



# 2023 Annual Report

Governor's Office of  
Elderly Affairs

Prepared on Behalf of  
Louisiana Executive  
Board on Aging

Chairwoman  
Leslie Keen

Vice-Chairwoman  
Ann Keene

# BOARD MEMBERS

What are the functions of LEBA? RS46:934A states that “. The board shall develop and implement policies and procedures pertaining to the Office of Elderly Affairs and its functions, shall approve matters of policy and all rules and regulations promulgated by the board or the office which pertain to elderly affairs and voluntary parish councils on aging, shall review and make recommendations to the director on matters of general importance and relevance to the planning, monitoring, coordination, and delivery of services to the elderly of the state, and shall prepare and submit an annual report to the legislature and to the governor sixty days prior to the legislative session.”



Member	PSC #
Leslie Keen, Chairwoman	1
Ricco Thomas	2
Vacant	3
Vacant	4
Worlita Jackson	5
Charles "Buddy" Pugh	1
Homer "Gerard" Landry	2
Willie Lewis	3
Terry Courville	4
Blanche Wilks	5
Huey Beverly	1
Heather Prejean	2
Johnny Berthelot	3
Donald Mallet	4
Ann Keene, Vice-Chairwoman	5

# CHAIRWOMAN'S LETTER

It is with distinct pleasure that I have the privilege to present the Annual Report for FY2023. The Annual Report describes the key activities and efforts of the State Unit on Aging. The Louisiana Executive Board on Aging, established within the Governor's Office of Elderly Affairs, serves as an effective advocate for the interests and concerns of the older adults and their families in the great state of Louisiana. In FY2023, with the closing of the global pandemic, the Louisiana Executive Board on Aging (LEBA) continued to monitor the Governor's Office of Elderly Affairs (GOEA) in achieving the goals and vision of the senior community. The LEBA board truly recognizes and thanks the staff of the Governor's Office of Elderly Affairs, Area Agencies on Aging, Councils on Aging, Senior Centers, legal service providers, the guardianship program, and others for their initiatives and support of older adults. The support these individuals provide is priceless. Thank you for your continued commitment. This dedication is evident by the data reported in this annual report additionally, thank you too to the funding sources – The State of Louisiana, our federal partner the Administration for Community Living, the parishes, and local governments.

The Senior Centers are still recovering from the necessary closures during the Public Health Pandemic. While congregate meals are on the rise, the Centers are still about 200,000 meals lower this fiscal year compared to 2019. GOEA's most recent statistics indicate that aging network providers funded through GOEA have increased congregate meal services by 28%, health promotion and disease prevention activities 17%, transportation trips 41%, legal assistance by 16%, chore services by 31% and personal care by 42%, compared to FY22.

Through funding from the Administration for Community Living, GOEA is upgrading the data management software for Elderly Protective Services. The State of Louisiana, during the legislative session that ended June 2023, funded the upgrade of the software that tracks Older American Act program services, i.e., transportation, congregate and home delivered meals, homemaker. These much-needed upgrades offer efficiencies that save staff time thus allowing redirection of energies to much needed senior programs.

Additionally, hurricane recovery is finally on its way for the Calcasieu Council on Aging. The Council's building was demolished in Hurricane Laura. The Executive Director, Jackie Green, and her staff worked diligently to pull resources to continue support for the seniors of Calcasieu parish even while many of the staff lost their homes. The Federal Emergency Management Association awarded over six million dollars in funding to rebuild the Council and Senior Center.

The Councils on aging continue to host numerous events and activities to combat social isolation and depression among the senior community. These events i.e., health fairs, annual meetings, picnics, crawfish boils, Zumba classes, bingo, Tai Chi and other evidence-based wellness classes. Additionally, Area Agencies on Aging continue to offer no cost legal advice about social security, wills, power of attorney, and more through contract with Legal Service Corporation agencies.

GOEA has made great strides this year, but there is still work to be done. The Louisiana Executive Board on Aging and the Governor's Office of Elderly Affairs goal is to continue to serve as an effective advocate for the elderly population in Louisiana ensuring seniors in need receive much needed services from providers. We pledge to continue to work with the Louisiana Legislature and other stakeholders to obtain the resources needed to improve the quality of life for Louisiana's seniors.

Gratefully,



Leslie



# OUR VISION

Ours is a changing and aging population. According to the 2022 Census estimates, Louisiana's elderly population crossed the million-person threshold (1,096,897 for 60 plus citizens) constituting 23.9% of our state's total population. Currently there are more seniors living and working in Louisiana than there are persons under the age of 15.

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 states' elderly citizens.

# PHILOSOPHY

As the State Unit on Aging, GOEA is designated by the Governor and the Legislature to be the sole state agency representative 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.

## 2023 PROGRAM STATISTICS

### Number of Service Units Provided by Program

Personal Care	29,934
Homemaker	132,310
Chore	5,831
Transportation	442,668
Legal Assistance	5,350
Information & Assistance	60,093
Outreach	12,881
Material Aid	91,249
Recreation/Health	448,067
Telephoning	134,220
Respite Care	76,417
Nutrition Education & Counseling	19,690

### Nutrition Programs

**5.36 MILLION MEALS**

**39,451 SENIORS**

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

## CONGREGATE MEALS

1,234,401

MEALS SERVED



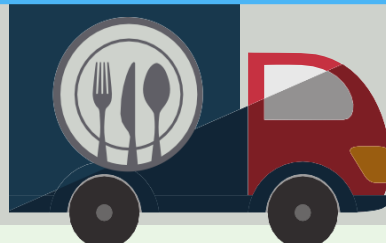
14,795

SENIORS SERVED

## HOME-DELIVERED MEALS

4,120,661

MEALS DELIVERED



24,656

SENIORS SERVED

Meals delivered to seniors' doorsteps provide both nutrition and comfort to a vulnerable population, keeping seniors in their own homes



# LONG-TERM CARE



## OMBUDSMEN

### INVESTIGATION COMPLAINTS

#### WHAT IS AN OMBUDSMAN?

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



**"LONG TERM CARE FACILITIES"**

#### WHAT IS INCLUDED IN

"LONG-TERM CARE FACILITIES"?

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

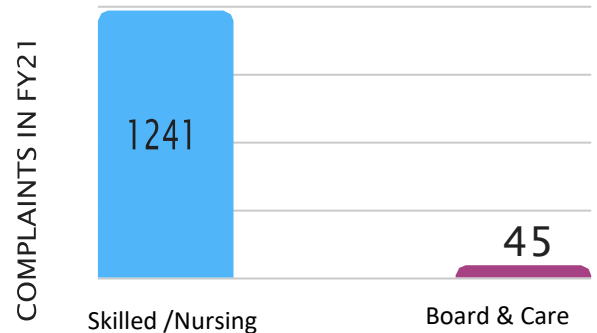
## ADVOCACY & PROTECTION

#### 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

# OTHER PROGRAMS FOR SENIORS

## AGING AND DISABILITY RESOURCE CENTER AND SENIORX

The Aging and Disability Resource Center (ADRC) is a collaborative effort of GOEA, Administration for Community Living (ACL), and the Center for Medicare and Medicaid services connecting seniors with available long-term support and services. ADRC's provide a single entry point for all long-term supports funded by Medicaid, Older Americans Act (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 available to provide Medicare Part D Prescription Drug Coverage Plan Comparisons and Enrollment Assistance.

### SENIORX & RX ASSISTANCE

50,077

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

### DRUG SAVINGS TO SENIORS

\$14,208,002.99

Drug savings to consumers and the state

### FOR EVERY STATE DOLLAR INVESTED

\$14.64

Dollars saved by seniors through the SenioRx/ADRC Programs

### MEDICARE PART D COUNSELING AND ASSISTANCE

6,075

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.

5,498

Caregivers Served

104,842

Units Provided

# Answering the Call:

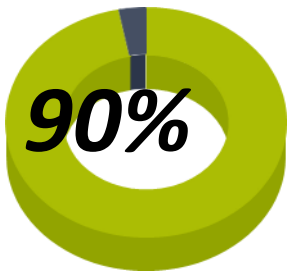
## ELDERLY PROTECTIVE SERVICES (EPS)



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 cases of abuse, neglect, and/or exploitation, and intervenes when and where appropriate, and prepares a plan of resolution, monitoring at each step until the situation is stabilized and the client is safe.

### What types of abuse are occurring?

Reported Abuse	Reports in 2023
Caregiver Neglect	1,202
Emotional Abuse	532
Extortion	293
Financial Exploitation	1,157
Physical Abuse	514
Self-Neglect	1,825
Sexual Abuse	27
Other	1



PERCENT OF INTAKE  
INVESTIGATED BY EPS

- Intake cases investigated by EPS
- Intake cases not meeting

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



HIGH-PRIORITY  
REPORTS IN  
2023