Governor's Office of Elderly Affairs (GOEA)
SILC Council Report
March 2022

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
Nutrition Education
Assisted Transportation
Information & Assistance
Outreach
Medical Transportation
Adult Day Health Care (suspended due to COVID)
Group Respite
In-Home Respite
Individual Counseling
Material Aid
Personal Care
Caregiver Public Education
Caregiver Sitter Service
Support Group (thru technology only)
Counseling
Crime Prevention
Homemaker
Legal Assistance
Medical Alert
Medication Management
Recreation
Telephoning
Utility Assistance
Visiting (Suspended due to COVID)
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. 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. Currently EPS has opened 3,777 cases since July 1, 2021. 328 cases classified as high priority and 2,305 cases classified as medium priority.

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.

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. 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. Open enrollment starts October 15th to December 7th.

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

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.

GOEA now has an auto attendant when you call our main number. Your phone call will now have an automated answering service that will give you different prompts to choose from, depending on your need. GOEA believes this will help streamline phone calls and will help elevate callers being transferred over and over.