



2020 ANNUAL REPORT

Governor's Office of Elderly Affairs

PREPARED ON BEHALF OF:
LOUISIANA EXECUTIVE
BOARD ON AGING

CHAIRMAN
HAROLD RITCHIE

VICE-CHAIRMAN
ANN KEENE

CHAIRMAN'S LETTER

On behalf 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 2020 Annual Report.

Fiscal Year 2020 was a challenging year for Louisiana Seniors with a Worldwide Pandemic (COVID-19) and multiple named storms to affect the state of Louisiana. Louisiana continues to recover from Hurricanes Laura and Delta in the Southwest Coastal region of the state along with continued safety measures for COVID-19. Due to the COVID-19 Pandemic, Senior Centers and Meal sites across the state remain closed to congregate activities. Transportation and other valuable services are being conducted at a reduced rate to ensure the safety and well-being of the seniors and aging network staff.

In keeping with the increased population of Louisiana at over 1 million persons over age 60, program funding increased for Parish Councils on Aging (COAs) approved during the 2019 session of the Louisiana Legislature. We thank them for supporting the elders of Louisiana. This increase has brought additional funding to the COAs and will be a great asset as we move past the COVID-19 Pandemic.

We would like to thank those who have dedicated their time, efforts, and local resources to work for the seniors of our great state – the Area Agencies on Aging, the Councils on Aging, the staff at the Governor's Office of Elderly Affairs, and other service providers. Even though Senior Centers are closed, providers have continued to provide meals, transportation, and limited in-home services to elders during this global pandemic.

The Louisiana Executive Board on Aging will be working with legislators to ensure funding continues at a rate sufficient to serve the needs of Louisiana's elders. We have made strides in putting our elderly first, but the work must continue for enhanced senior services.

We have asked in the past, and will ask again, that all stakeholders in Louisiana- government, businesses, and non-profit agencies - continue to walk beside us in this endeavor. Through coordination and partnership, together we can provide the leadership and effort to ensure a bright future for Louisiana's elderly.

Thank you for your continued support.



CHAIRMAN



OUR CURRENT *Board Members*

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

OUR VISION

Ours is a changing and aging population. According to the 2019 Census estimates, Louisiana's elderly population crossed the million- person threshold, constituting 23% of our state's total population. For the first time in its history, there are more seniors living and working in Louisiana than there are persons under the age of 15.

1,049,512
LOUISIANA'S 60+ POPULATION
(2019)

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

2020 PROGRAM STATISTICS

Number of Service Units Provided by Program

Personal Care	31,358
Homemaker	131,913
Chore	4,402
Transportation	472,957
Legal Assistance	4,271
Information & Assistance	85,651
Outreach	8,988
Material Aid	64,037
Recreation/Health	538,075
Telephoning	160,583
Respite Care	75,671
Nutrition Education & Counseling	11,119
Utility Assistance	1,350

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.



Nutrition Programs

4.51 MILLION MEALS

38,108 SENIORS

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

CONGREGATE MEALS

1,074,869

MEALS SERVED



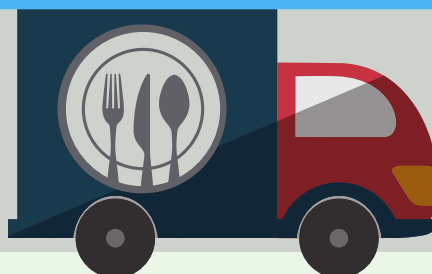
16,537

SENIORS SERVED

HOME-DELIVERED MEALS

3,435,086

MEALS DELIVERED



21,571

SENIORS SERVED

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

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

26,549

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

DRUG SAVINGS TO SENIORS

\$11,787,829

Drug savings to consumers and the state

FOR EVERY STATE DOLLAR INVESTED

\$11.09

Dollars save by seniors through the SenioRx/ADRC Programs

MEDICARE PART D COUNSELING AND ASSISTANCE

7,969

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

5,781

Caregivers Served

97,825

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.

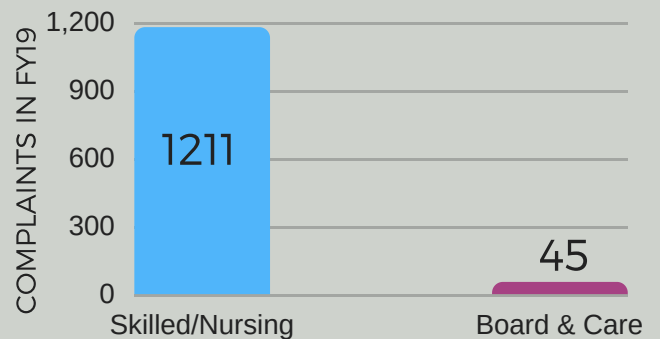
ADVOCACY & PROTECTION

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

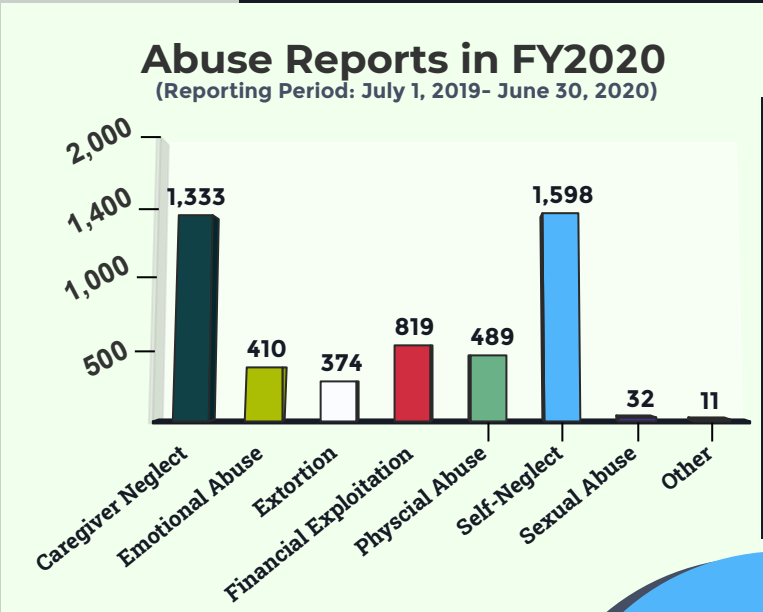
Answering the Call:

ELDERLY PROTECTIVE SERVICES

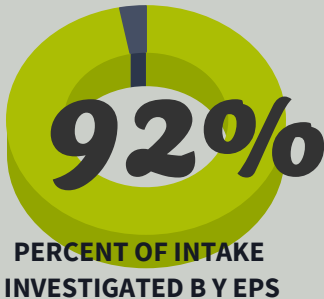


Louisiana Law protects persons aged 60 years and older from physical or emotional abuse, neglect from caregivers, theft and misuse of funds, and self-neglect. ALL suspected abuse should be reported to EPS to investigate. EPS Staff investigates all eligible causes of abuse, neglect, and/or exploitation, 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?



Reported Abuse	Reports in 2020
Caregiver Neglect	1333
Emotional Abuse	410
Extortion	374
Financial Exploitation	819
Physical Abuse	489
Self-Neglect	1598
Sexual Abuse	32
Other	11



There's
NO EXCUSE
for Elder Abuse!



HIGH-PRIORITY REPORTS IN 2020

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