

Governor's Office of Elderly Affairs (GOEA)
DD Council Report
January, 2017

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, Care 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 Long Term Care Ombudsman, Aging and Disability Resource Centers (ADRC), SenioRx Prescription Assistance, National Family Caregiver Support, and the Senior Employment.

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

The Help Line provided by LA Civil Justice Center (LCJC) offers general legal

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

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. Clients assisted during July – September 2016

94% of complaints resolved to the satisfaction of the resident
272 nursing homes visited this qtr.
304 complaints received
297 complaints resolved

Karen Price is the state LTC Ombudsman.

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

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

www.louisianaanswer.com

Louisiana Answers is designed to assist older adults and persons with disabilities in locating long term care supports and services 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.

Sharon Buchert is the state ADRC Program Manager.

For information, contact the ADRC Program Manager, at 225-342-0171

DD Council Information on calls to ADRCs- July – November, 2016

| Multi Disability | Physical Disability | ID/DD | Mental Illness | Unspecified Disability |
|-------------------------|----------------------------|--------------|-----------------------|-------------------------------|
| 351 | 2,118 | 5 | 172 | 347 |

LouisianaAnswers.com

Users during July – November, 2016 = 11,116