board of Commissioners to advise the ICOA.

As the SUA, ICOA has the responsibility to:

- Develop the State Plan that addresses the needs of seniors, vulnerable adults, and persons with disabilities and their caregivers.
- Serve as an advocate within state government and the community for older Idahoans.
- Propose statutory changes and administrative rules.
- Enter into funding agreements within the limits of appropriated funds to carry out programs and services for older Idahoans.
- Administer and perform any other related functions or activities assigned by the governor.

BOARD OF COMMISSIONERS

Area I
Carey Spears

Area II
David Pankey

Area III
Lorraine Elfering - Co-Chair

Area IV
David Maestas

Area V
Sharon Sturm - Chair

Area VI
Mark Brown

At Large
Victor Watson



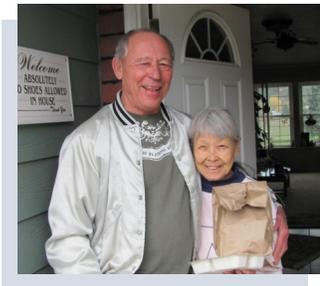
Governor C.L. "Butch" Otter with ICOA staff

Older Americans Act & Senior Services Act

The Older Americans Act (OAA), originally enacted in 1965, and the State Senior Services Act (SSA) support a range of home and community-based services. These programs help older adults and people with disabilities remain as independent as possible in their homes and communities. Through six Area Agencies on Aging, the aging programs provide many services to those who are age 60 and older or persons with disabilities.

Such services include:

- ◆ Home Delivered Meals
- ◆ Congregate Meals
- ◆ Transportation
- ◆ Homemaker
- ◆ Chore
- ◆ Case Management
- ◆ Information and Assistance
- ◆ Outreach
- ◆ Adult Protection
- ◆ Ombudsman Assistance
- ◆ Disease Prevention and Health Promotion
- ◆ Caregiver Support and Respite
- ◆ Legal Services



Home Delivered Meals

Home delivered meals are nutritious meals that are delivered to homebound seniors age 60 years or older and their spouses. At least one home delivered meal is provided per day, which may consist of hot, cold, frozen, dried, canned, fresh, or supplemental foods, five or more days a week.

532,665

Meals Served
SFY 2015

4,032

Number of
Consumers
SFY 2015

Congregate Meals

Congregate meal programs are mostly located at Senior Centers where meals are prepared and served in a congregate setting providing individuals age 60 years or older, and their spouse, with a well-balanced diet. Nutrition counseling, education, and other nutrition services are also included. At Senior Centers people come together to enjoy a meal, meet and talk with friends, participate in health programs, and find out about other services.

490,933

Meals Served
SFY 2015

13,733

Number of
Consumers
SFY 2015



111,873

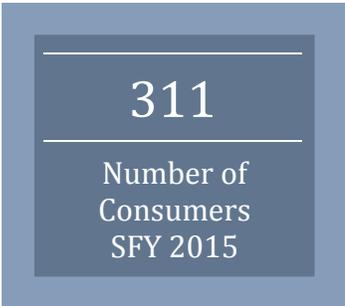
Number of Boardings
SFY 2015

Transportation

Transportation services transfer seniors to and from social services, medical and health care services, meals programs, places of employment, senior centers, shopping, civic functions, adult day care facilities, and recreation locations. Service is available to those who have no other means of transportation or who are unable to use existing transportation.

Homemaker

Homemaker services help older persons maintain, strengthen, and safeguard personal functioning in their own homes. These services may include light housekeeping, meal planning and preparation, essential shopping, errands, banking and bill paying, and with restrictions, bathing and washing hair.

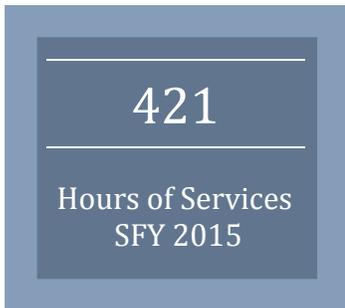


Respite

Respite provides a brief period of relief to a full-time caregiver. The care recipient must have physical or cognitive impairments that require twenty-four (24) hour care or supervision.

Information and Assistance

Information and Assistance provides current information on long-term care services available to older adults in the local community, links people to resources that are available, and provides for follow-up to ensure people receive the services needed.



Chore

Chore services can be provided to assist seniors who have difficulty in maintaining their homes. These are typically larger and/or less frequent tasks than homemaker services, and may include yard work, heavy cleaning, and minor household maintenance.

The installation of this ramp allowed the resident to remain in their home.



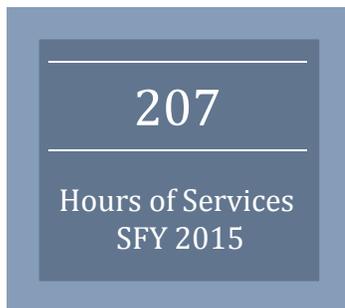
BEFORE



AFTER

Legal Assistance

Legal Assistance is provided to consumers age 60 years or older with issues related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse or neglect, and age discrimination.



Case Management

Case Management is for those consumers who cannot manage their own in-home, long-term care services. Case managers are assigned to assess an individual's independent living needs, develop and implement a service plan, coordinate and monitor in-home services for the consumer.

Outreach

Outreach starts with a one-on-one interaction. Activities provide an individual and their caregiver with information and assistance linking them to existing services. Advantages include: informing individuals of qualifying benefits, assisting with enrollment in available programs, and education and encouragement to use existing services.



Disease Prevention/Health Promotion

Disease Prevention and Health Promotion provides health-related information, services and activities for individuals age 60 or older, their spouses and families. These include programs such as medication management, fall prevention, and chronic disease self-management programs to help better manage chronic conditions such as diabetes, heart disease, arthritis, and depression.



Fitness class at a senior center

State Adult Protection Services

Adult Protection Services (APS) provides 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. Self-neglect is the choice of a vulnerable adult not to provide those services for themselves.
- ◆ 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.

2,507

Adult Protection
Reports SFY 2015

2,469

Adult Protection
Investigations
SFY 2015

704

Substantiated
Cases
SFY 2015

Idaho Long-Term Care Ombudsman Report

The Idaho Long-Term Care Ombudsman program provides advocacy services for Idaho’s Long-Term Care residents regardless of age. The Ombudsman program is directed by the Older Americans Act to protect the health, welfare, safety, and rights of older long-term care residents.



Volunteer Ombudsman

Ombudsmen investigate and resolve complaints on behalf of residents in Idaho’s seventy-nine (79) nursing homes and two hundred eighty-eight (288) assisted living homes.

There are sixty-three (63) Ombudsmen volunteers assisting nine Ombudsmen staff to provide services to Idaho’s long-term care residents. Ombudsmen provided fifty-eight (58) public presentations on a variety of aging issues. In the performance of over 4,642 visits, approximately 1,740 complaints were investigated.

The most common Ombudsman complaints were:

1. Care
2. Autonomy, Choice, Exercise of Rights, Privacy
3. Environment

Ombudsman	Complaints	Visits	Consultations	Presentations
Area I	438	1,426	265	11
Area II	184	1,223	292	5
Area III	556	807	785	17
Area IV	104	262	105	2
Area V	241	322	116	3
Area VI	217	602	535	20
Total	1,740	4,642	2,098	58

Other Federal Programs

Other federal programs administered by ICOA, that support direct and “in-house” services are implemented by a combination of Area Agencies on Aging and other service providers. In addition to the ongoing grants, the Administration for Community Living provides additional funding opportunities through a competitive award process.

National Family Caregiver Support Program (NFCSP)

NFCSP supports and trains caregivers to make decisions, resolve problems, and develop skills to carry out their caregiving responsibilities. The NFCSP provides counseling, support groups, respite and refers caregivers to other community services and private pay options, if appropriate.

Nutrition Services Incentive Program (NSIP)

NSIP provides supplemental incentive funding to be distributed to the meal site providers through the Area Agencies on Aging based on the number of meals served in the prior year. NSIP promotes the health and well-being of older individuals by assisting them to access nutrition and other disease prevention and health promotion services.

Elder Abuse Prevention

Elder Abuse Prevention provides the opportunity to develop, strengthen, and carry out programs for the prevention, detection, assessment, treatment of, and response to elder abuse, neglect, and exploitation.

Idaho’s Lifespan Respite Program

The Idaho Lifespan Respite project established the Idaho Caregiver Alliance to expand and enhance respite services, and improve access to respite services for family caregivers of all ages. Actions include: utilize the needs and capacity assessment and feedback from the Lifespan Respite and Caregiver Summits for strategic planning; coordinate with the Idaho Caregiver Task Force established by House Concurrent Resolution 24; study and make recommendations for caregivers of persons with significant behavior problems who require crisis intervention; and implement and evaluate the emergency caregiver respite pilot program.

The No Wrong Door (NWD) Grant

ICOA, Idaho Medicaid, Idaho State Independent Living Council (SILC) and Idaho Council on Developmental Disabilities (ICDD) will develop a three year strategic plan to implement a No Wrong Door (NWD) system in Idaho. The NWD system will streamline access to Long-Term Care services through strong partnerships with 211 CareLine, disability agencies and the Area Agencies on Aging. The system will also provide Person Centered Counseling (PCC) to assist consumers in making informed choices regarding their long-term services and support (LTSS).



Senior Community Service Employment Program (SCSEP)

The SCSEP is an employment training program for low income older individuals who need to enhance their skills to compete in the job market. Seniors are placed at 501(c)3 nonprofit agencies and are provided with part-time, work-based training opportunities.



Model Approaches to Statewide Legal Services Delivery System

Through efforts made possible by this three year grant, the Senior Legal Hotline is now fully operational. The “Senior Legal Guidebook” is available, and additional interactive legal forms can be accessed on the Idaho Legal Aid website at www.idaholegalaid.org. In addition, guardianship training was provided to attorneys and legal service clinics serving seniors across the state.



Medicare Improvements for Patients and Providers Act (MIPPA)

The MIPPA project provides education and outreach for Medicare Savings Programs (MSP), Low Income Subsidy (LIS), Medicare Part D and Prevention and Wellness benefits. The MIPPA project developed Medicare Improvement outreach partners with pharmacies statewide.



Senior Medicare Patrol (SMP)

The SMP program educates 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 Attorney General’s Office, Department of Insurance, Department of Finance, Idaho Legal Aid, AARP, Better Business Bureau and other valued partners to help consumers learn to protect against fraud.



U.S. Department of Veterans Affairs

Veteran-Directed Home and Community Based Services (VD-HCBS)

The VD-HCBS program is a partnership between the Veterans Health Administration and selected Area Agencies on Aging. The program provides veterans with the ability to self-direct their long-term supports and services and continue to live independently at home. ICOA utilized grant funds to implement the program in AAIII in 2014 and will implement the program in AAIV in 2015.



Commodity Supplemental Food Program (CSFP)

ICOA, in partnership with The Idaho Foodbank, administers the Commodity Supplemental Food Program (CSFP) to improve the health of low-income elderly persons at least 60 years of age, by supplementing their diets with a monthly nutritious food box of USDA Foods that includes nutrition information and helpful recipes.

Older Americans Act - Target Population and Funding Distribution for Services

The ICOA distributes Federal Title III and State Trustee and Benefit funds to the AAAs to serve the “at risk” target population, as defined by the Older Americans Act.

The target population is prioritized by the following:

- Greatest economic and social needs.
- Low-income older individuals and minorities.
- Older individuals residing in rural areas.
- At risk for institutional placement.

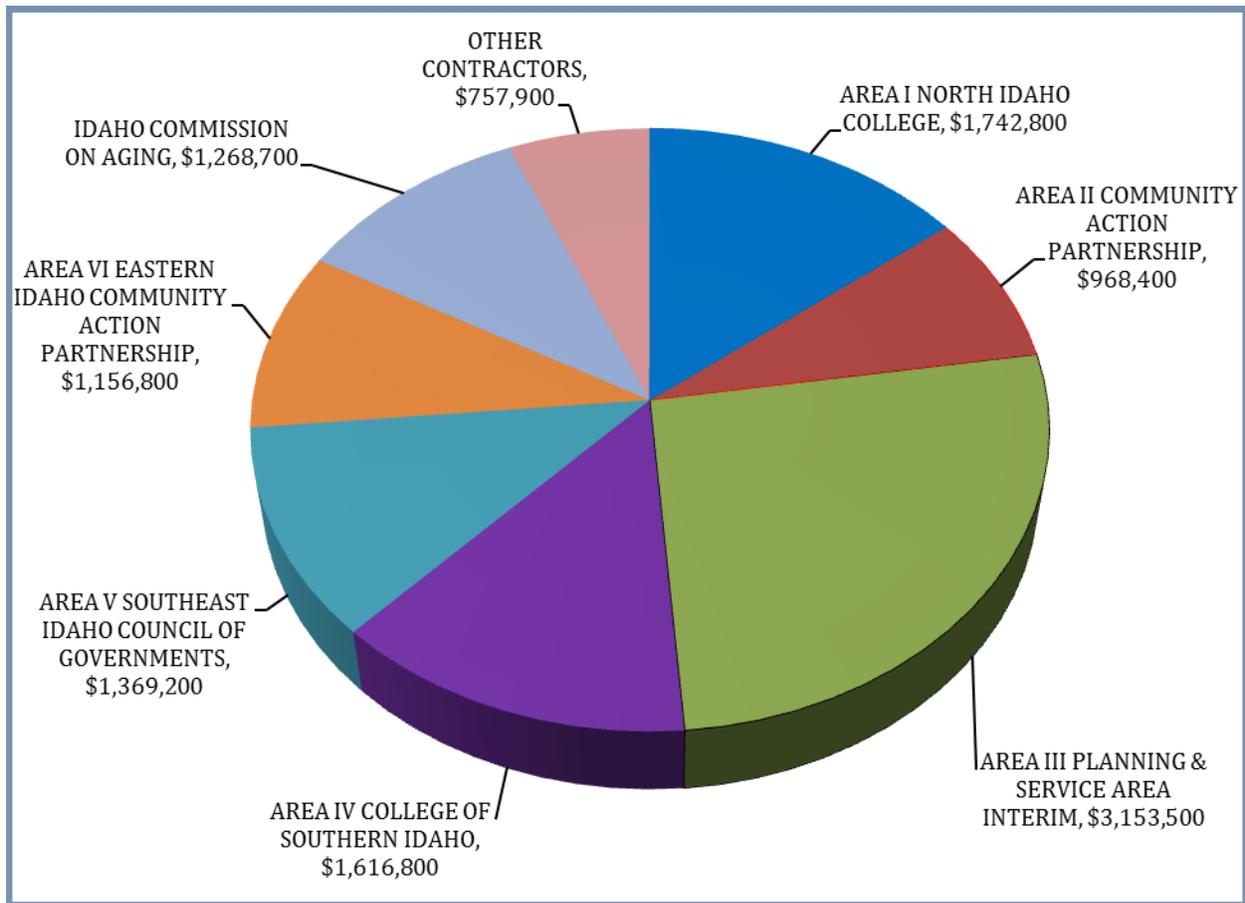
SFY 2015 Idaho Intrastate Funding Formula Summary				
Title III Funds				
Total OAA Title III Federal Funds				
				\$ 5,255,369
Total State General Funds				
				\$ 3,977,100
Total Funds				
				\$ 9,232,469
Less 10% Base Amount of Federal and State Funds				
				\$ 923,247
Balance to be Distributed by Weighted Average:				
				\$ 8,309,222
Total Funds Distributed to AAA				
				\$ 9,232,469
Fund Distribution				
PSA	Base Amount Divided by 6	Weighted "At Risk" Percentage	Weighted Fund Distribution	Total Funds Distributed
Area I	\$ 153,874	16.76%	\$ 1,392,786	\$ 1,546,660
Area II	\$ 153,874	8.82%	\$ 732,669	\$ 886,544
Area III	\$ 153,874	35.60%	\$ 2,958,082	\$ 3,111,957
Area IV	\$ 153,874	15.73%	\$ 1,307,368	\$ 1,461,242
Area V	\$ 153,874	11.93%	\$ 991,529	\$ 1,145,403
Area VI	\$ 153,874	11.15%	\$ 926,789	\$ 1,080,663
Total	\$ 923,247	100.00%	\$ 8,309,222	\$ 9,232,469
The Title III federal funds and state general funds are distributed to the AAA's using the federally approved funding formula. The funding formula divides 10% of the total funds evenly among all 6 AAA's. The remaining 90% balance is divided using a weighted average percentage. The percentages are derived by identifying the target populations in each area using census data provided by the Idaho Department of Labor.				

SFY 2015 Expenditures

FUNDING SOURCES	STATE FUNDS	FEDERAL FUNDS	TOTAL
OLDER AMERICANS ACT ON-GOING GRANTS			
Supportive Services	\$ 1,508,339	\$ 1,744,862	\$ 3,253,200
Congregate Meals	\$ 425,989	\$ 1,748,767	\$ 2,174,755
Home Delivered Meals	\$ 1,299,179	\$ 1,218,550	\$ 2,517,729
Preventive Health	\$ -	\$ 71,033	\$ 71,033
Family Caregiver	\$ -	\$ 765,156	\$ 765,156
Nutrition Services Incentive Program (NSIP)	\$ -	\$ 697,566	\$ 697,566
State Ombudsman	\$ 33,702	\$ 33,615	\$ 67,317
Elder Rights Protection	\$ 404,001	\$ 99,828	\$ 503,829
Senior Community Services Employment Program (SCSEP)	\$ -	\$ 440,498	\$ 440,498
ON-GOING GRANTS SUBTOTAL	\$ 3,671,209	\$ 6,819,875	\$ 10,491,084
OLDER AMERICANS ACT DISCRETIONARY GRANTS			
Medicare Improvements for Patients and Providers Act (MIPPA)	\$ -	\$ 80,752	\$ 80,752
Aging Disability Resource Center (ADRC)	\$ -	\$ 135,741	\$ 135,741
Senior Medicare Patrol (SMP)	\$ -	\$ 301,431	\$ 301,431
Commodity Supplemental Food Program (CSFP)	\$ -	\$ 14,997	\$ 14,997
Idaho's Lifespan Respite Program	\$ -	\$ 47,916	\$ 47,916
Idaho's Legal Assistance	\$ -	\$ 186,175	\$ 186,175
DISCRETIONARY GRANTS SUBTOTAL	\$ -	\$ 767,012	\$ 767,012
OTHER FUNDS			
Adult Protection	\$ 776,064	\$ -	\$ 776,064
OTHER GENERAL FUNDS SUBTOTAL	\$ 776,064	\$ -	\$ 776,064
GRAND TOTAL	\$ 4,447,274	\$ 7,586,887	\$ 12,034,161

SFY 2015 Funding Distribution

IDAHO COMMISSION ON AGING STATE AND FEDERAL DISTRIBUTION



We Couldn't Do It Without You...

Volunteers for the Aging Community of Idaho

The Idaho Commission on Aging would like to express its sincere gratitude and thank you to the many Idaho volunteers who give of their time to help the aging programs in Idaho. We couldn't do it without you! Among some of the many volunteers who generously give their time to make many of the programs a success are:



Senior Medicare Patrol Program	101 volunteers	- provided 5,638 hours of service
Ombudsman Program	63 volunteers	- provided 6,057 hours of service

50 Fabulous Older People, from 50 States, Celebrating 50 Years



Cara McCann Snyder from North Central Idaho was honored as one of the “50 Fabulous Older People, from 50 States, Celebrating 50 Years” by NASUAD and the Center for Elder Care and Advanced Illness. A life-long volunteer, Cara pursued her education later in life and became a licensed social worker. For over a decade she worked as a Case Manager for frail elders typically living alone in our frontier Idaho communities, most often without family and friend support. Upon retirement, Cara more deeply rooted her passionate care for people by actively volunteering on a daily basis.

What Caregiver Services look like....

John and Sarah have been married 63 years, live in a small rural community and have always enjoyed listening to jazz music together. John has dementia and Sarah is his primary care giver each day. Being able to receive Family Caregiver Home Delivered Meals daily and Respite Care each month, John and Sarah are given more opportunities to spend quality time together. The home delivered meals gives Sarah time to sit down and enjoy an entire meal with her husband, including holding hands and listening to music together, instead of constantly worrying about keeping him from wandering. They particularly enjoy listening to the sounds of Dizzy Gillespie. John eats more of his lunch meal than any other meal, and Sarah feels this is credit to the meals being served hot and ready to eat as well as their opportunity to spend quality time together. Sarah utilizes her Respite Care received from the Area Agency on Aging to go to the beauty parlor to get her hair done each week. Despite John's poor memory and physical disabilities, he is able to tell Sarah each week that she looks beautiful. Sarah appreciates the time off each week knowing that having her hair done is going to make her feel revived, as well as having the opportunity to stop and see her granddaughter at the day care center. Sarah and John both benefit from having the AAA caregiver services. Sarah sums it all up by stating 'It is a life saver for me. I want to care for John as long as I can.'

(Submitted by actual client)

Area Agencies on Aging

Performance Highlights and Accomplishments

Area I

AAA I reinstated a nutrition meal site in the city of St. Maries, Idaho at the St. Maries Meal Site, which will provide an additional 3,600 congregate meals and 1,300 home delivered meals to seniors. In addition, AAA I added transportation services in Shoshone County. AAA I contracted with the county to assist senior veterans with transportation needs and are estimating approximately 224 new boardings. The AAA advisory council requested that AAA I conduct more education in-services to the outlying rural communities about agency services. AAA I conducted additional outreach activities and focused on providing information and awareness on adult protection services, as well as information regarding scams that target seniors. Adult Protection Cases investigated increased by 22%, in part due to the additional education provided in outreach services.

Area II

AAA II partnered in the first 2015 Lifespan Respite Summit! The event which hosted over 80 participants, including a panel of six lifespan family caregivers, was convened to explore and promote access to quality, responsive lifespan respite care and other caregiver supports, to advance the well-being of caregivers in north-central Idaho. The AAA mentored the development of the Nez Perce Tribal Adult Protection Services program. The Community Health Association of Spokane/CHAS, AmeriCorps VISTA and the AAA successfully offered evidence-based health promotion workshops and recruited volunteer class leaders to the classes in an effort to enhance health promotion for older adults living with chronic illness, in rural Idaho. The Rosalynn Carter Institute on Caregiving, RCI-REACH, awarded AAA II a competitive grant to train four Caregiver Interventionist's to work with family caregiver's providing primary care for loved ones living at home with Alzheimer's Disease. The grant award provides one year of training to the AAA in the community outreach to Alzheimer's Disease caregivers. Information & Assistance staff often work closely with elected officials to resolve concerns of vulnerable adults, elders and family caregivers.

Area III

During SFY 2015, the Idaho Commission on Aging (ICOA) managed the AAA, and will continue to do so until a new AAA is designated. With ICOA's leadership and the hardworking, dedicated staff at the AAA office, the number of consumers served and the total number of services provided, continued to increase. The AAA received over 16,500 calls for services. The number of Home-Delivered Meals, Homemaker, Chore, and Respite consumers receiving services increased by 34% in each category. Transportation boardings and Congregate Meals served in senior centers and other meal sites, increased by 16% and 5% respectively. As a result of focused Outreach efforts for Adult Protection Services community training events doubled. The Veteran-Directed Home and Community Based Service program for veterans age 18 and older, continued to make progress in the number of referrals received.

Area IV

An SMP Volunteer Coordinator was hired and launched the SMP and MIPPA programs in the area. In October 2014, AAA IV participated in the Hailey Scam Jam by providing information as a vendor for the program. The Director served as one of two keynote speakers. AAA IV worked with the Idaho Library Commission on their Financial Literacy grant to provide information to economically disadvantaged seniors regarding financial management and fraud prevention. A consumer satisfaction survey to 500 active clients was sent out and completed, 170 responses were received for a 34% response rate. The results were overwhelmingly positive. The records of all home delivered meal recipients were reviewed to determine the quality of service provided and did a geographic review of the service areas covered by the senior centers which are contracted to provide home delivered meal services. The review showed coverage gaps in the area, and a contract with a commercial provider to fill the gaps has been put into place to meet that need. Three staff members attended training and AAA IV successfully applied for a Medicaid provider number to receive reimbursement for services rendered in the Idaho Home Choice program. This program works with long-term care residents who want to return to the community in an independent living arrangement. Organized and held a Healthy Aging conference in May 2015 where over 225 participants attended. The vendors included representatives from AARP, the Alzheimer's Association, home health care agencies, long-term care providers, geriatric services providers, the AAA IV and Senior Corps.

Area V

The AAA V Senior Medicare Patrol staff certified four volunteers to educate consumers to prevent health care fraud. Volunteers go into the communities of southeast Idaho and share with seniors and those who are disabled how to protect their Medicare information and to guard against Medicare fraud and abuse. AAA V embarked upon an extensive Outreach program to inform the communities about services that are available for people aged 60 and over. This year AAA V increased its presentations on dual-eligible options and made door-to-door contacts on behalf of those who receive both Medicare and Medicaid (dual-eligible individuals). The AAA staff made several panel presentations to the Shoshone-Bannock Tribe of Fort Hall. Among the issues raised were understanding health insurances, increasing knowledge about dementia, food shortage concerns, transportation worries, adult abuse and disabled veterans problems. The AAA V Ombudsman staff was involved in a national campaign called Advancing Excellence in America's Nursing Homes. All 12 of the skilled nursing facilities participated in this campaign; two of the goals involved were facility staff placing a greater emphasis on person-centered care, and the facility preventing and managing infections more effectively. A key component of the campaign was addressing how the team of staff and clients could work together to make the facility more a home for residents.

Area VI

AAA VI significantly expanded transportation to seniors. Transportation services are provided to seniors age 60 and older, free of charge. This service is now available in 8 of the 9 counties in Area VI. From SFY 2014 to SFY 2015, Area VI saw increases in the following: transportation boardings increased by 120%, respite services utilized increased by 45%, and home delivered meals increased by 11.5%.

Area Agencies on Aging

NORTH IDAHO AREA I

North Idaho College
 Director Jeffery Hill
 2120 N. Lakewood Dr. Suite B
 Coeur d'Alene, ID 83814
 208-667-3179
 1-800-786-5536

NORTH CENTRAL IDAHO AREA II

Community Action Partnership
 Director Jenny Zorens
 124 New 6th Street
 Lewiston, ID 83501
 208-743-5580
 1-800-877-3206

EASTERN IDAHO AREA VI

Eastern Idaho Community
 Action Partnership
 Director Morgan Nield
 935 Lincoln Road
 Idaho Falls, ID 83405
 208-522-5391
 1-800-632-4813

SOUTHWEST IDAHO AREA III

Planning and Service Area III
 Interim
 Interim Director Jeff Weller
 701 S. Allen Suite 100
 Meridian, ID 83642
 208-332-1745
 1-844-689-7562



SOUTH CENTRAL IDAHO AREA IV

College of Southern Idaho
 Director Suzanne McCampbell
 315 Falls Avenue
 Twin Falls, ID 83303
 208-736-2122
 1-800-574-8656

SOUTHEAST IDAHO AREA V

Southeast Idaho Council of
 Governments
 Director Sister Anthony
 Marie Greving
 214 E. Center
 Pocatello, ID 83201
 208-233-4032
 1-800-526-8129

Contact Us

Located

341 W. Washington, 3rd Floor
Boise, Idaho 83702

Mailing

P.O. Box 83720
Boise, Idaho 83720

Phone

208-334-3833
877-471-2777

Fax

208-334-3033

Email

icoa@aging.idaho.gov

Website

www.aging.idaho.gov