

Governor's Office of Elderly Affairs (GOEA)

DD Council Report

July 2011

GOEA, is the designated State Unit on Aging and is the administrator of the Older Americans Act (OAA) program services: Congregate Meals, Home Delivered Meals, Nutrition Counseling Nutrition Education, Assisted Transportation, Information & Assistance, Outreach, Medical Transportation, Adult Day Health Care, Case Management, Group Respite, In-Home Respite, Individual Counseling, Material Aid, Personal Care, Caregiver Public Education, Caregiver Sitter Service, Support Group, Counseling, Crime Prevention, Homemaker, Legal Assistance, Medical Alert, Medication Management, Recreation, Companion Care, Telephoning, Utility Assistance, Visiting, and Wellness. Other services provided through GOEA are Elderly Protective Services, Long Term Care Ombudsman, Aging and Disability Resource Centers (ADRC), SenioRx Prescription Assistance, National Family Caregiver Support, Community Living Program, Alzheimer's disease Supportive Services Program and the Senior Employment. GOEA is currently planning provider agreements to begin implementing the Veterans Directed Home and Community Based Services Program through a partnership with GOEA, the ADRCs and COAs and the Federal Veterans Health Administration.

For more information about elderly programs and services, visit:
www.goea.louisiana.gov or contact 225-342-7100.

GOEA Program Highlights

Program Name: *Title V of the AoA, Senior Community Service Employment*

The Senior Community Service Employment Program is a program administered by the Department of Labor that serves unemployed low-income persons who are 55 years of age and older and who have poor employment prospects by training them in part-time community service assignments and in developing skills and experience to transition to unsubsidized employment.

of consumers assisted/enrolled - 208
of disabled individuals assisted - 25
Value of assistance provided - \$188,500

Program Name: *LA Law Help Line: Tel-Law*

The Help Line provided by LA Civil Justice Center (LCJC) offers general legal information at no cost to all Louisiana residents.

For more information, contact **1 800 310 7029** which is the legal help line or visit:
www.lsba.org

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Program Name: ***Long Term Care Ombudsman***

Long Term Care Ombudsman program is a federal and state funded program mandated to investigate and resolve problems brought by or on behalf of residents of long-term care facilities that serve elders. Ombudsman volunteers make monthly visits to long-term care facilities and advocate on behalf of residents rights.

Visitation Data:

- Nursing Homes
 - Conducted 1205 visits
 - Visited 100% of the nursing homes (N=275) at least once in the quarter
- Adult Residential Care Facilities (Assisted Living and Personal Care Facilities) that serve primarily elders; (N=99)
 - Conducted 120 visits
 - Visited 100% of ARCFs at least once in the quarter

Complaint Data:

- Nursing Homes
 - Closed 80 cases in the quarter involving 138 complaints
 - 49% of the cases were brought by residents themselves
 - Outcomes:
 - 68% of the complaints were resolved
 - 7% were not resolved
 - other outcomes include, not justified, discontinued, no action needed and withdrawn
 - Top four complaint categories:
 - Care (26%)
 - Autonomy/ Choice (12%)
 - Admission, Transfer, Discharge, Eviction (11%)
 - Dietary (11%)
- Adult Residential Care Facilities
 - No complaints this quarter

For more information, contact the State LTC Ombudsman, at 225-342-6872

Program Name: ***Elderly Protective Services (EPS)***

EPS is mandated by Louisiana revised statute 15:1501et seq. to prevent remedy halt or hinder acts of abuse and neglect against an older person in the community while promoting the maximum degree of personal freedom dignity and self-determination for that individual. Elderly Protective Services has seven regional offices to respond to reports the abuse neglect and exploitation. EPS is

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State operated with four direct State offices and three offices contracted to local providers.

The purpose of Elderly Protective Services (EPS) is to protect adults who cannot physically or mentally protect themselves and who are harmed or threatened with harm through action or inaction by themselves or by the individuals responsible for their care or by other persons.

Types of Elder Abuse Investigated

Physical Abuse
Emotional Abuse
Sexual Abuse
Abandonment
Extortion
Financial Exploitation
Caregiver Neglect
Self Neglect

Elderly Protective Services Statistics

- In Fiscal year 2010, EPS received 3690 reports of elder abuse and 3481 of those reports were accepted for investigation.
- More than 50% of all EPS cases investigated for abuse, neglect, and/or exploitation in Louisiana are substantiated for elder abuse.

For more information about Elderly Protective Services, contact 1 800 259 4990.

Program Name: **Aging and Disability Resource Center (ADRC)**

The ADRC serves as a clearing house for an array of long term care options, prescription assistance, and other resources available in Louisiana to elderly and disabled adults aged 21 and over.

For more information about ADRC, contact the toll-free Louisiana information, referral and assistance line at 877-340-9100 or visit: www.louisianaanswers.com

Louisiana Answers is designed to assist older adults and persons with disabilities in locating [supportive services](#) and [eldercare resources](#) in order to continue living as they choose in their community. Using this website, you can easily obtain information about Louisiana's in-home and community-based services.