

---

**Governor's Office of Elderly Affairs (GOEA)**

DD Council Report

March 2019

---

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	Telephoning
Utility Assistance	Visiting
Wellness	

For federal fiscal year 2019, the core service units mid year are as follows:

Congregate Meals:	671,285
Home Delivered Meals:	1,708,163
Transportation:	310,415
Homemaker:	80,114

Other services provided through GOEA or are provided by partnerships are SenioRx Prescription Assistance, National Family Caregiver Support, Louisiana Medicare Improvements for Patients and Providers Act (MIPPA) Program and the Senior Employment Program. 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.

Program Name: **Long Term Care Ombudsman**

For more information about elderly programs and services, visit:  
[www.goea.louisiana.gov](http://www.goea.louisiana.gov) or contact 225-342-7100

Long Term Care Ombudsman program is a federal and state funded program mandated to advocate on behalf of residents of long-term care facilities and to ensure that the rights of the residents of the long-term care facilities are being maintained. Ombudsman and Ombudsman volunteers make monthly visits to long-term care facilities across the state. For fiscal year 2019 semi-annual review (July 1, 2018-December 31, 2018) are as follows:

- Complaints resolved to the satisfaction of the resident: 94%
- Number of nursing homes visited quarterly: 277

**Rosa Walton** is the state LTC Ombudsman.

**For information, contact the State LTC Ombudsman, at 225-342-7100**

---

**Governor's Office of Elderly Affairs (GOEA)**

DD Council Report

March 2019

---

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

EPS is mandated by Louisiana revised statute 15:1501 et 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 six regional offices to respond to report the abuse, neglect, and exploitation. EPS is 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. . For fiscal year 2019 semi-annual review (July 1, 2018-December 31, 2018) are as follows:

- Number of reports of Elder Abuse: 2904
- Number of cases accepted: 2674
- Number of High Priority Cases: 324

For more information about Elderly Protective Services (EPS), contact 1-800-259-4990.

Ebony Phillips is the Program Manager for the EPS.

---

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

The ADRC serves as a clearinghouse 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.louisianaanswer.com](http://www.louisianaanswer.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.

**Governor's Office of Elderly Affairs (GOEA)**  
DD Council Report  
March 2019

---

**LouisianaAnswers.com**

<b>USERS</b>	<b>New Users</b>	<b>Sessions</b>
<b>2,048</b>	<b>2,019</b>	<b>2,367</b>

**SenioRx has assisted seniors and people with disabilities receive free or low cost prescriptions resulting in a savings of \$4,460,409.**

*Based on value of Drugs noted for July 1, 2018 thru December 31, 2018*

---

The **Louisiana MIPPA Program** is a federal grant to provide education, outreach and enrollment assistance to Medicare eligible individuals relevant to Medicare, Medicare services, the Low Income Subsidy Program (LIS) and the Medicare Savings Plan (MSP). Fifty-seven contracts have been awarded effective October 1, 2018 to provide MIPPA outreach, education and enrollment assistance. Units provided are service units from October 1, 2018-March 15, 2019

LIS/MSP Enrollment Assistance:	3,516
LIS/MSP Follow-Up:	1,707
Medicare Part D Counseling:	3,079
Medicare Part D Enrollment Assistance:	3,282

For Medicare Information and Counseling, call 1-877-340-9100 toll free.