
Governor's Office of Elderly Affairs (GOEA)

DD Council Report

March 2024

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
Assisted Transportation
Outreach
Adult Day Health Care

Nutrition Education
Information & Assistance
Medical Transportation
Group Respite
In-Home Respite
Material Aid
Caregiver Public Education
Support Group
Crime Prevention
Legal Assistance
Medication Management
Telephoning
Visiting

Individual Counseling
Personal Care
Caregiver Sitter Service
Counseling
Homemaker
Medical Alert
Recreation
Utility Assistance
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.

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

Program Name: **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.

Did you know? Louisiana has 269 nursing homes and 152 assisted living facilities accommodating approximately 44,000 residents.

There are 26 staff and volunteer ombudsman in the Long-Term Care Ombudsman Program.

What to Watch for in 2024:

- A first-of-its-kind federal law aiming to fix widespread understaffing in nursing homes with mandatory minimum staffing levels is expected to take effect in 2024. The plan mandates each nursing home to provide residents with a minimum of 0.55 hours of care from a registered nurse and 2.45 hours from a nurse aid daily.
- Approximately 75% of nursing homes need to enhance staffing to meet the proposed minimums. The regulations aim to improve resident safety and care quality, aligning with President Biden's broader plan to address long-standing issues in nursing homes, particularly highlighted by the challenges during the COVID-19 pandemic.
- Critics argue that staffing shortages make the new standards unattainable, while some resident advocates believe the proposal falls short of implementing the president's directives.

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

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. At the end of December 2023, EPS has opened 2,714 cases with 2,573 being investigated. 281 cases classified as high priority.

Types of reports of abuse are as follows:

- Caregiver Neglect 694
- Emotional Abuse 256
- Extortion 98
- Financial Exploitation 762
- Physical Abuse 263
- Self-Neglect 936
- Sexual Abuse 13
- Other 4

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

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.

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). This project continues to offer Enrollment Assistance for the Low Income Subsidy Program, Medicare Savings Plan, Conduct Medicare Part D Counseling, Medicare Part D Enrollment Assistance and conducts follow-up to ensure the needs of the client beyond Medicare have been met.

- The providers increased their hosted and community events by almost **223%** (90 to 200) from last year to help get the elderly population back into the Senior Centers/Meal sites.
- The providers increased their LIS/MSP application assistance by **64%** (352 to 575) from last years total. This is showing their efforts to get the elderly population back to the Senior Centers/Meal sites continue to increase towards the numbers pre COVID-19 levels.
- The providers increased their Medicare Part D Counseling sessions by **227%** (622 to 1,412) from last years total. The increase shows that their efforts to get the elderly population back to the Senior Centers/Meal sites is astonishing.
- The providers increased their Medicare Part D Enrollments by **210%** (352 to 741) from last years total. The increase shows that their efforts to get the elderly population back to the Senior Centers/Meal sites is astonishing.

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

Open Enrollment starts October 15th and ends on December 7th of each year.

GOEA continues to work with the Emergency Management for Disabled and Aged Coalition (EMDAC), Feeding Task Force and other Response/Recovery Support Function groups. These activities are structured to plan and implement activities prior to an emergency, during the emergency and post emergency for expedient recovery for the constituents and the state.

GOEA serves as an effective and visible advocate for the elderly population of Louisiana, ensuring seniors in need receive appropriate services from providers in the Aging Network.