



2024 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
Vacant	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 great pleasure that I have the privilege to present the Annual Report for FY2024. The Report describes the key activities and efforts of the State Unit on Aging as mandated by the Older Americans Act. In FY2024, the Louisiana Executive Board on Aging (LEBA), established within the Governor's Office of Elderly Affairs (GOEA), serves as an effective advocate for the interests and concerns of the older adults and their families in the great state of Louisiana. The LEBA board truly recognizes the State Unit on Aging, Area Agencies (AAA) on Aging and Councils on Aging (COA) for their compassion, unrelenting dedication and support to older adults in the great state of Louisiana.

In FY2024, the Board welcomed a new executive director, Amanda Smith. Amanda was promoted with the Governor's Office of Elderly Affairs, previously serving as General Counsel for more than four years. During Amanda's role as Interim Director of The Governor's Office of Elderly Affairs, the Office requested and received seventeen additional positions within the 2025 fiscal year budget.

With the addition of these positions, Elderly Protective Services is hiring additional supervisors and investigators to support the more than 5,000 assigned cases of elder abuse and neglect in fiscal year 2023-2024. Under the leadership of Ebony Phillips, her staff is working diligently to close these completed cases as well as educate the community on preventing and reporting Elder Abuse.

I am proud to say that Center members are returning to congregate settings. GOEA's most recent statistics indicate that aging network providers funded through GOEA have increased congregate meal services by 13%, home-delivered meals by 3% and transportation trips nearly 9%.

I would like to take this moment to recognize not only the staff with the Governor's Office of Elderly Affairs, but throughout the aging network - Area Agencies on Aging, Councils on Aging, Senior Centers, legal service providers, the guardianship program, etc. These front-line staff and volunteers are often seen as an extension of personal friendship and in some cases family, and quite possibly the only human in-person touch seniors have in a full-day. 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 and the parish governments. A special thank you the Louisiana Legislature for its support of the aging network as well.

The goal of LEBA and the Governor's Office of Elderly Affairs is to continue to serve as an effective and visible advocate for the elderly population in Louisiana ensuring seniors in need receive appropriate services from providers. LEBA pledges 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, supporting their desires to remain in their homes and communities for as long as they desire.

Gratefully,



Leslie Louviere Keen



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.

2024 PROGRAM STATISTICS

Number of Service Units Provided by Program

Personal Care	30,637
Homemaker	151,093
Chore	6,672
Transportation	484,829
Legal Assistance	3,073
Information & Assistance	64,889
Outreach	11,124
Material Aid	55,590
Recreation/Health	84,058
Telephoning	126,829
Respite Care	78,666
Nutrition Education & Counseling	18,081

Nutrition Programs

5.65 MILLION MEALS

38,937 SENIORS

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

CONGREGATE MEALS

1,394,251

MEALS SERVED



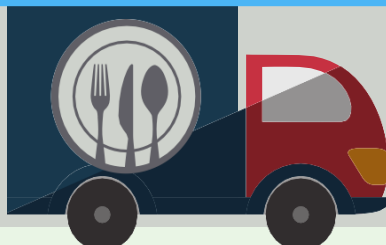
16,600

SENIORS SERVED

HOME-DELIVERED MEALS

4,258,741

MEALS DELIVERED



22,337

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.

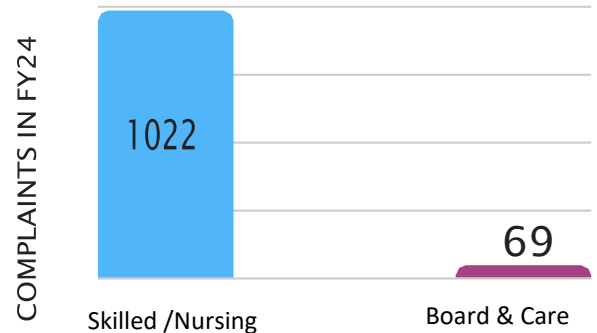
ADVOCACY & PROTECTION

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

42,556

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

DRUG SAVINGS TO SENIORS

\$13,226,174.00

Drug savings to consumers and the state

FOR EVERY STATE DOLLAR INVESTED

\$12.18

Dollars saved by seniors through the SenioRx/ADRC Programs

MEDICARE PART D COUNSELING AND ASSISTANCE

3,214

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.

6,112

Caregivers Served

105,713

Units Provided

Answering the Call:

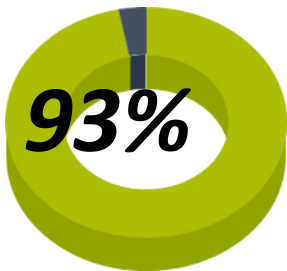
ELDERLY PROTECTIVE SERVICES (EPS)



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 2024
Caregiver Neglect	1,259
Emotional Abuse	453
Extortion	108
Financial Exploitation	1,468
Physical Abuse	475
Self-Neglect	1,723
Sexual Abuse	28
Other	8



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
2024