



GOVERNOR'S OFFICE OF ELDERLY AFFAIRS

# 2019 ANNUAL REPORT

PREPARED ON BEHALF OF:  
LOUISIANA EXECUTIVE  
BOARD ON AGING

CHAIRMAN  
HAROLD RITCHIE

VICE-CHAIRMAN  
ANN KEENE

# CHAIRMAN'S LETTER

On behalf of the Board of Directors of the Louisiana Executive Board on Aging (LEBA) and the staff of the Governor's Office of Elderly Affairs, I would like to share our Fiscal Year 2019 Annual Report.

Fiscal Year 2019 was a big year for seniors and senior services in Louisiana. Our seniors are over one million strong, according to the current census estimate for Louisiana citizens age 60 and older.

In keeping with this increase in population and demand for services, funding for the Parish Council on Aging program increased significantly in 2019. This was the first increase in the formula funding since 2007. This increase completed a promise made to the Councils on Aging to bring the minimum funding level to \$100,000.

We would like to thank those who dedicated their time and efforts to work for the seniors of our great state.

The LEBA Board will be working with legislators in 2020 to change the minimum funding of the Senior Center formula, which has not seen an increase since the 1980s. We have made great strides in putting our elderly first, but we must continue to work closely with our partners to enhance senior services.

I ask all in this great state - government, business, and non-profits - to join us in our journey. We cannot do this alone, but we will provide the leadership and coordination to ensure a bright future for the elderly we serve. Thank you for your continued support.



CHAIRMAN



## OUR CURRENT *Board Members*

Member	PSC #
<b>Harold L. Ritchie, Chairman</b>	<b>1</b>
<b>Ricco A. Thomas</b>	<b>2</b>
<b>Vacant</b>	<b>3</b>
<b>Mona F. Gobert-Cravins</b>	<b>4</b>
<b>Worlita L. Williams</b>	<b>5</b>
<b>Leslie Keen</b>	<b>1</b>
<b>Beauregard "Bud" Torres</b>	<b>2</b>
<b>Willie Lewis</b>	<b>3</b>
<b>Terry Courville</b>	<b>4</b>
<b>Blanche Wilks</b>	<b>5</b>
<b>Huey Beverly</b>	<b>1</b>
<b>Noah Aguilard</b>	<b>2</b>
<b>Grace Garon</b>	<b>3</b>
<b>Donald Mallet</b>	<b>4</b>
<b>Ann Keene, Vice-Chairman</b>	<b>5</b>

# Our Vision

## Governor's Office of Elderly Affairs

### INTRODUCTION

Ours is a changing and aging population. According to data from Census.gov, Louisiana's population aged 60 and over will be projected to cross the million-person threshold in 2020. At that time, seniors will constitute nearly 1/4 of our total state population.

The Governor's Office of Elderly Affairs' (GOEA's) core programs provide a wide range of in-home and community-based supports that are helping older adults remain independent, active, and at home. These programs fulfill the Aging Network's responsibility to bring together and coordinate a variety of services and activities for older adults. All Older Americans Act services specifically target the most vulnerable seniors in Louisiana; these clients tend to be among the oldest of the old.

### MISSION

To serve as the focal point for the development, implementation and administration of public policy for the state of Louisiana to address the needs of the state's elderly citizens.

### PHILOSOPHY

As the State Unit on Aging, GOEA is designated by the Governor and the Legislature to be the sole state agency responsible for coordinating the programs and services designed to meet the needs of Louisiana's seniors. We work to promote the dignity of older adults by providing services and supports that enable them to remain as independent as possible and remain active and productive in their own homes and communities through the following:

- Building partnerships with communities, organizations, agencies, families, and individuals, GOEA works to ensure the availability and accessibility of a continuum of services designed to meet the needs of all older Louisianans.
- Promoting education and public awareness about the aging process, including current trends in aging, the current older population, and projections of future generations of older persons
- Supporting inter-generational activities between our seniors and younger generations to foster a mutual understanding, support, shared values, and personal responsibility.
- Intervening to protect vulnerable seniors from exploitation and abuse.

### AGENCY GOAL

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

# OLDER AMERICANS ACT

Over the past 50 years, the Older Americans Act ("OAA") has provided services that assist and support older adults to maintain their independence and remain in their homes.



## 2019 PROGRAM STATISTICS

*Number of Service Units Provided by Program*

Personal Care	29,687
Homemaker	159,733
Chore	5,009
Assisted Transportation	855
Legal Assistance	4,323
Information & Assistance	103,768
Outreach	10,494
Material Aid	79,688
Recreation/Health	612,658
Telephoning	124,561
Transportation	607,147
Disease Prevention	2,224
Elder Rights/Crime Prevention	1,512
Utility Assistance	1,919

### Nutrition Programs

**4.84 MILLION MEALS**

**37,187 SENIORS**

OAA programs are vital for seniors who are at significant risk of hunger, isolation, and losing the ability to live independently

### CONGREGATE MEALS

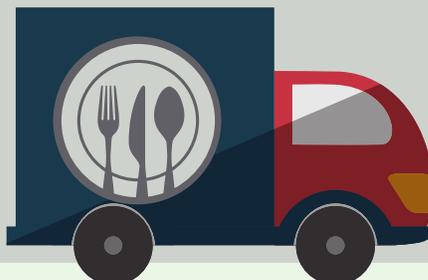
**1,434,924**  
MEALS SERVED



**16,977**  
SENIORS SERVED

### HOME-DELIVERED MEALS

**3,400,599**  
MEALS DELIVERED



**20,210**  
SENIORS SERVED

Meals delivered to seniors' doorsteps provide not only a nutritious meal, but psychological and health benefits, including diminished loneliness, greater sense of safety, and less worry about remaining in their own homes.

# OTHER PROGRAMS FOR SENIORS

## AGING AND DISABILITY RESOURCE CENTER AND SENIORX

The Aging and Disability Resource Center (ADRC) is a collaborative effort of GOEA, AOA, and the Center for Medicare and Medicaid services connecting seniors with available long-term supports and services. ADRCs provide a single entry point for all long-term supports funded by Medicaid, OAA, and state revenue programs.

The SenioRx program connects qualified, low-income individuals with discount prescription drugs direct from the pharmaceutical manufacturer. Trained counselors are also available to provide Medicare Part D Prescription Drug Coverage Plan Comparisons and Enrollment Assistance .

### SENIORX & RX ASSISTANCE

28,930

Clients provided with access to free or low-cost prescription drugs

### DRUG SAVINGS TO SENIORS

\$9,484,637

Drug savings to consumers and the state

### FOR EVERY STATE DOLLAR INVESTED

\$7.92

Dollars saved by seniors through the SenioRx/ADRC Programs

### MEDICARE PART D COUNSELING AND ASSISTANCE

4,101

Number of clients provided enrollment assistance and/or counseling for Medicare Part D

## Family Caregiver Support

The **Family Caregiver Support Program** helps caregivers of all ages balance caregiving with other responsibilities to ensure more seniors stay in their homes and communities

7,212

Caregivers Served

110,434

Units Provided



# LONG-TERM CARE



# OMBUDSMEN

## INVESTIGATING COMPLAINTS

### WHAT IS AN OMBUDSMAN?

Ombudsmen are workers, both paid state and volunteer, who investigate and resolve complaints made by, or on or behalf of, elderly residents of



### "LONG TERM CARE FACILITIES"

### WHAT IS INCLUDED IN

### "LONG-TERM CARE FACILITIES"?

- Nursing homes,
- Assisted living facilities
- Personal Care Homes that serve individuals aged 60 years and older who are elderly, and/or disabled.

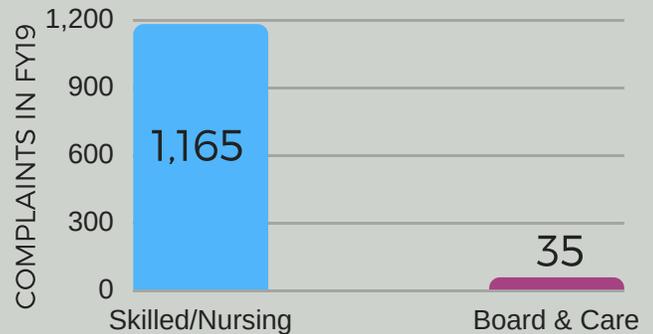
## ADVOCACY & PROTECTION

### WHY AN OMBUDSMAN?

Residents in Long-Term Care Facilities sometimes have little or no contact with the outside world and feel helpless in controlling their own lives. The Ombudsman is a voice for residents to help them solve their problems and assist them in understanding what is happening to them.



### NUMBER OF COMPLAINTS BY FACILITY TYPE



### TO WHAT KINDS OF COMPLAINTS DOES AN OMBUDSMAN RESPOND?

Ombudsmen are interested in every problem, complaint, or concern that a resident may have.



### Common problems include:

- Quality of care
- Food
- Financial Exploitation
- Social Services and Activities
- Visitation and Access
- Any issue that affects the residents' ability to exercise their rights as a resident or a citizen

# Answering the Call:

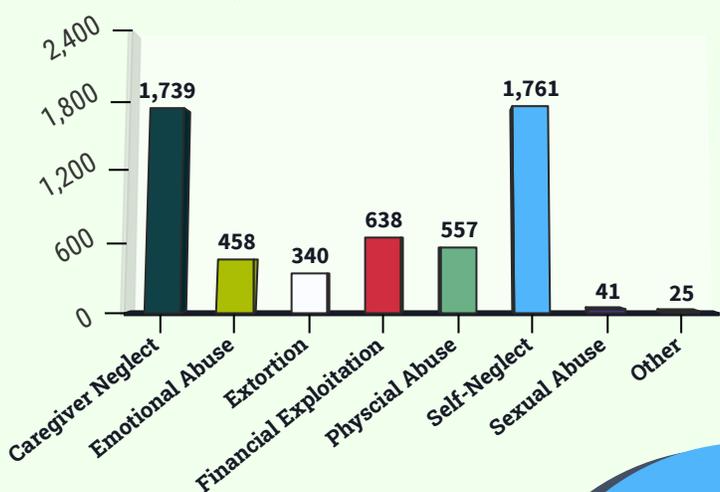
## ELDERLY PROTECTIVE SERVICES



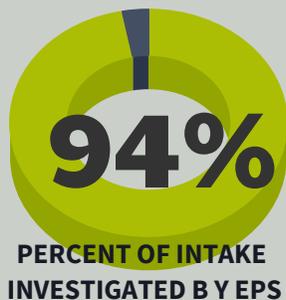
Louisiana Law protects persons aged 60 years and older from physical or emotional abuse, neglect from caregivers, theft and misuse of funds, and self-neglect. ALL suspected abuse should be reported to EPS to investigate. EPS Staff investigates all eligible causes of abuse, neglect, and/or exploitation, intervenes when and where appropriate, and prepares a plan of resolution, monitoring at each step until the situation is stabilized.

### What types of abuse are occurring?

**Abuse Reports in FY2019**  
(Reporting Period: July 1, 2018- June 30, 2019)



Reported Abuse	Reports in 2019
Caregiver Neglect	1739
Emotional Abuse	458
Extortion	340
Financial Exploitation	638
Physical Abuse	557
Self-Neglect	1761
Sexual Abuse	41
Other	25



There's  
**NO EXCUSE**  
for Elder Abuse!



**HIGH-PRIORITY  
REPORTS IN 2019**

● Intake cases investigated by EPS  
● Intake cases not meeting criteria for services