



# 2021 Annual Report

Governor's Office of  
Elderly Affairs

Prepared on Behalf of  
Louisiana Executive  
Board on Aging

Chairman  
Leslie Keen

Vice-Chairman  
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, Chairman	1
Ricco Thomas	2
Emily Tilley	3
Vacant	4
Worlita Williams	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-Chairman	5

# CHAIRMAN'S LETTER

It is with great pleasure that I have the privilege to present the 2021 Fiscal Year Annual Report on behalf of the Louisiana Executive Board on Aging (LEBA) and the staff of the Governor's Office of Elderly Affairs.

The Governor's Office of Elderly Affairs' continued dedication to serving Louisiana seniors, at-risk adults, persons with disabilities, their families and caregivers has been unwavering through the continuation of the Worldwide Pandemic, the rise in the COVID-19 Delta variant, and an active hurricane season.

The Area Agencies on Aging (AAA), Aging and Disability Resource Centers (ADRC), Councils on Aging (COA), and Senior Centers remained physically closed to seniors for most of Fiscal Year 2021. This did not stop services to the seniors. These entities developed innovative ways to continue to take care of the seniors, including but not limited to, "Grab and Go" meals, Virtual Bingo, Telephone Outreach, Transportation and limited in-home services continued.

Then, this unprecedented year began to see some light with the COVID-19 vaccinations being distributed throughout Louisiana communities and to the homebound seniors.

Through a robust effort of coordination and with the support of the Louisiana Department of Health and local Fire Marshalls, we began to see the senior centers reopening again in late May. Many Councils on Aging Senior Center staff worked swiftly to develop plans to implement all the necessary safety precautions to ensure that the senior community could return to the centers safely. Thank you to the aging network for your continued dedication. 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.

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 (1 million and growing), 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.

Kindest regards,



Leslie Louviere Keen



# 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.

\*According to the Washington Post the U.S. Census Bureau announced the first-ever delay in the release of its American Community Survey (ACS) five-year, citing the effects of the coronavirus pandemic. The target release date for the data, which reflects 2016 to 2020, will now be March 2022 rather than December. The bureau did not release official one-year estimates from the 2020 ACS this year, saying the impact of the pandemic on data collection meant the estimates did not meet its quality standards.

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.

## 2021 PROGRAM STATISTICS

### Number of Service Units Provided by Program

Personal Care	31,167
Homemaker	118,661
Chore	4,798
Transportation	192,667
Legal Assistance	3,904
Information & Assistance	57,841
Outreach	8,398
Material Aid	106,899
Recreation/Health	26,333
Telephoning	317,371
Respite Care	76,633
Nutrition Education & Counseling	14,670

### Nutrition Programs

**6.65 MILLION MEALS**

**36,150 SENIORS**

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

## CONGREGATE MEALS

140,800

MEALS SERVED



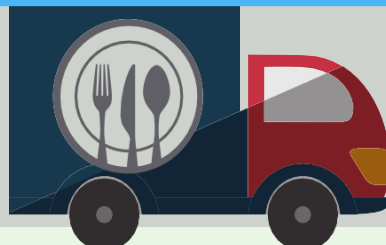
3,061

SENIORS SERVED

## HOME-DELIVERED MEALS

6,506,273

MEALS DELIVERED



33,089

SENIORS SERVED

Meals delivered to seniors' doorsteps provide both nutrition and comfort to avulnerable 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.

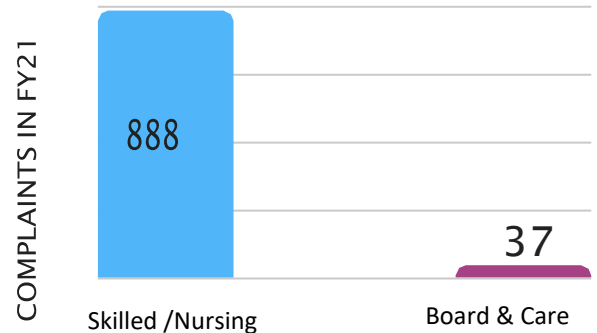
## ADVOCACY & PROTECTION

#### 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 on Aging (AOA), 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

40,840

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

### DRUG SAVINGS TO SENIORS

\$18,969,274

Drug savings to consumers and the state

### FOR EVERY STATE DOLLAR INVESTED

\$30.26

Dollars saved by seniors through the SenioRx/ADRC Programs

### MEDICARE PART D COUNSELING AND ASSISTANCE

10,568

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.

5,676

Caregivers Served

103,404

Units Provided

# Answering the Call:

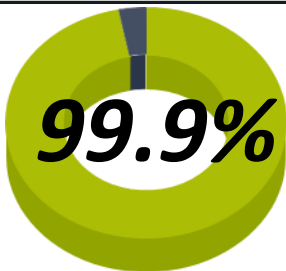
## ELDERLY PROTECTIVE SERVICES (EPS)



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 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 and the client is safe.

### What types of abuse are occurring?

Reported Abuse	Reports in 2021
Caregiver Neglect	1136
Emotional Abuse	427
Extortion	285
Financial Exploitation	650
Physical Abuse	424
Self-Neglect	1439
Sexual Abuse	25
Other	9



PERCENT OF INTAKE INVESTIGATED BY EPS

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

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



HIGH-PRIORITY  
REPORTS IN  
2021