

# Governor's Office of Elderly Affairs

## Quarterly Report to the DD Council

July 2016

### Update/progress on agency initiatives

The web page [www.LouisianaAnswers.com](http://www.LouisianaAnswers.com) offers web links to other agencies who provide services. The site also offers information regarding Respite Care for individuals who are looking for this type of information. .

From July 2015 – May 2016, the eight regional **Adult and Disability Resource Centers** (ADRC) responded to 6,809 calls from clients who reported they have one or more disabilities. The types of services they requested were: information on public and private long term care planning, transportation, dental care, wheelchair ramps, home repair, housing, Medicaid services, Medicare Part D assistance, Alzheimer's disease, health insurance, pharmaceutical assistance, congregate meals, respite care and options counseling.

The Governor's Office of Elderly Affairs and DHH are completing the three year plan for the No Wrong Door grant.

The Ombudsman Program requires impartiality in investigating problems or complaints and advocacy skills in resolving those problems. However, in resolving problems, ombudsmen are usually not impartial. They become advocates working on behalf of the resident. *Ombudsmen must take the resident's perspective in trying to resolve a problem.* Their role is to help residents help themselves. The Ombudsman served 1108 cases with a total of 1746 complaints. The Ombudsman helped the resident resolve 89% of the complaints they received to the satisfaction of the resident.

### Status of agency's activities/participation on DDC plan initiatives and impact (if applicable)

None

### Status of Council recommendations to agency (if applicable)

None

### No Council recommendations to the Office of Elderly Affairs

None