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# **DIVISION OF AGING SERVICES**

The Georgia Department of Human Services' (DHS), Division of Aging Services (DAS) administers a statewide system of services for older Georgians and adults with disabilities. These programs offer maximum independence and dignity for participants, especially the most vulnerable. The division provides in-home services to maintain independence; public education and outreach services; health promotion services; senior employment services and an ombudsman program for Georgians in long-term care facilities. The division is responsible for investigation and protective services for vulnerable adults through Adult Protective Services (APS).

## **COMMUNITY CARE SERVICES PROGRAM**

The Community Care Services Program (CCSP) assists elderly or physically disabled individuals eligible for Medicaid, who would otherwise be placed in a nursing facility, to receive services that allow them to remain in their own homes or communities.

In SFY 2011, Georgia's CCSP provided community-based services to 12,421 consumers who were able to avoid or defer potential institutionalization for nearly 4 additional years. The CCSP did so at a per-person cost more efficiently than many other Southeastern states. The average Medicaid cost for nursing home care was \$25,873. The average CCSP Medicaid service benefits cost per consumer of \$9,006. To maintain these consumers in the community saved taxpayers \$16,867 per person that would have otherwise been expended if they had resided in a Medicaid nursing facility.

## **In SFY 2011:**

- 805 Georgians received adult day health services. This includes nursing care, personal care, occupational, speech and physical therapy, dietary services, and social work.
- 2,348 received alternative living services. These services are provided in state-licensed residences with 24-hour supervision and support services for people who cannot remain in their homes.
- 5,707 received emergency response services. These services provide two-way electronic communication between a monitoring service and an isolated individual.
- 5,524 consumers received home-delivered meals.
- 570 individuals received home delivered services, skilled nursing services provided by a home health agency, out-of-home respite care and consumer directed personal support services.
- 9,101 individuals received personal support services such as light housekeeping, basic personal care and caregiver respite.

## **HOME AND COMMUNITY – BASED SERVICES PROGRAM**

The Home and Community-Based Services Program (HCBS) is available to elderly people age 60 and older. It provides support to older Georgians so that they may remain independent and self-sufficient. In SFY 2011, 50,335 seniors received group and individual HCBS services. This includes:

- Congregate and home-delivered meals are provided to groups in settings such as senior centers, and to individuals who are temporarily or permanently homebound. The

meals meet at least one-third of a person's recommended daily nutritional requirement. The group meals also provide opportunities for adult education, socializing and recreation. In SFY 2011, a total of 13,994 individuals received home delivered meals and 14,800 were served in senior centers.

- In-Home Services helped 3,938 people stay in their homes by providing helpers who performed routine household tasks, personal care, emergency response, home modification, or chore services.
- The National Family Caregiver Support Program (NFCSP) supports family caregivers as its targeted client group rather than care receivers. This program is available to family caregivers, age 18 and older, of persons with Alzheimer's and other dementias as well as persons caring for frail, older adults with chronic health conditions. In SFY 2011, this program supported caregivers with multiple programs and services. Examples of the caregiver services include: 566 family caregivers received adult day care services, 7,295 caregivers received case management assistance, and 1,496 family caregivers received temporary relief from their care giving responsibilities through respite services provided by Georgia's aging network.
- The Wellness Program is aimed at increasing the ability of older adults to perform everyday activities and remain living in their own homes. Activities are focused on health promotion and disease prevention. Services are designed to improve health status, increase functional abilities, avoid or delay problems caused by chronic diseases and enhance quality of life. In SFY 2011, the Wellness Program served a total of 2,604 clients.

#### **ADULT PROTECTIVE SERVICES**

Adult Protective Services serves persons over age 65 and disabled persons over age 18 who do not reside in a long-term care facility. Services are provided in all 159 counties. The program investigates reports of abuse, neglect and exploitation and provides intervention to reduce the risk of further maltreatment. Program staff may find another residence for the abused person; arrange for medical assistance; educate caregivers as to proper care; find a senior center to provide day services; and, if necessary get law enforcement to intervene. In FY 2011, a total of 11,071 unduplicated persons were served (investigation and ongoing case management services).

#### **LONG-TERM CARE OMBUDSMAN**

The Long-Term Care Ombudsman Program seeks resolution of problems and advocates for the rights of residents of long-term care facilities with the goal of enhancing the quality of life and care of residents. In SFY 2011, the Ombudsman program visited residents in nursing homes and personal care homes and provided them with information and education. The program worked to satisfactorily resolve 93% of 3,293 total complaints.

#### **ELDERLY LEGAL ASSISTANCE PROGRAM**

The Elderly Legal Assistance Program (ELAP) promotes prevention of costly legal problems through the provision of legal information and education to seniors 60 and over in a variety of areas of civil law. Representation is provided when necessary. ELAP served 23,494 seniors in FY 2011.

### **GEORGIA CARES PROGRAM**

The GeorgiaCares Program is a private-public partnership that consists of: Georgia's State Health Insurance Assistance Program (SHIP), the Senior Medicare Patrol and a special initiative to provide Medicare beneficiaries with access to all available low-cost prescription medication programs. A statewide network of trained volunteer counselors provide information on Medicare, Medicare-approved drug discount programs, long-term care insurance, Medicare Supplemental Insurance (Medigap), Medicare savings programs and low cost prescription assistance programs. They also help Medicare beneficiaries sort through complicated Medicare issues and educate them on Medicare fraud, error and abuse. In SFY 11, GeorgiaCares has enabled clients to save \$19,341,175 in health insurance and related expenses.

### **SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM**

The Senior Community Service Employment Program (SCSEP) provides part-time community service assignments for low-income people 55 and older and helps them obtain employment. In SFY 2011, the SCSEP served 268 program participants. Nearly 76% of all individuals who participated in the program became permanently employed.

### **AGING & DISABILITY RESOURCE CONNECTION**

The Aging & Disability Resource Connection (ADRC) serves as an integrated point of entry into the long-term care system. This system contains over 24,000 resources related to aging and disability services. The goal of ADRC is to empower individuals to make informed choices and to streamline access to long-term support. Key functions of the ADRC are Awareness and Information, Access and Assistance, including options counseling, benefits counseling, employment options counseling, referral and crisis intervention. In SFY 2011, 62,344 consumers contacted the ADRCs.

### **ELDER ABUSE AND CONSUMER FRAUD PREVENTION**

The Elder Abuse and Consumer Fraud Prevention (EAP) program provides services to identify, prevent, and treat elder abuse, neglect and exploitation. Program goals are to heighten awareness of abuse of older individuals, increase reporting, and facilitate access to programs and services for victims. The program provides training to professionals and volunteers and community education and program awareness activities to the general public to raise the awareness of vulnerable adult abuse. In SFY 2011, the elder abuse prevention staff trained 1,480 first responders, mandated reporters and aging network personnel with an emphasis on law enforcement.

### **LOOKING TO THE FUTURE...**

The aging of Georgia's population is one of the most significant trends affecting our state today. By the end of 2011, the first year of baby boomers – the generation born between 1946 and 1964 – will have celebrated their 65th birthday. Georgia's population aged 60 and older increased 142.95% percent between 2000 and 2030.

This growth in the elderly population is placing greater demands on state government. To meet these challenges, the Division of Aging Services continues to strengthen its public-private partnerships with an array of community-based service agencies. By focusing on the outcomes of these services and streamlining program operations, the division makes sure that the services are cost-effective and that they respond to the needs of elderly and disabled Georgians.