

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

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. The Ombudsman program received 1165 complaints from Skilled/Nursing facilities (Long-term care facilities) and 35 complaints from Board & Care.

**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

December 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. In Fiscal Year 2019, the EPS program investigated 94% of the reports of abuse. The following were cases reported for investigation:

Caregiver Neglect:	1739 Cases
Emotional Abuse:	458 Cases
Extortion:	340 Cases
Financial Exploitation:	638 Cases
Physical Abuse:	557 Cases
Self-Neglect:	1761 Cases
Sexual Abuse:	41 Cases
Other:	25 Cases

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  
December 2019

---

SenioRx has assisted seniors and people with disabilities receive free or low cost prescriptions resulting in a savings of \$9,484,637 from July 1, 2018 –June 30, 2019. For every state dollar invested in the SenioRx/ADRC program, \$7.92 dollars are saved by seniors and people with disabilities through the SenioRx/ADRC Program.

*Based on value of Drugs noted for June 2018-July 2019*

---

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). In the 2018 Grant period, GOEA contracted 59 agencies across the state to provide outreach, education and counseling with regards to Medicare. The 2019 grant award has been received from the Administration for Community Living (ACL) and contracts are being awarded effective October 1, 2019. Medicare Part D Open Enrollment ended December 7, 2019.

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