

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

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GOEA, is the designated State Unit on Aging and is the administrator of the Older Americans Act (OAA) program services:

Congregate due to Meals <small>(suspended Covid-19)</small>	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	

Currently due to COVID-19, All Meal Sites and Senior Centers remain closed. Meals are being delivered to the participant's homes and/or as "Grab and Go" to be consumed in the participants home. GOEA and the aging network have been actively involved in the COVID-19 Pandemic, Hurricane Laura Response and Hurricane Delta. To minimize social isolation, the aging network has increased telephone assurance for participant and social media podcasts.

Units of core service were provided in FY 2020 are as follows:

Home Delivered Meals:	3,435,086
Transportation:	472,957
Homemaker:	131,913

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.

Since March 2020, due to COVID-19 and other natural disasters, the Emergency

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

Emergency Management for the Disabled and Aged Coalition (EMDAC) have been actively working to ensure the rights and safety of the disabled and aged are being met. EMDAC has been in existence since 2005 (post Katrina) and meet monthly in non-emergent months. During H-Laura Response, EMDAC partners visited non-congregate shelter sites, established toll-free hotline to receive requests for assistance and coordinated DME transport for individuals who evacuated from H-Laura. Core partners of EMDAC are as follows:

Governor's Office of Homeland Security and Emergency Preparedness  
Governor's Office of Disability Affairs  
Governor's Office of Elderly Affairs  
Louisiana Dept. of Health  
Louisiana Dept. of Children and Family Services  
FEMA  
Louisiana Workforce Commission  
The American Red Cross  
LATAN  
ARC of Louisiana  
ALS of Louisiana  
New Horizons  
@SLIC  
Trache Mamas of Louisiana  
Disability Rights Louisiana

EMDAC had reduced meeting times (beginning of October) to weekly from H-Laura, but is on stand-by for H-Delta response and recovery. **Note: EMDAC is a volunteer coalition without funding. All activities are conducted by agency partners to facilitate the needs of the victims of disasters.**

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## **Long Term Care Ombudsman**

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.

In 2020, due to COVID-19, the ombudsmen were unable to physically visit the residents of long term care facilities. The Ombudsmen were available to visit via teleconferencing.

The Ombudsman program has a promotion for "Residents Rock" to help with social isolation for the residents. This is a partnership with local schools to encourage intergenerational activities between children and residents of long term care facilities.

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

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### **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 FY 2020, the EPS program received 5121 reports for abuse, neglect and/or exploitation. Of those reports, 4711 were received for investigation. 582 were considered High Priority and seen within 8 hours of the report. During COVID-19, face-to-face interviews were suspended and high priority reports were submitted to local law enforcement for safety checks to ensure the safety of the elder. The EPS program has resumed face-to-face interviews for High Priority and Medium Priority cases.

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

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### **Aging and Disability Resource Center (ADRC)/SenioRx Program**

The ADRC/SenioRx 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.

SenioRx has assisted seniors and people who are aged or have disabilities receive free or low cost prescriptions resulting in a savings of \$9,615,799 with 24,501 persons served.

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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, 2019 thru June 30, 2020 to provide MIPPA outreach, education and enrollment assistance.

Hosted Community Events:	514
LIS/MSP Enrollment Assistance (EA)	4331
Follow-up with EA Clients	2139
Medicare Part D Counseling	3330
Medicare Part D Enrollment Assistance	1860

Medicare Open Enrollment begins October 15, 2020 and Ends December 7, 2020. For Free, unbiased assistance you may call the local Aging and Disability Resource Centers ([www.louisianaanswers.com](http://www.louisianaanswers.com)) or the state hotline at 1-877-340-9100