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

### DD Council Report

June 2021

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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 Meals (suspended due to COVID)

Home Delivered Meals

Nutrition Counseling

Assisted Transportation

Outreach

Adult Day Health Care (suspended due to COVID)

Group Respite

Individual Counseling

Personal Care

Caregiver Sitter Service

Counseling

Homemaker

Medical Alert

Recreation

Utility Assistance

Wellness

Nutrition Education

Information & Assistance

Medical Transportation

In-Home Respite

Material Aid

Caregiver Public Education

Support Group (thru technology only)

Crime Prevention

Legal Assistance

Medication Management

Telephoning

Visiting (Suspended due to COVID)

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](http://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. Visits are beginning to resume from COVID restrictions, but the Ombudsmen are mostly teleconferencing residents and their family members.

**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. For fiscal year 2020 are as follows:

- Number of reports Accepted of Elder Abuse: 4408
- Number of High Priority Cases: 441

Types of reports of abuse are as follows:

- Caregiver Neglect
- Emotional Abuse
- Extortion
- Financial Exploitation
- Physical Abuse
- Self-Neglect
- Sexual Abuse
- Other

Due to COVID restrictions, during Phase 2, EPS Specialists only conducted face-to-face interviews for High Priority cases. During Phase 3, the EPS Specialists increased face-to-face interviews for Medium and High Priority Cases. These visits were made with appropriate precautions to ensure the safety of the clients and the staff members. Low priority cases where the client is not at risk of imminent harm are being conducted via teleconference.

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

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**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.

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**LouisianaAnswers.com** is the web site portal to resources for medications and services.

**SenioRx has assisted seniors and people with disabilities receive free or low cost prescriptions resulting in a savings of \$9,615,799. This amount is from July 1, 2020 to December 31, 2021.**

*Based on value of Drugs noted for fiscal year 2020.*

The SenioRx/ADRC program received additional funding from the Administration for Community Living (ACL) from the Cares Act. These funds are being used to assist constituents with applications for federal, state and local programs that will enhance the client's economic stability such as SNAP, DSNAP, FEMA, Utility Assistance, Food Supplemental programs, etc.

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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). 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. Hosted events for the providers have been suspended to the congregate settings, but the hosts have been conducting social media activities via Group Meet, Zoom and Facebook Live.

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

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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.