



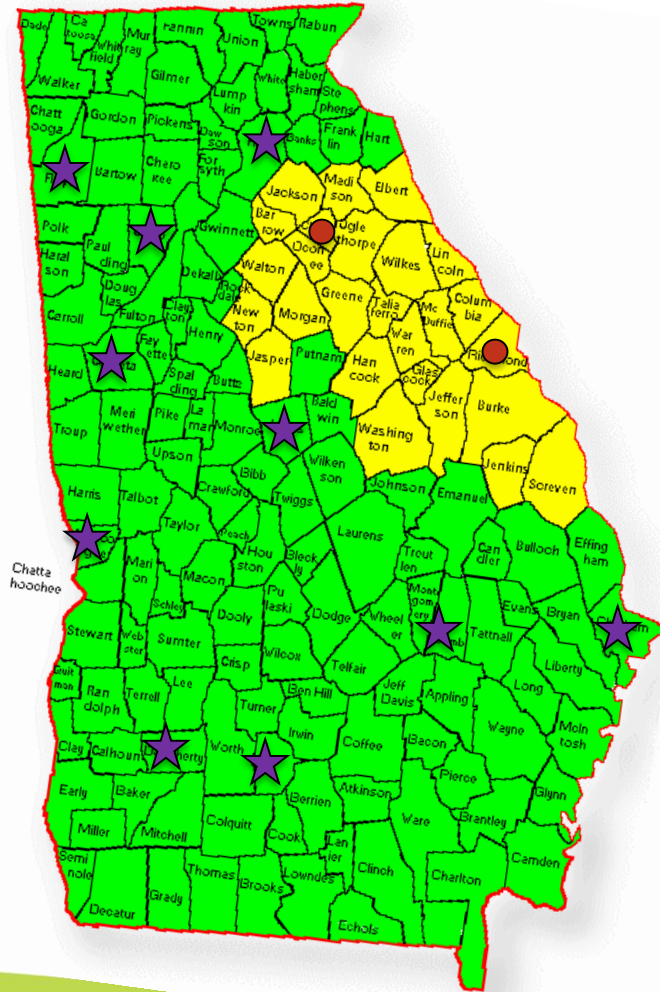
Georgia State Plan 2019-2022: Community Conversation Updates

Overview: Community Conversation Updates

- Community Conversation progress
- Session overviews
 - Participant demographics
 - Priority issue areas selected
 - Strengths and gaps identified



Community Conversation Progress

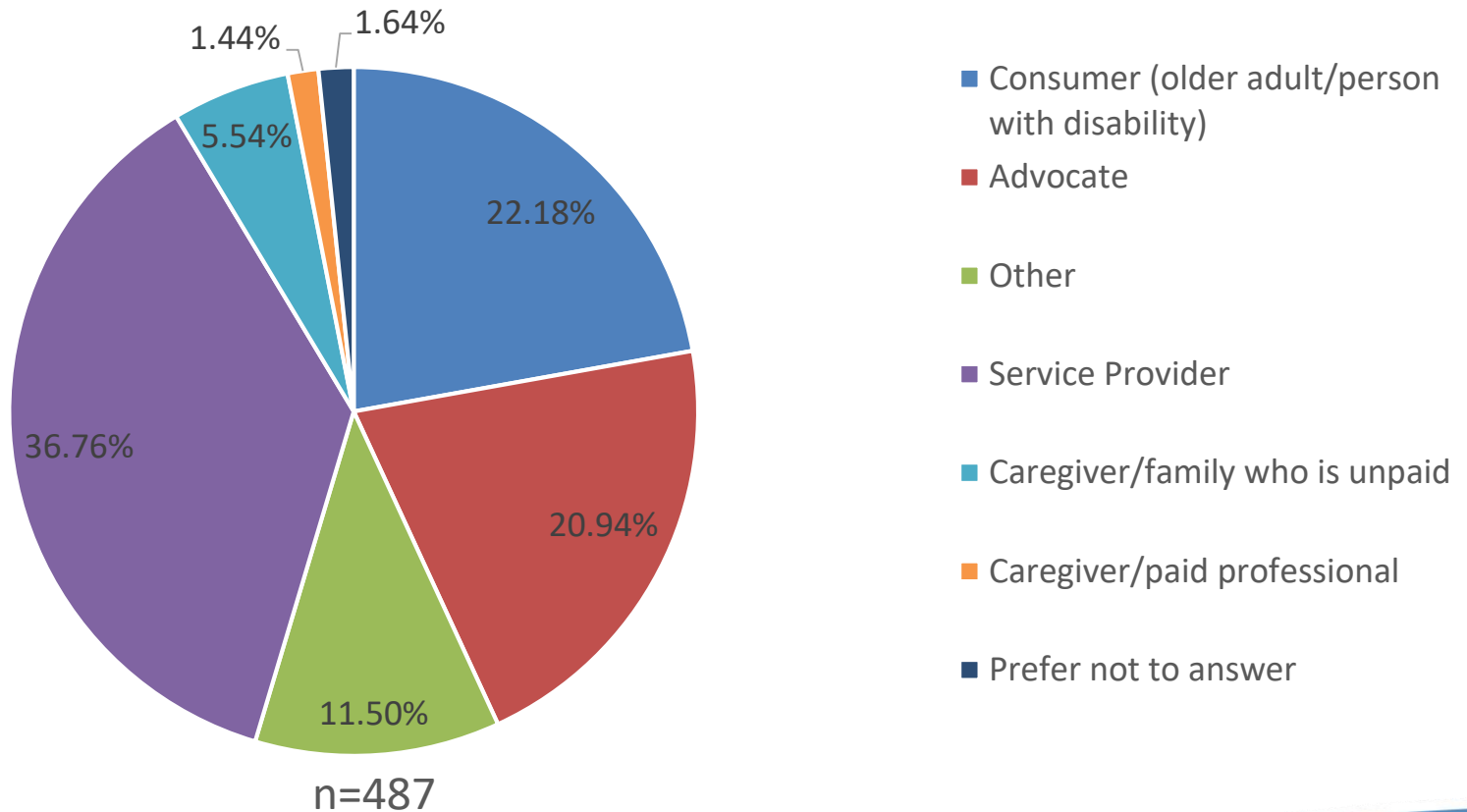


- ★ Completed Sites:
 - Legacy Link, Gainesville**
 - Three Rivers, Newnan**
 - Northwest Georgia, Rome**
 - Heart of Georgia, Vidalia**
 - Middle Georgia, Gray**
 - River Valley, Columbus**
 - Southwest Georgia, Albany**
 - Atlanta Regional Commission**
 - Coastal Georgia, Savannah**
 - Southern Georgia, Tifton**

- Upcoming Sites:
 - Northeast Georgia, Athens**
 - Central Savannah River Area, Augusta**

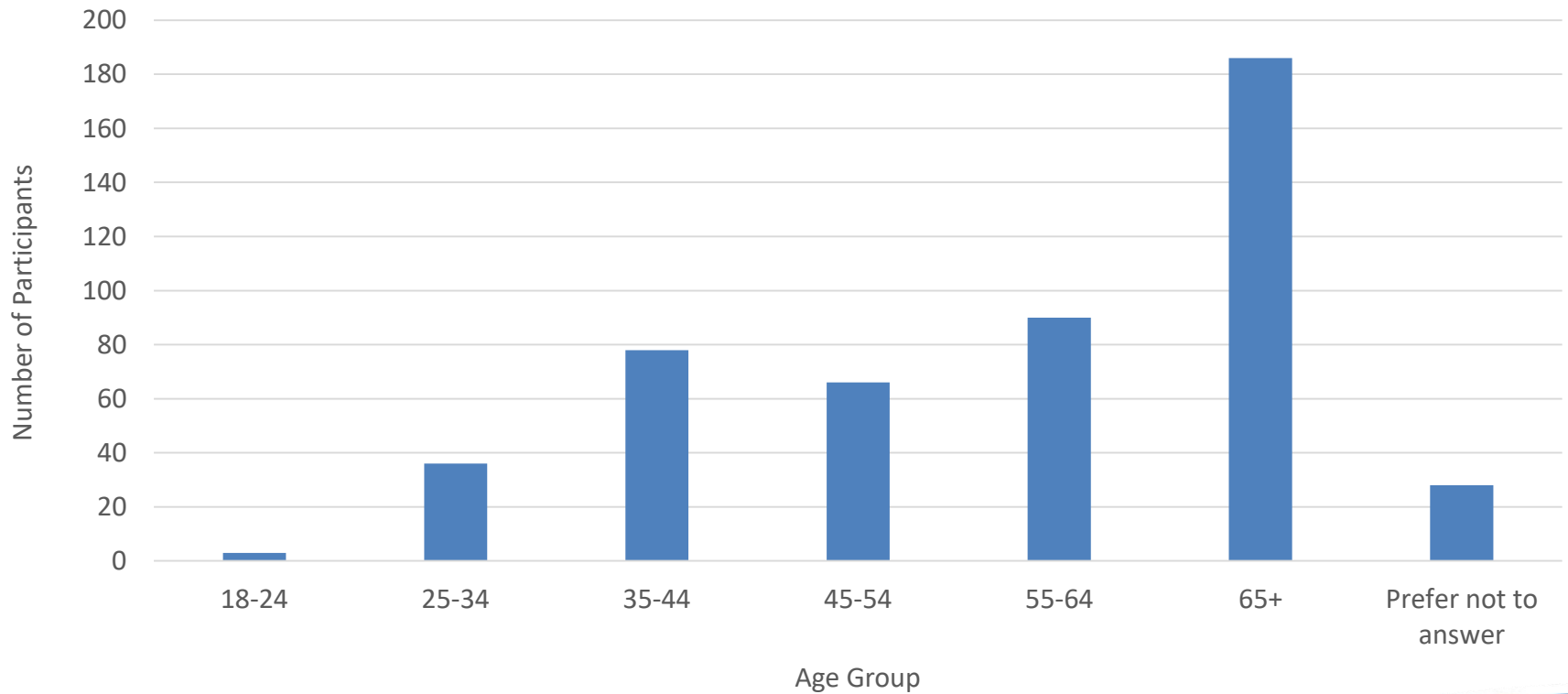
Participant Demographics

Primary Role

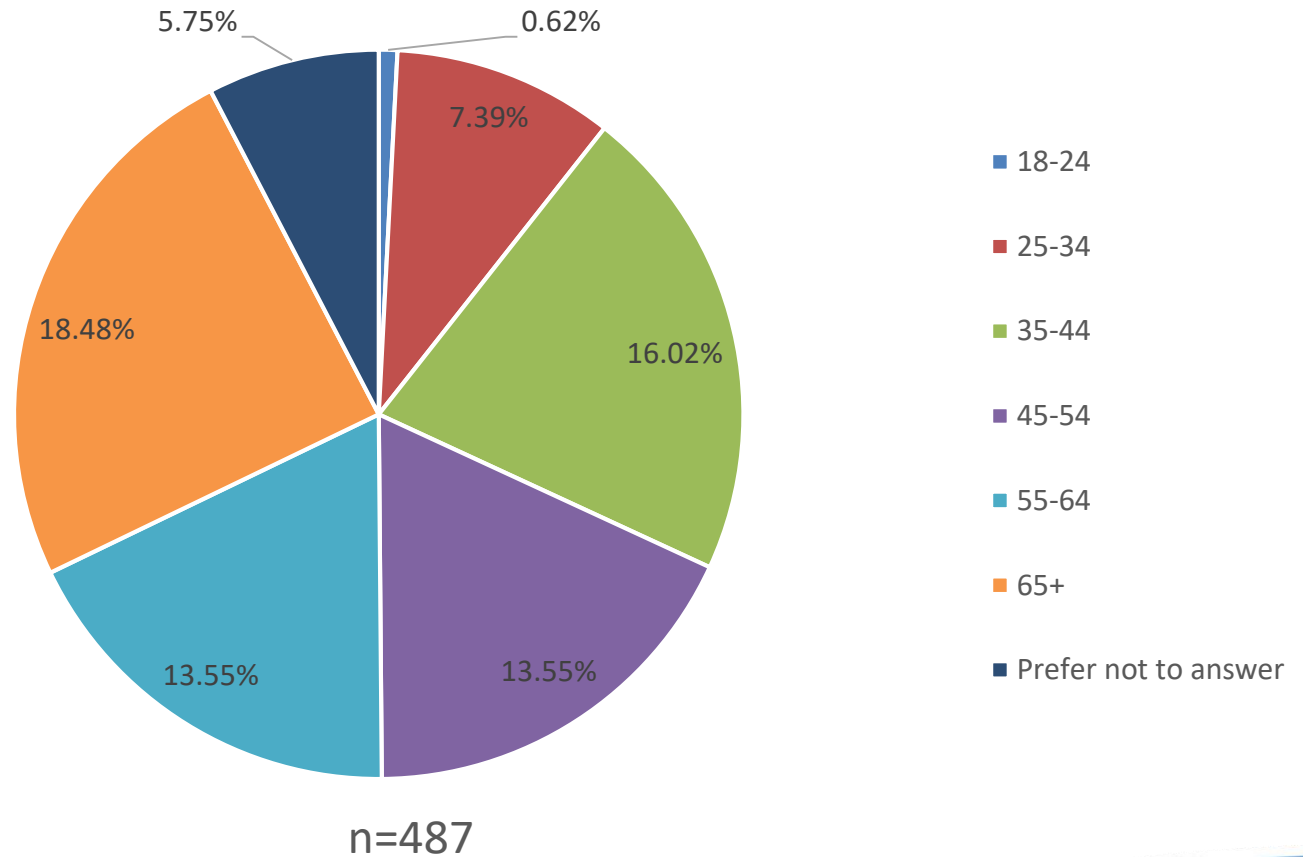


Age

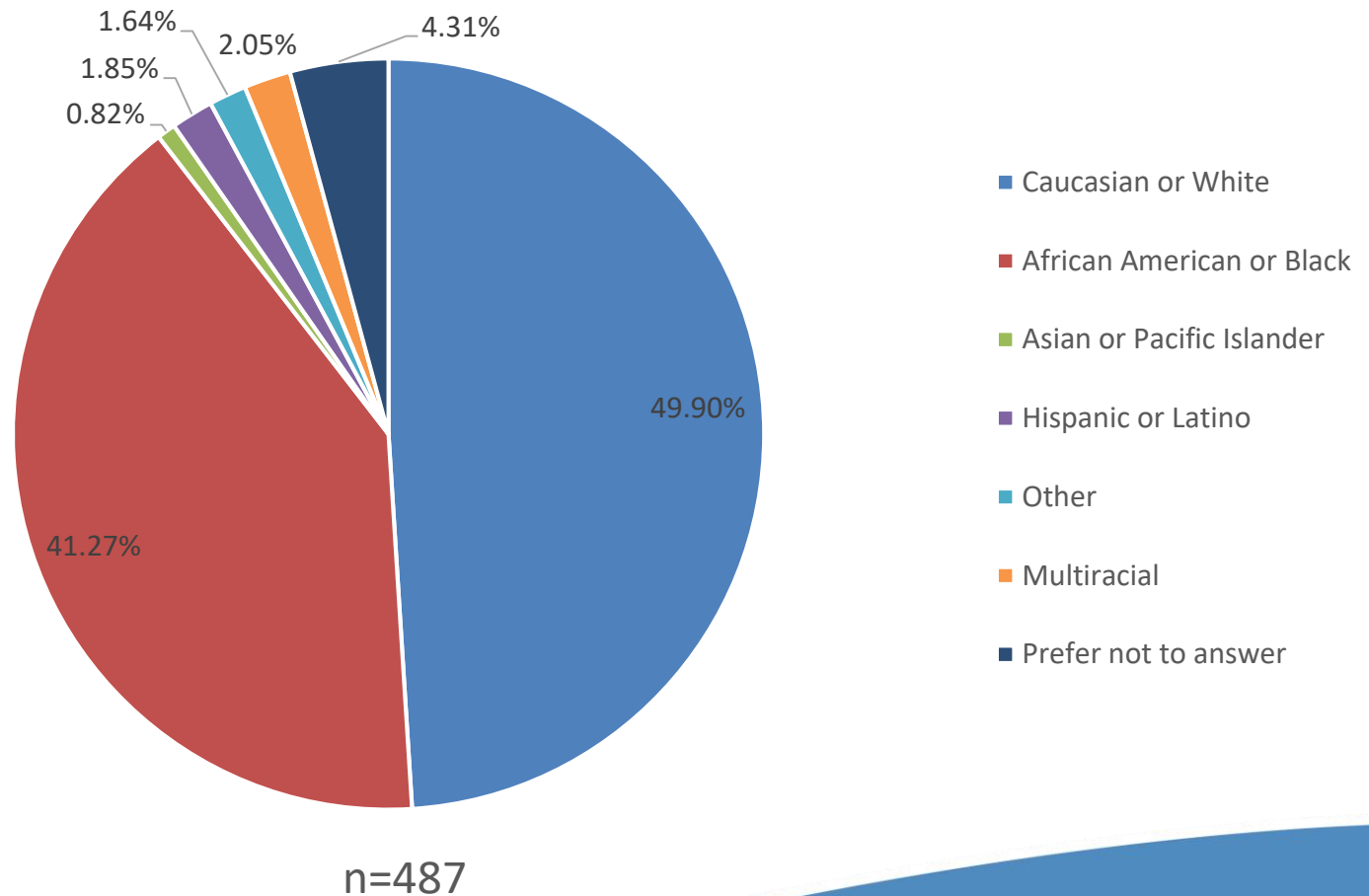
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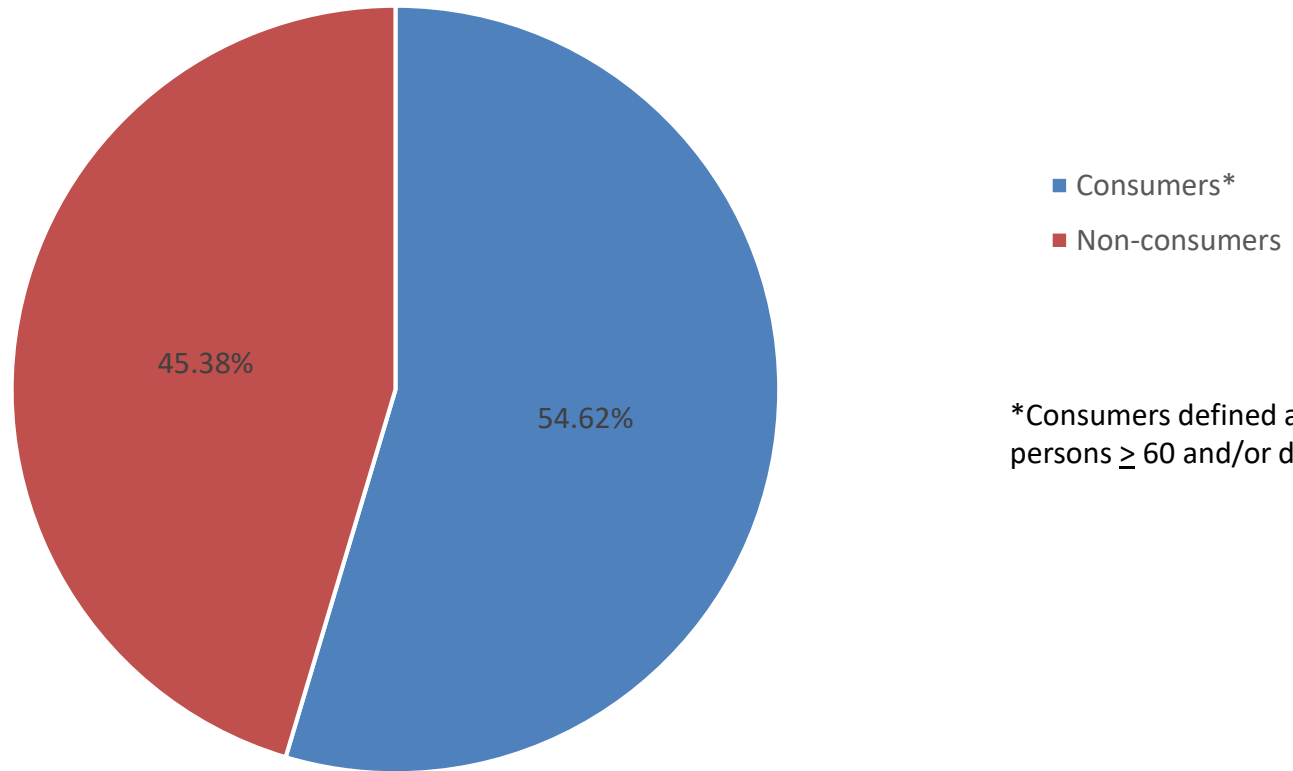
Age



Race/Ethnicity

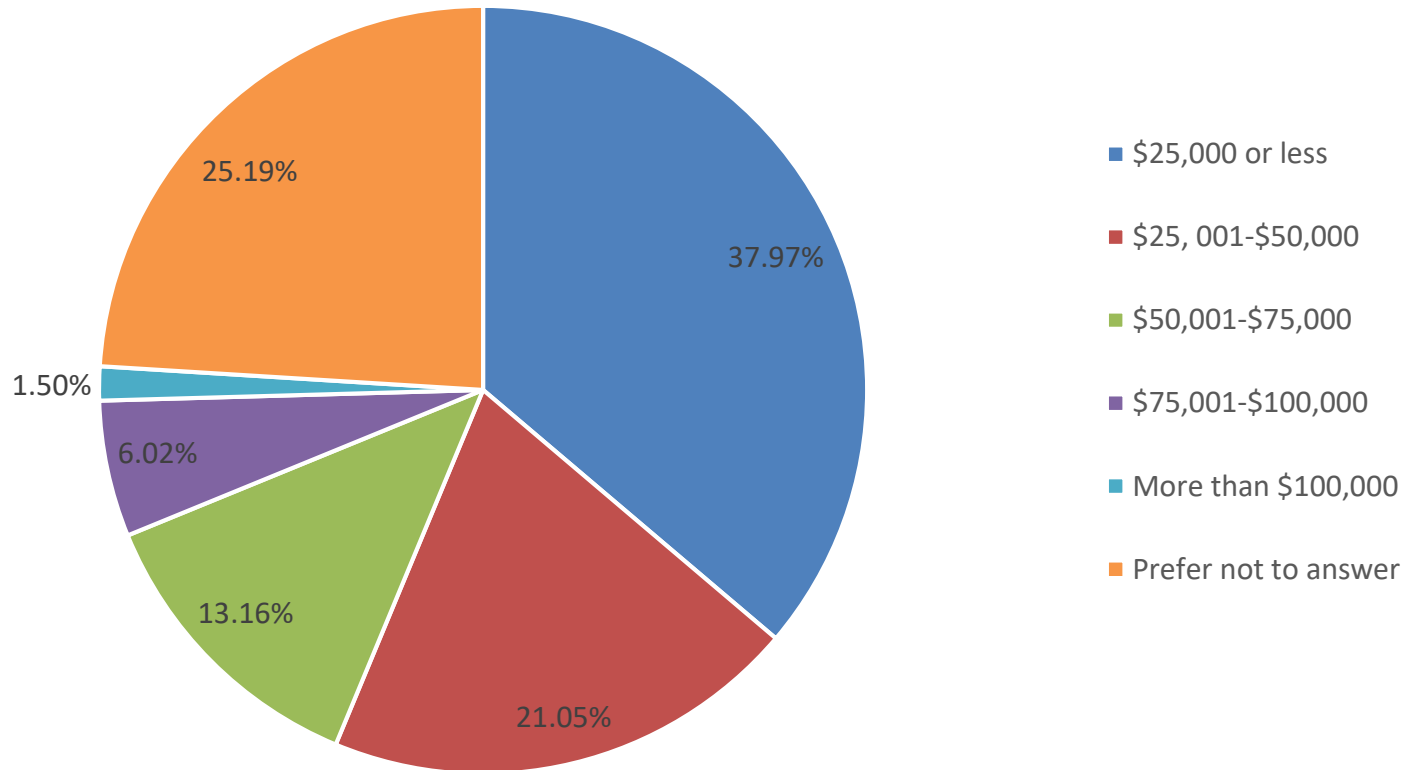


Consumer Compared to Non-Consumer Participants



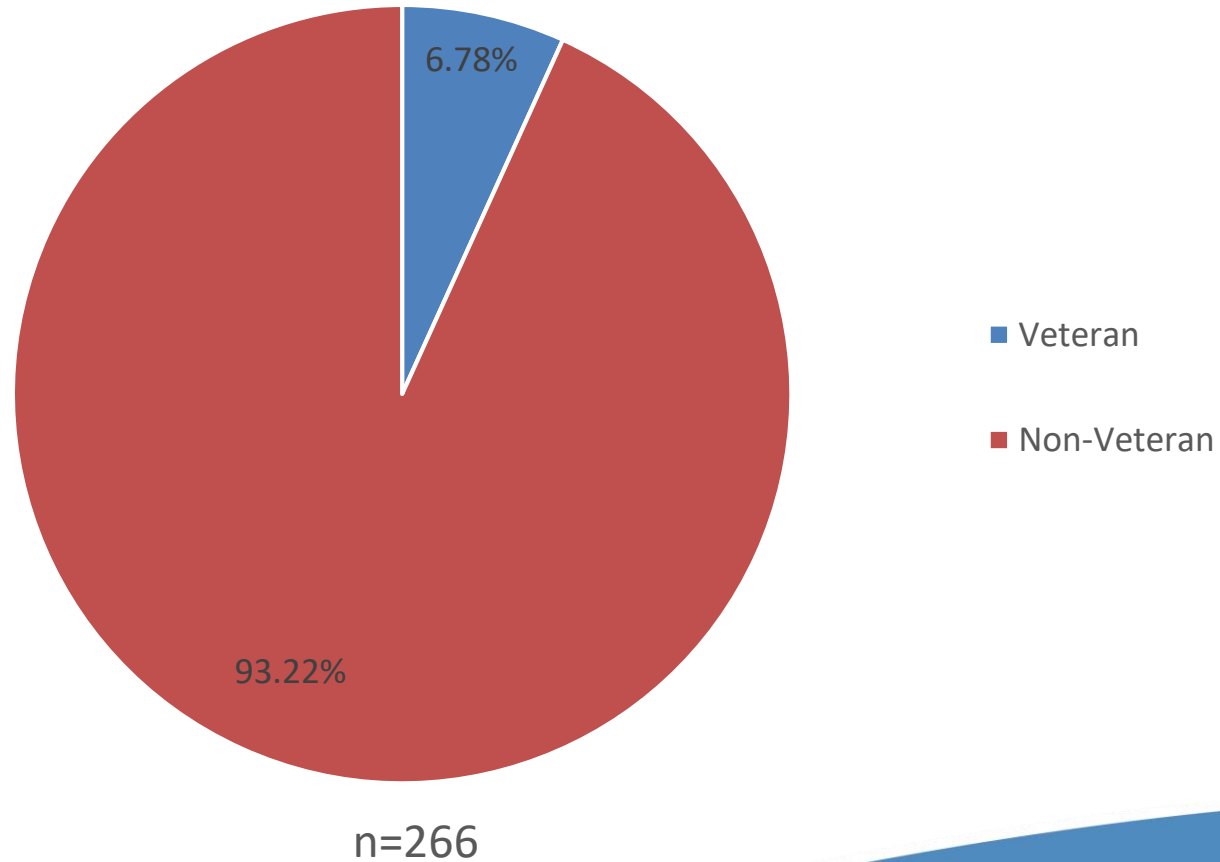
n=487

Consumer Participants' Current Annual Income



n=266

Veteran Compared to Non-Veteran Consumer Participants



Key Issue Areas

Key Issue Areas

1. Access to Information & Assistance

Benefits information, Access to resources, Ease of finding help, Credibility

2. Transportation

Public transportation, Assessing driving ability, Dependability, Affordability

3. Caregiver Support

Training, Peer support, Supportive services, Resources

4. Cultural Competency

Organizational and workforce competence related to different Languages, Religions, Races, Ethnicities, and sexual orientation (LGBT)

5. Socialization, Recreation, & Leisure

Volunteer opportunities, Civic engagement, Social and community connectedness

6. Aging in Place

Housing affordability and accessibility, Adaptations, Assistive devices and technology

7. Physical, Emotional & Behavioral Health

Health care, Alzheimer's disease and related dementias, Substance use, Mental health, Medicare, Medicaid, Prescription assistance

8. Safety, Security & Protection

Abuse, Neglect, Exploitation, Fraud/scams, Community safety

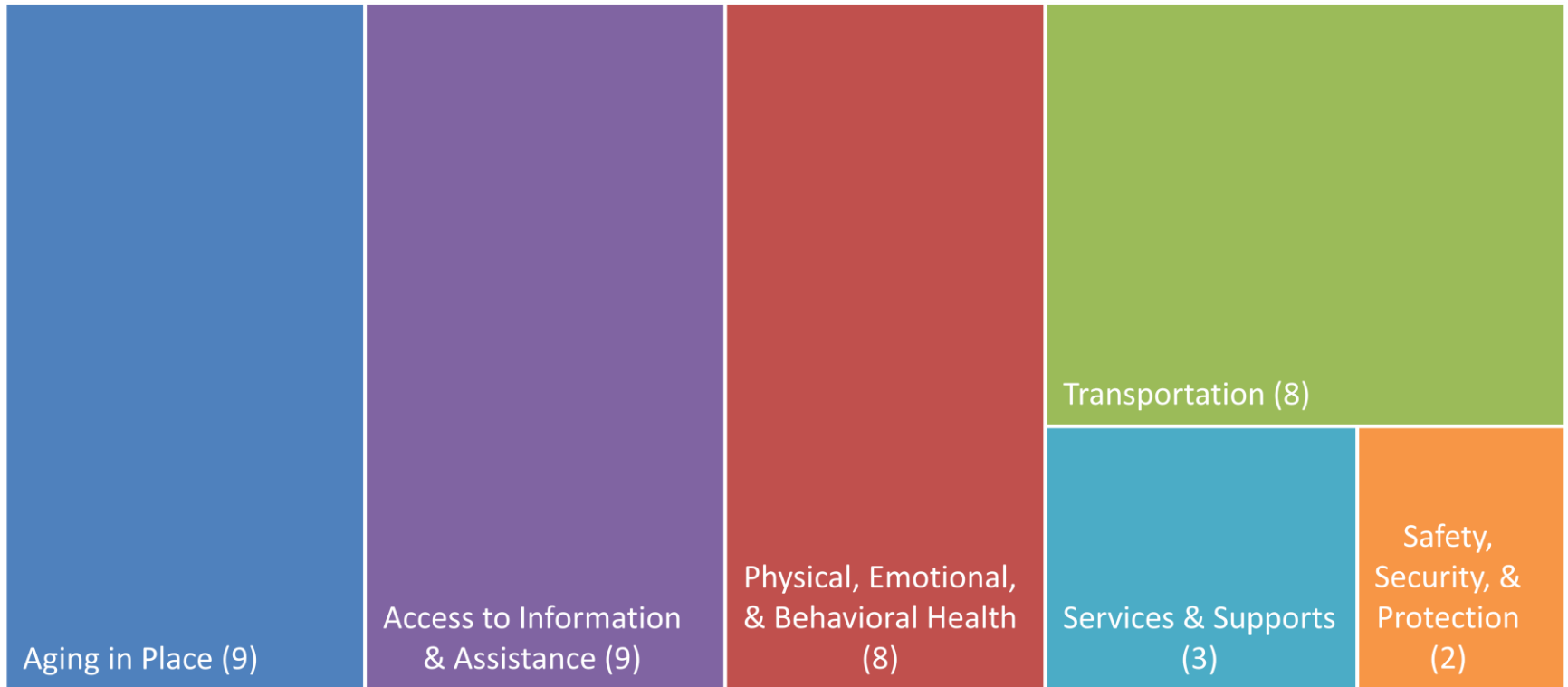
9. Wellness Promotion

Exercise programs, Chronic disease management classes, Food & nutrition, Fall prevention

10. Services and Supports (In-home and Facility)

Availability, Appropriateness, Direct care workforce, Quality, Affordability

Priority Areas Identified



Aging in Place

Strengths

- Assistive technology
- Active Community Centers
- MFP
- Transportation access to senior center & grocery store
- Senior communities
- AAA services & partnerships (e.g., with CILs)
- Home health assistance
- Naturally Occurring Retirement Communities (NORC)

Gaps

- Housing affordability, availability, & accessibility
- Reliability/affordability of assistive technology
- Support & resources for caregivers
- Mental health care is not widely available and diagnoses can cause ineligibility for services
- Awareness of available services
- Access to services for non-Medicaid, disabled >60
- Access to healthy food

Transportation

Strengths

- Services through senior centers, Veterans Affairs (VA), churches (help fill gaps)
- Dial-a-Ride
- Reliability & affordability of AAA-offered transportation
- Access to information at senior center
- Services for those on Medicaid
- Public transportation
- Simply Get There program
- Built environment in Naturally Occurring Retirement Communities (NORC)

Gaps

- Service areas
 - Cannot transport out of county area/across state lines
 - Access in rural areas
- Accessibility/comfort of transit stops; sidewalks not accessible
- Hours limited, unpredictable wait times, costly, often limited to medical
- Individuals needing an attendant to help them
- Advertising for services

Physical, Emotional, & Behavioral Health

Strengths

- Georgia Cares
- Technology (e.g., telehealth)
- Area Agency on Aging (AAA) services & supports
- Prescription assistance & delivery
- Senior Centers social opportunities
- Adult day care centers
- Healthcare quality in community
- Alzheimer's related services & supports
- Memory Assessment Centers (MACs)
- Health & Wellness training

Gaps

- Technology assistance (to navigate e.g., patient portals)
- Affordability of prescriptions, care, & programs
- Dental & vision services
- Lack of mental health education & services
- Access to healthy food
- Transportation
- Continuity of care
- Veterans Affairs (VA) waitlists
- Homelessness awareness & services

Safety, Security, & Protection

Strengths

- North Georgia Elder Abuse Task Force
- Scam prevention & education
- Georgia Cares
- Great law enforcement
- "Are you ok?" program and responses
- Adult Protective Services (APS) access to info, support, referral system
- Low APS staff turnover rate (well trained staff)

Gaps

- Protection for dementia patients
- Self-neglect & fraud cases on the rise
- Community awareness of abuse, neglect, & exploitation
- Awareness of options related to elder abuse, etc.
- Adult Protective Services (APS) understaffed, slow response times to referrals, lack of follow-up with individuals making reports

Access to Information & Assistance

Strengths

- Senior centers, churches, Centers for Independent Living (CILs), and AAA-provided information
- Options Counseling
- Classes offered at senior centers (e.g., smartphone and computer classes)
- Area Agencies on Aging (AAAs) trusted by community
- Access to legal information
- Kinship Navigators
- Senior Resource Directory
- 2-1-1

Gaps

- Automated phone systems (need face-to-face assessments)
- Availability of information outside of senior centers
- Awareness of Aging & Disability Resource Connection (ADRC) and Centers for Independent Living (CIL) in community
- Assistance navigating medical benefits
- Access to information in rural areas
- Utilization of 1-800 numbers
- Accommodations for visually impaired
- Reliance on electronic resources

Services & Supports

Strengths

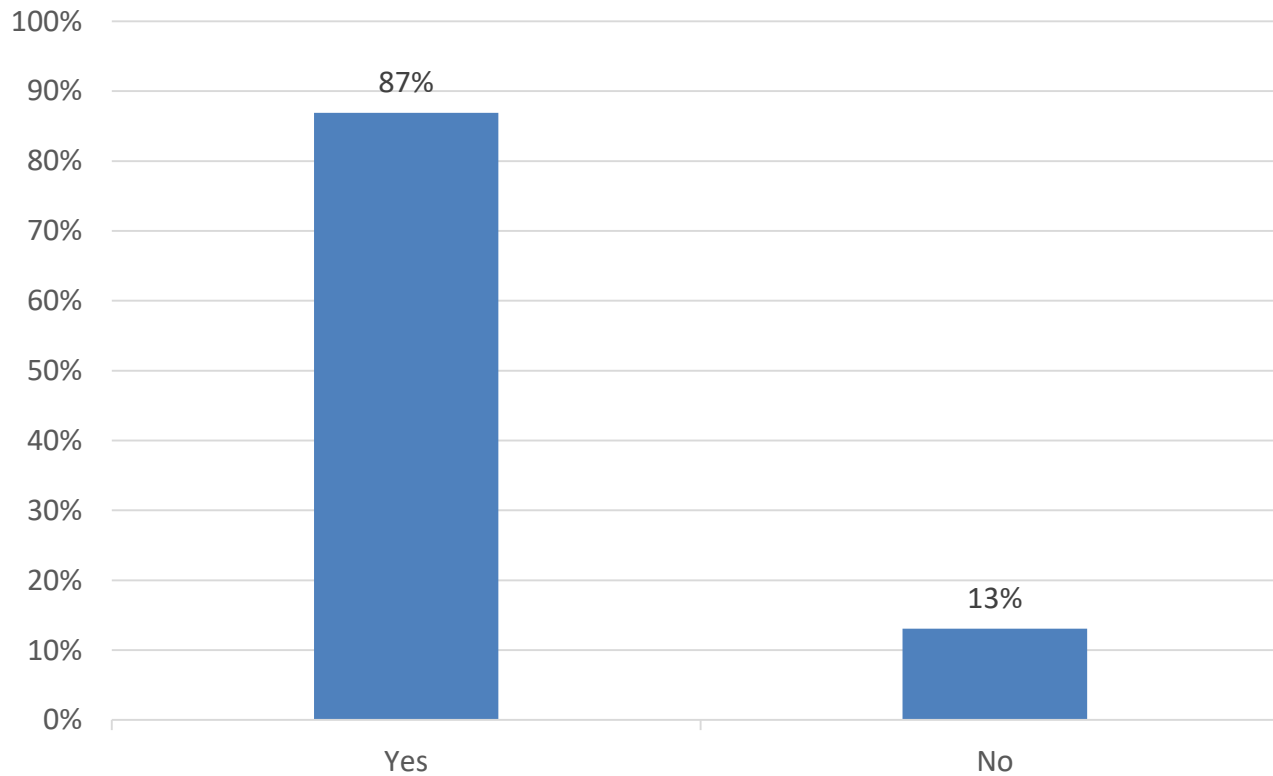
- Aging & Disability Resource Connection (ADRC)
- Georgia Cares
- Alzheimer's Association
- Family Connections
- Medicaid Waivers
- Money Follows the Person (MFP) program
- Chronic Care Act
- Medicare Advantage Plan changes
- Agencies cross-collaborating
- Meals on Wheels

Gaps

- Awareness of resources
- Gaps in service areas
- Peer support & volunteers
- Wait lists
- Restrictive eligibility requirements
- Supports for caretakers

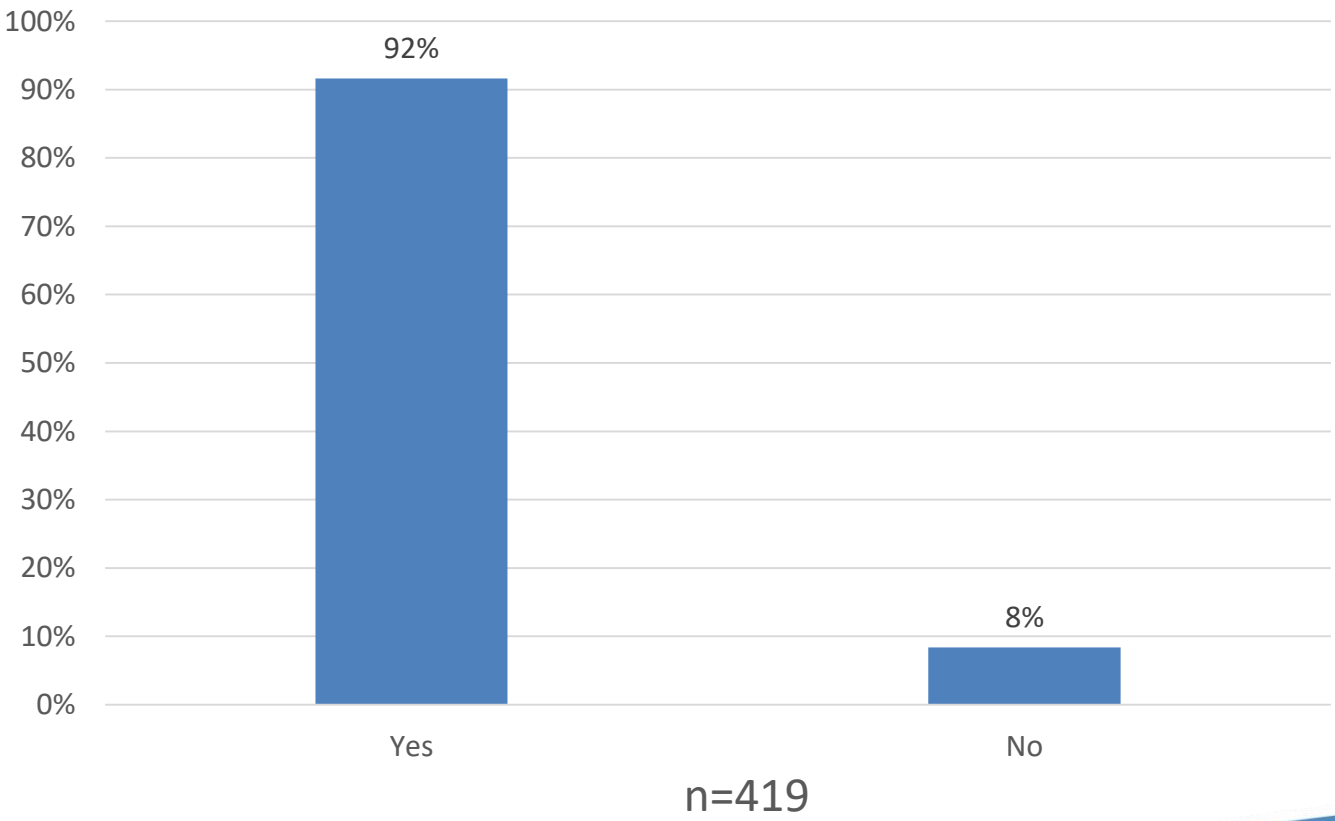
Participant Feedback

I have a greater understanding of the Division of Aging Services' role within the state:

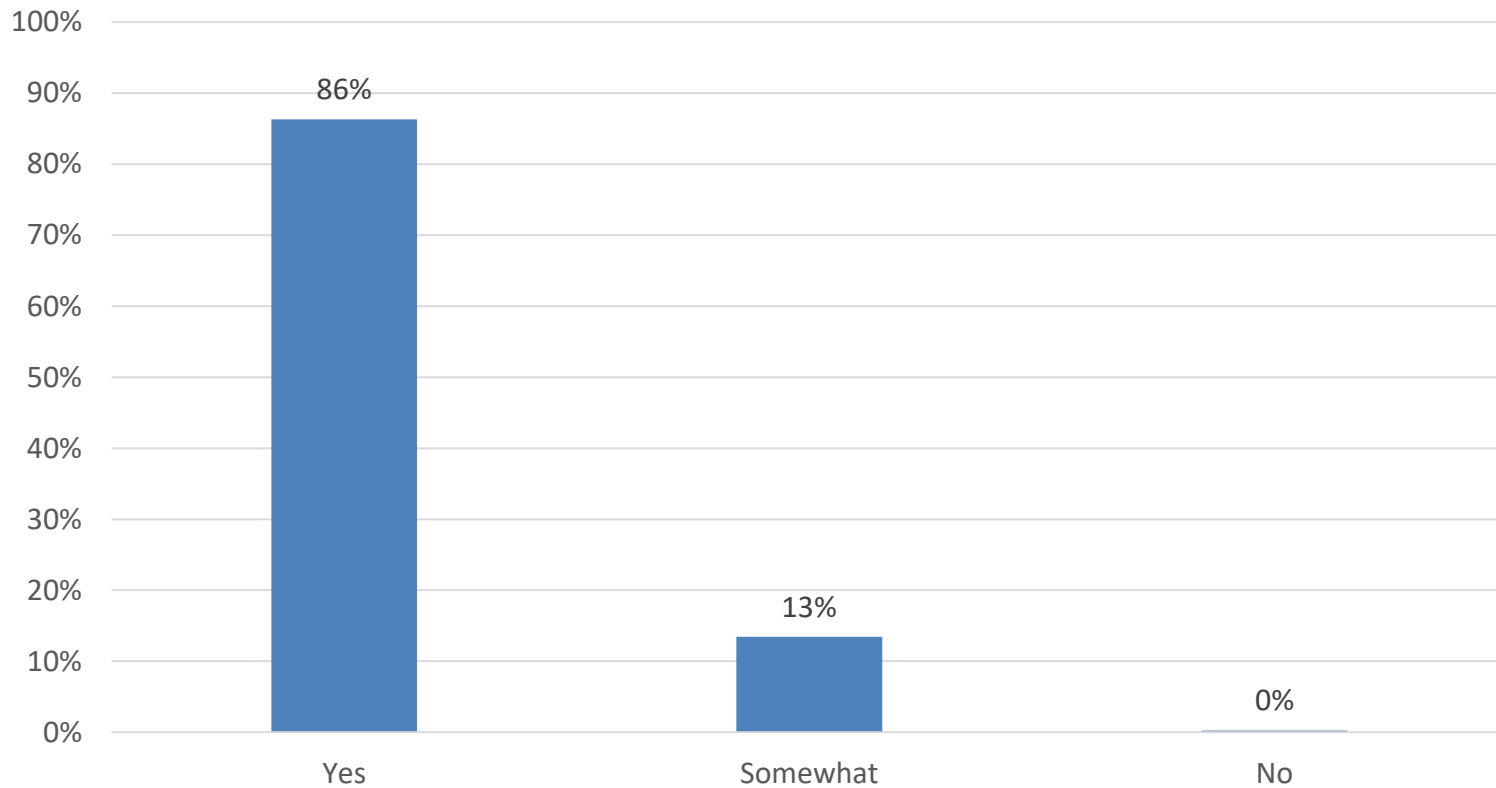


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I have greater awareness of the issues and opportunities regarding serving older adults and persons with disabilities in the state:

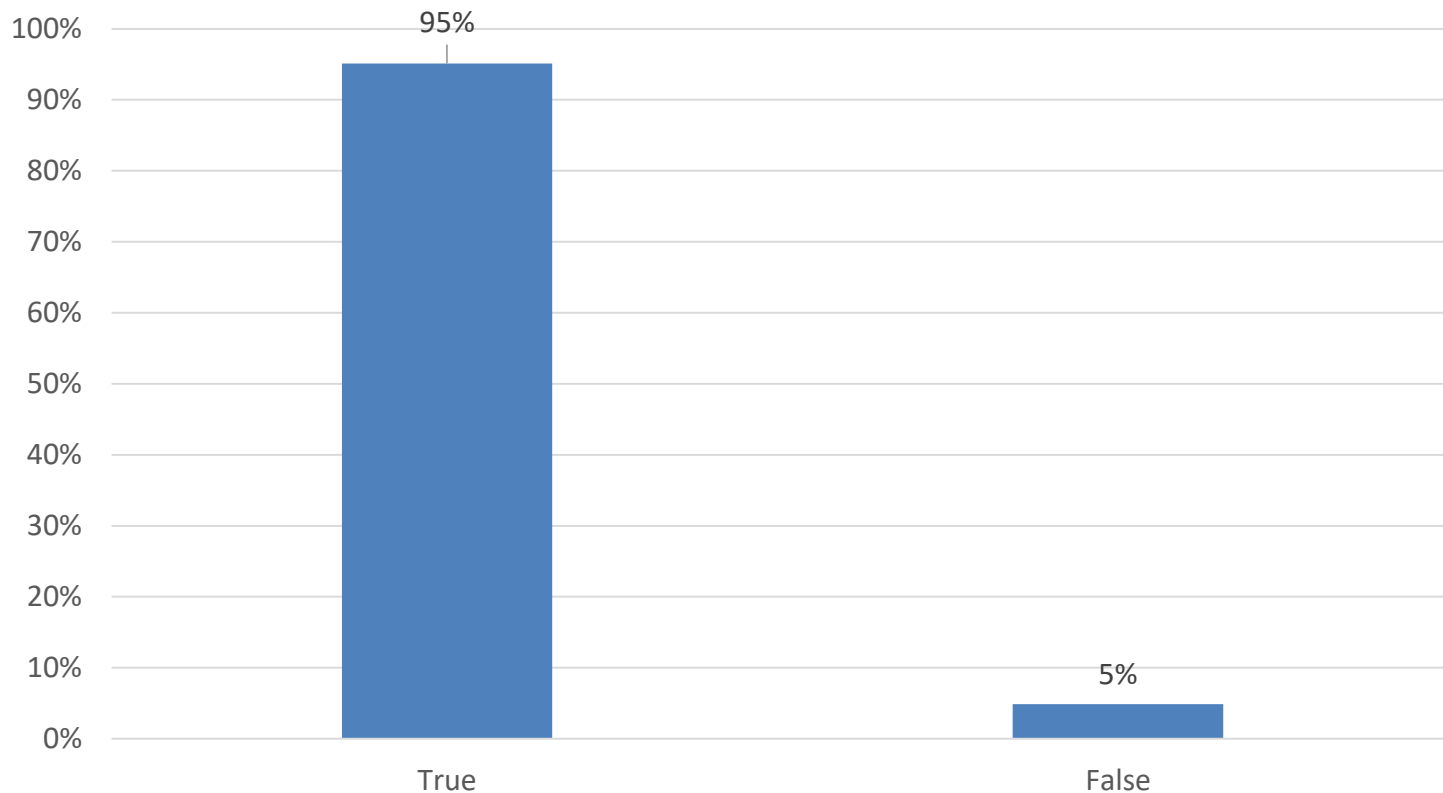


I was able to share my feedback and ideas today:



n=417

The feedback shared today will assist the Division of Aging Services in developing the state plan:



n=410

Online Survey

GEORGIA.GOV



Department of Human Services
Division of Aging Services

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[About](#)

[Programs & Services](#)

[Report Elder Abuse](#)

[Tools & Resources](#)

[Get Involved](#)

135 responses

Home & Community Based Services

Report Elder Abuse Online

Area Agencies on Aging

Money Follows the Person



The primary goal of the Money Follows the Person program is to transition eligible individuals from long-term care facilities into community settings.

Get Started

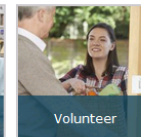
Request local services and information through the [Aging and Disability Resource Connection](#):

866-552-4464

GARD

Georgia's unique blueprint to address the growing challenge of dementia and provide for over 150,000 Georgians.

[Learn about Georgia Alzheimer's & Related Dementias \(GARD\).](#)



Resources

[2018 Public Hearing Schedule](#)

[2018 State Plan Survey](#)

[Dementia Resources](#)

GeorgiaCares

GeorgiaCares is a volunteer-based assistance for Medicare, Medicaid, and other related health insurance issues.

[Learn how to get free assistance.](#)

Popular Publications

Advance Directive

The legal replacement for the living will and durable power of attorney for health care.

Questions?

