"Dedicated to the protection, independence, and dignity of individuals through advocacy and services."

Area Agency on Aging
of North Idaho

"Where YOU go for answers on aging."

2010 Annual Report

Pearl Bruno Bouchard, Director

Mission Statement

The mission of the Area Agency on Aging of North Idaho is to work in partnership with older adults, families, and the community to secure information and services that maximize independence and quality of life.

Value Statements

Elderly persons should have the option to remain in their own homes for as long as they choose, to the extent possible.

Older persons are a valuable human resource; they can continue to contribute to their communities through volunteer work, or if they so choose, by remaining in the work force.

Knowledge of programs and services is the key to empowering Idaho's seniors and their families.

Older persons should be accorded dignity and respect with their safety and autonomy preserved.

The Area Agency on Aging partners with the Idaho Commission on Aging (ICOA) in providing leadership and advocacy to meet the needs of North Idaho's seniors and vulnerable adults.

From the Director

Our 2010 efforts included a shift in course as we work to build an organization that can respond to the ever growing numbers of persons qualifying for Medicare, Social Security, and home and community based services. Sustainability of long-term care supports will likely be achieved by redirecting existing systems of support to better meet the information needs of savvy consumers.

A perspective on the need to change course is better understood when comparing 2000 census data to projections for 2020 (page 6). In 2000 the 65+ population represented 13% of the total five-county population; by 2020 the projection is 21.3% of the total population.

Additional perspective is gained when comparing 2000 and 2010 units of service (opposite page). For example, contacts for information grew by 182% over the ten year period. Consumers want to make informed decisions about their long term care options, especially when supporting their spouse, parent or grandparent in need. Offering information and support is the overarching goal of Idaho's Aging and Disability Resource Center (ADRC).

In addition to preparing a business plan to aid us in implementation of Idaho's ADRC, in 2010 Area I established strategies that led to an examination of our policies, operations, customer focus, technical support, and financial resources. This helped us to better understand and manage the impact created by this shift in course.

We have come a long way from what was created in the '70s (page 4) when senior centers and meal sites were the primary focus of the Area Agency on Aging. In the 1990's the AAA was recognized by the State Legislature as a viable community-based organization capable of addressing the growing aging population and their needs and serving as a coordinating organization at a regional level. By the turn of the century policy makers recognized that, in addition to serving seniors who do not have family supports, there is a need to support families who provide the majority of care to our country's elders. Those elders clearly express their preference for living in their homes for as long as possible.

An exponential growth of the aging population looms in the background with the Baby Boomer generation now, and over the next 20 years, causing the "graying of society". The Area Agency on Aging of North Idaho stands ready to serve with expertise, programming, and partnerships throughout the five northern counties.

Pearl Bouchard

Service Description

Information and Awareness – Provides the general public with information and referrals to a wide range of community resources and assists in connecting them to programs and services.

Transportation – Provided in specified rural areas with curb to curb service and wheelchair accessibility.

Legal Assistance – Services to low income seniors aged 60 years or older including guardianships, probate, Medicaid eligibility, Social Security benefits.

Case Management – Licensed social workers assist elderly obtain **service**s to maintain their maximum level of health, safety, and independence at home; needs are evaluated and plans implemented to help with activities of daily living.

Homemaker – Provides light housekeeping to help keep individuals independent and safe in homes, including cleaning floors, bathroom and kitchen, laundry, bill paying, etc.

Caregiver Respite – A break for caregivers--volunteers or skilled caregivers in the home, at adult day centers, and skilled nursing facilities for overnight stays.

Group Meals – Hot, fresh prepared meals in a friendly social setting—usually a senior center.

Delivered Meals – Senior centers deliver up to 7 meals per week to seniors unable to leave the home without assistance.

Adult Protective Services – Investigation of reported cases of abuse, neglect or exploitation of vulnerable adults.

Retired and Senior Volunteers – Match volunteer interests with identified community needs.

"My opinion is that the agency is very active in our area and helps seniors to obtain a wide variety of services through volunteers and through referring to other agencies where appropriate. They sincerely wish to help seniors in our counties."
- Volunteer -

SERVICE	2000	2010
Information & Awareness	2,042 contacts	5,749 contacts
Transportation	22,659 boardings	8,234 boardings
Legal Assistance	423 hours	947 hours
Case Management	2,783 hours	6,642 hours
Homemaker	11,831 hours	14,919 hours
Caregiver Respite	4,877 hours	11,293 hours
Group Meals	82,641	58,385
Delivered Meals	42,221	49,163
Adult Protective Services	309 reports	357 reports
Retired and Senior Volunteers	249	439
Volunteer Placements	54 agencies	81 agencies
Volunteer Hours	49,126	69,342

"I have only spoken with two people, I believe. They treated me very well. I used to be a federal employee and I am pleased when I meet people in service jobs who care about the people they help."
- Volunteer -

Volunteer Ombudsman, Raymond Koltz, is one of 19 volunteers helping to assure resident rights are honored in assisted living housing and skilled nursing facilities.

Historical Perspective

December 1968 – Visit from D. Yeager, area consultant, proposing establishment of the Coeur d'Alene Council on Aging, the first of its kind in the state of Idaho.

1971 – Services for seniors were operating under the Community Action Center, or CAP agency, under the direction of Jack LaMar. The CAP agency was established in 1966 as a result of the Economic Opportunity Act of 1964. Sadie Brooten, 1970 graduate of North Idaho College, served as the director of senior services for Kootenai County and continued through 1980, playing an instrumental role in establishing the first senior center in Coeur d'Alene. Mrs. Brooten also celebrated delivery of the first mini-bus for transportation, which was purchased through Knudtsen Chevrolet.

1971 – Governor Cecil Andrus awarded a federal grant of $45,585 to northern Idaho CAP agency to start meal programs in Kootenai County and announced six regional offices would be established throughout Idaho to oversee programs defined in the Older Americans Act of 1965.

1972 – Lorenzo Driggs was appointed as the Area Agency on Aging director employed by the CAP agency. A grant of $253,546 was awarded to provide programs in the five northern counties. Mr. Driggs served in this capacity through 1977. During this time he was instrumental in assisting Bonner, Benewah, and Boundary counties in setting up private non-profit senior centers where meal programs would be established and operated out of senior centers.

1973 – Sadie Brooten managed the first Retired and Senior Volunteer Program grant in northern Idaho with CAP as recipient. On February 14, a trust fund with Idaho First National Bank was established to save $20,000 to build or purchase a senior center. Kootenai County agreed to match whatever was raised—up to $20,000. Senator Frank Church served as chairman of Senate Committee on Aging.

Coeur d'Alene Press photo by GORDON KING

SENIOR CEREMONY Don Dundon got the picture Tuesday as senior citizens, builders and bankers gathered for the groundbreaking of the Lake City Center in Coeur d'Alene. The $550,000 center is slated for completion in September. About $200,000 already has been raised for the construction. Dundon publishes the Senior Review, newspaper for senior citizens.

1974 – CAP agencies around the country were defunded. In northern Idaho, several programs operating under their purview were transferred to newly formed councils of government--Panhandle Area Council (PAC); PAC served as sponsoring agency for the Area Agency on Aging and senior programs through 1979.

1975 – land and a building was purchased at 105 Indiana Avenue, the original location of the CAP, and new location for Coeur d'Alene's first senior center. John Cooper of Coeur d'Alene was elected president of the newly organized Idaho State Council of Senior Citizens.

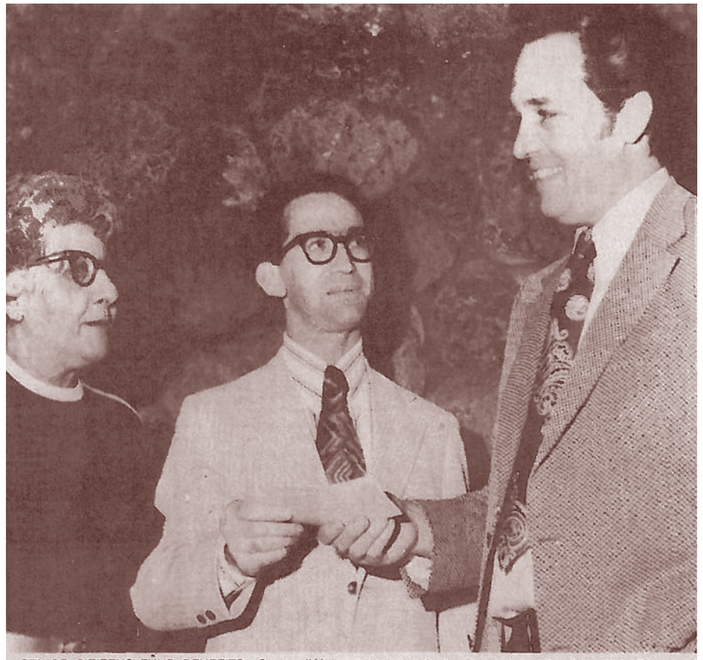
Mrs. Brooten was honored as the fall recipient of the North Idaho College Distinguished Citizen Award.

1976 – Association for Inner-Community Development (AID) was incorporated as a non-profit, with many of the direct services PAC operated, contracted to AID to manage.

1978 – Jewett House gifted to the City of Coeur d'Alene as a drop-in center for seniors. The first Senior Companion Program was awarded to AID in the amount of $110,900.

1980 – When PAC decided to no longer serve as the Area Agency on Aging sponsor, the Idaho Office on Aging designated AID as sponsor under the direction of Scott Hancock.

1987 – North Idaho College, sponsor of Head Start since 1973, became the sponsor for the Area Agency on Aging and continues in that capacity today.



SENIOR CITIZENS FUND BENEFITS—Coeur d'Alene will become the Region officer for the office of the Administration on Aging. Transferring funds from the central office in Lewiston to the Idaho First National were (from left), Mrs. Sadie Brooten, Kootenai County director of Senior Services, Lorenzo Driggs, north Idaho director, Senior Services, and Leon Doane, bank manager.—Press Photo

1988 – In June there was much to celebrate with the opening of the current location of the Lake City Senior Center. Seniors raised $780,000 to cover building costs; an additional $70,000 Community Development Block Grant was provided through the state. In August the four lots and 5-bedroom house at 105 Indiana Avenue were sold for $98,500.

1992 – Idaho Legislature transferred the homemaker services to the AAA from the Department of Health and Welfare.

1995 – Idaho Legislature transferred the adult protection services to the AAA from the Department of Health and Welfare.

1997 – Retired and Senior Volunteer Program transferred to the AAA due to the closing of the northern Idaho Community Action Agency.

1998 – Programming was implemented at the AAA for care coordination/case management services, employing licensed social workers.

2001 – A new emphasis for the AAA was funded through federal legislation in support of families and caregivers of elderly.

2006 – AAA was selected as the pilot site for implementing Idaho's Aging and Disability Resource Connections.

POTENTIAL FOR SERVICE USAGE

Population Growth Projections (2002) in Idaho's Five Northern Counties

AGE GROUP	JULY 2000	JULY 2010	JULY 2020	2000-2020
Total	179,417	235,081	288,484	60.8%
50 to 54	13,126	19,230	18,734	42.7%
55 to 59	10,035	19,526	23,686	136.0%
60 to 64	8,209	17,440	25,028	204.9%
65 to 69	6,861	13,910	24,301	254.2%
70 to 74	5,930	9,378	17,158	189.3%
75 to 79	4,697	5,885	9,428	100.7%
80 to 84	3,146	4,136	5,179	64.6%
85 & Over	2,741	4,525	5,410	97.4%
65 & Over as %	13.0%	16.1%	21.3%	

In October 2010 the Advisory Council on Aging gave its vote of confidence for and in December 2010 North Idaho College Board of Trustees passed a resolution allowing creation of Aging Services of North Idaho endowment fund. The fund will be managed by Inland Northwest Community Foundation. Founding Members of the fund are being solicited through spring 2011.

Employee "was very professional, she expertly handled the situation and her visit relaxed my mother a lot."

- Family Member -

"Identifying a person's likelihood to access community services when the need arises is useful for predicting future service use and planning how to meet the needs of the aging population. Respondents evaluated the likelihood of future service use for three services... "

"Almost 50% of the respondents indicated that they were likely to seek assistance in coordinating and obtaining appropriate services in the future."

Report on Baby Boomers and Older Adults:

Information and Service Needs, National Association of Area Agencies on Aging

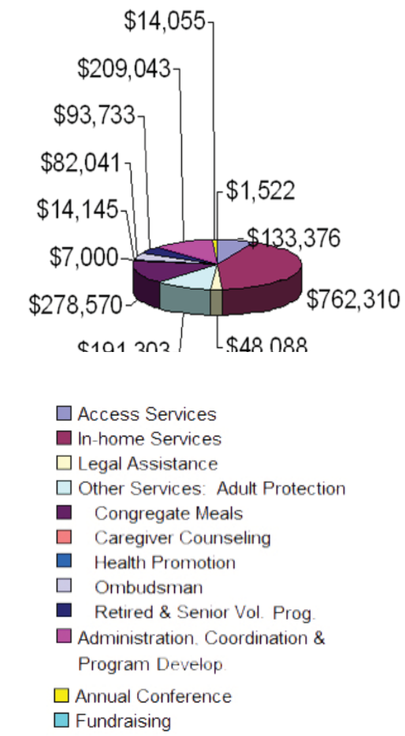
"As technology is becoming increasingly accessible by a greater number of individuals of all ages, it will be an important medium for sharing information. While Baby Boomers were more technologically savvy than persons in the other age groups, most would turn to traditional websites rather than search for aging information through social media sites (i.e. Facebook, YouTube, and Twitter)."

Area Agency on Aging *of North Idaho*

January 1, 2010 - December 31, 2010

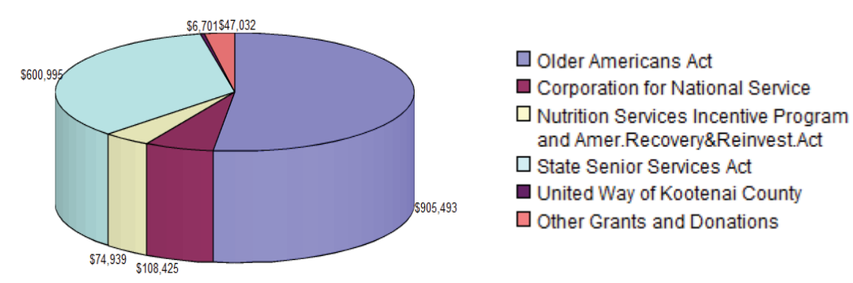
Funding Distrubution

PROGRAMS	DISTRIBUTION
Access Services	$133,376
In-home Services	$762,310
Legal Assistance	$48,088
Other Services: Adult Protection	$191,303
Congregate Meals	$278,570
Caregiver Counseling	$7,000
Health Promotion	$14,145
Ombudsman	$82,041
Retired & Senior Vol. Prog.	$93,733
Administration, Coordination & Program Develop.	$209,043
Annual Conference	$14,055
Fundraising	$1,522
TOTAL DISTRIBUTION	**$1,835,186**



Funding Sources

GRANT	AMOUNT
Older Americans Act	$905,493
Corporation for National Service	$108,425
Nutrition Services Incentive Program and Amer. Recovery & Reinvest. Act	$74,939
State Senior Services Act	$600,995
United Way of Kootenai County	$6,701
Other Grants and Donations	$47,032
TOTAL FUNDING	$1,743,585



Area Agency on Aging of North Idaho

Area Agency on Aging does not discriminate against any person on the basis of race, color, national origin, or disability in admission, treatment, or participation in its programs, services, and activities, or in employment.
For further information about this policy, contact 208.667.3179.

affiliated with

NORTH IDAHO COLLEGE
1000 West Garden Avenue • Coeur d'Alene, Idaho 83814-2199

United Way
Of Kootenai County

Authorized by: The Older Americans Act
Designated by: Idaho Commision on Aging
Locally Sponsored by: North Idaho College
Serving: Benewah, Bonner, Boundary, Kootenai, and Shoshone Counties

Funded by: Older Americans Act
Corporation for National and Community Service
Idaho Senior Services Act
United Way of Kootenai County

Where do you go for answers on aging?

Area Agency on Aging of North Idaho
2120 Lakewood Drive
Coeur d'Alene, ID 83814
208.667.3179
800.786.5536
FAX 208.667.5938

www.aaani.org