

Just the Facts

SFY 2003



Division of Aging Services
Maria Greene, Director

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Maria Greene, Acting Commissioner

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January 2004

Dear Colleague and Friend:

By 2011, the first baby boomers --- the generation born between 1946 and 1964 --- will celebrate their 65th birthdays. Georgia's population ages 60 and above is expected to increase 81.6% between 1990 and 2010 and Georgia's population ages 85 and above is expected to increase 264.9%. The aging of our population is one of the most significant trends affecting our society today.

I am pleased to present the State Fiscal Year 2003 Division of Aging Services "Just the Facts". Additional copies may be found on line by going to www.georgia.gov and searching for "Just the Facts". This report describes the accomplishments of Georgia's Aging programs and touches on identified future goals critical to the development of service options. The Division of Aging Services and the Aging Network are working hard to put our plans into action. We believe that together we can do more to assure healthy, independent and self-sufficient lives for all older Georgians.

Thank you for your support and cooperation that has enabled us to provide services to older adults and their families.

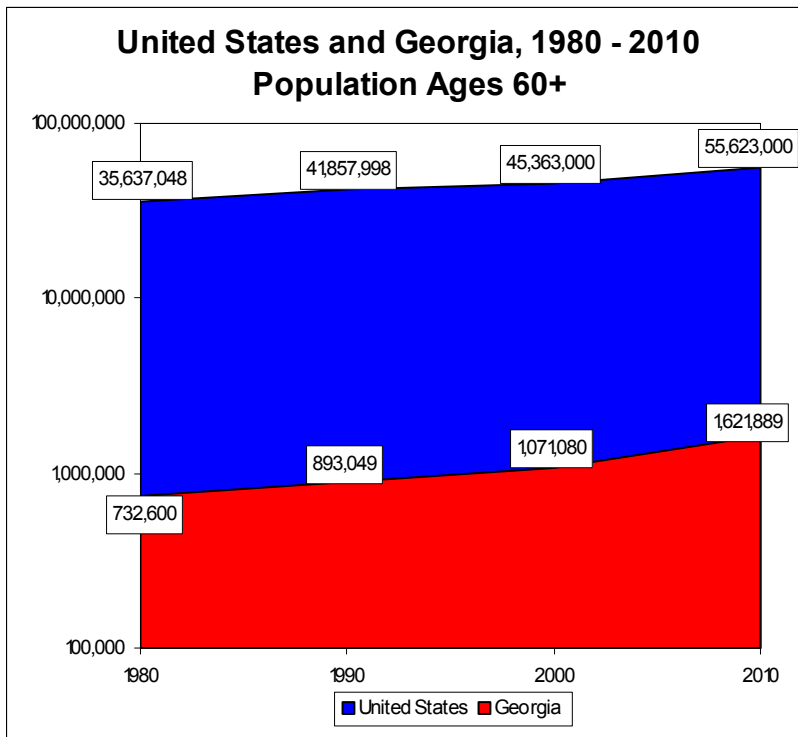
Sincerely,

Maria Greene
Director
Division of Aging Services

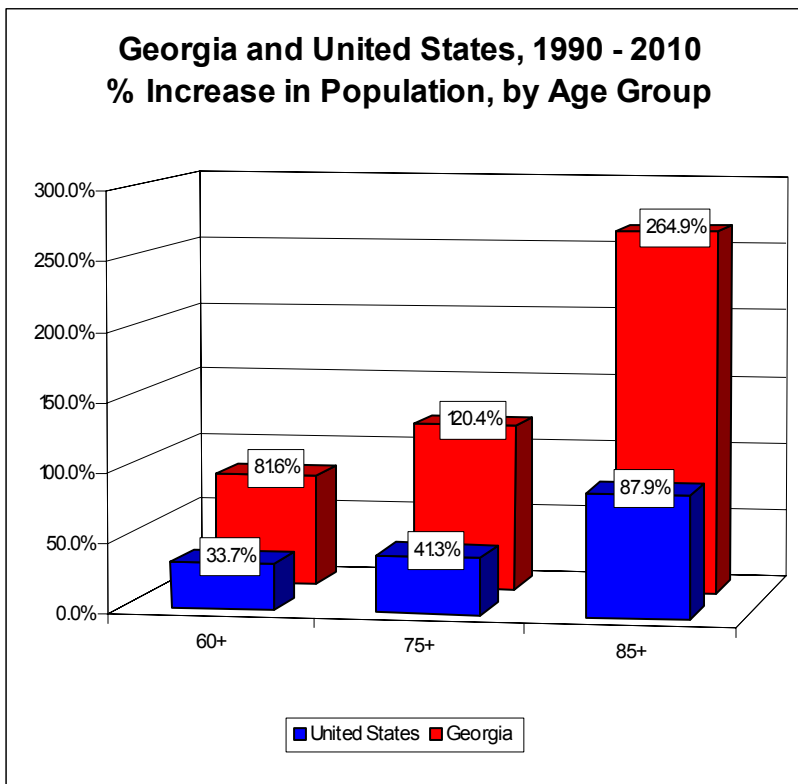
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Enclosures

Aging Trends in Georgia

GA DHR- Division of Aging Services and the Aging Network



- The aging of our population is one of the most significant trends affecting our society today.
- Georgia has the sixth fastest growing 60+ population and the fastest growing 85+ population in the United States.
- Georgia's population ages 60 and above is expected to increase 81.6% between 1990 and 2010, from 893,049 persons to 1,621,889 persons.



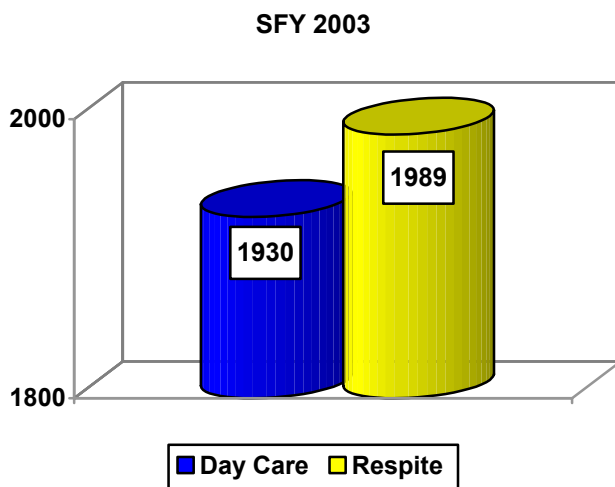
- Georgia's population ages 85 and above is expected to increase 264.9% from 1990 to 2010. Those 85 and above are by far the fastest growing group, projected to total 208,882 in 2010.
- During the 20th century, the number of Georgians age 60 and above increased ten-fold, compared to a four-fold growth in the population overall.

Caregiver Programs and Services

GA DHR-Division of Aging Services and the Aging Network

Georgia continues to emphasize the development of programs and services to support family caregivers. During SFY 2003, these services included adult day care, respite and other support services, which enable caregivers to keep their loved ones at home as long as possible. These programs are available to family caregivers of persons with Alzheimer's and other dementias, as well as to persons caring for frail, older adults with chronic health conditions.

Persons Served



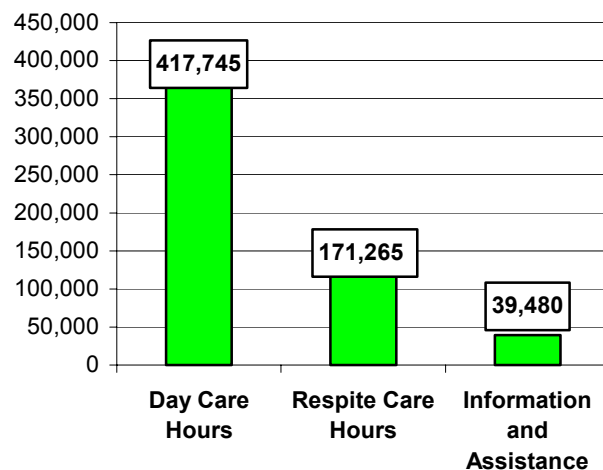
A total of 1,930 family caregivers received adult day care services and 1,989 family caregivers received temporary relief from their caregiving responsibilities through respite services provided by Georgia's aging network during SFY 2003.

Services Provided

417,745 hours of Adult Day Care/Health provided consumers health services, personal care and therapeutic activities in a day center.

Respite Care provided 171,265 hours of short-term relief to care givers in clients' homes.

Information and assistance provided 39,480 contacts with caregivers, providing current information on programs, services and resources within their communities.



Success Stories

- An Area Agency on Aging (AAA) reported that two brothers from different states came into the AAA offices. The brothers disclosed that a person they had hired privately to take care of their mother used their mothers credit cards to pay some of her own bills. They were very upset, since neither one of them lived in Georgia and their mother wanted to continue to live in this state. The AAA was able to refer them to a professional care manager who arranged for needed services through the aging network. After five months, they have indicated to the AAA that this is working well for all concerned.
- In another area of the state, the daughter of Mrs. B. found it difficult to deal with her mother on a 24-hour basis, as she struggled to care for a young family as well. With funding from the Family Caregiver Support Program, Mrs. B. is now able to attend day care more days per week. After five months, the daughter feels less overwhelmed and says the family dynamics have improved due to decreased levels of stress within the household.

Accomplishments

An additional 8,163 persons (duplicate count) received help through 260 community education sessions on caregiving provided statewide.

Georgia was invited to testify before the United States Special Senate Committee on Aging at a hearing on innovative caregiver programs and services. Written testimony submitted highlighted the Georgia aging networks' accomplishments, including the Division's self-directed care and mediation for persons with Alzheimer's Disease; caregiver demonstration grants; Mobile Day Care; the Atlanta Regional Commission's Aging and Long Term Care Information System; the Rosalynn Carter Institute's CARENETs; and the *Georgia Generations* magazine published by the twelve Area Agencies on Aging.

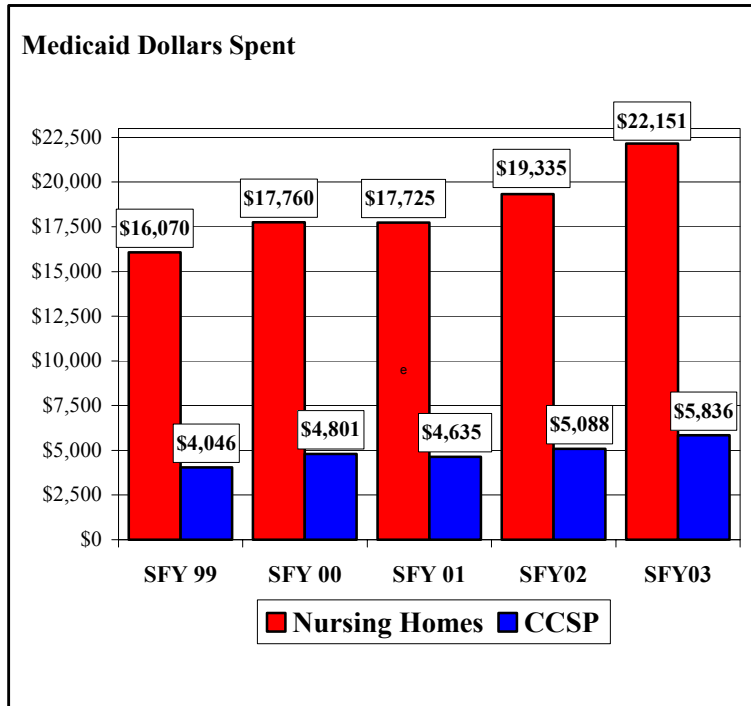
U.S. Administration on Aging Regions I-III invited the Division of Aging Services to present its self-directed care demonstration grant to 16 states via a teleconference. Self-directed care enables older persons to exercise more choice over the services they receive, and more control over who provides those services to them.

The Division of Aging Services and a number of Area Agencies on Aging are working with Dr. Rhonda Montgomery, the Helen Bader Endowed Professor in Applied Gerontology at the University of Wisconsin, on field-testing a caregiver burden scale that can be used by Care Managers and Intake and Screening Staff for care planning and determining wait list status for caregivers. Dr. Montgomery is a nationally recognized expert on caregiving issues in the United States.

Community Care Services Program (CCSP)

GA DHR-Division of Aging Services and the Aging Network

The Community Care Services Program (CCSP) has successfully served eligible consumers in Georgia for twenty-one years. By providing home and community-based Medicaid services to nursing home eligible consumers, the CCSP gives consumers the choice of remaining in the community.



Dollars Saved

CCSP saved taxpayers \$16,315 per individual served in SFY 2003.

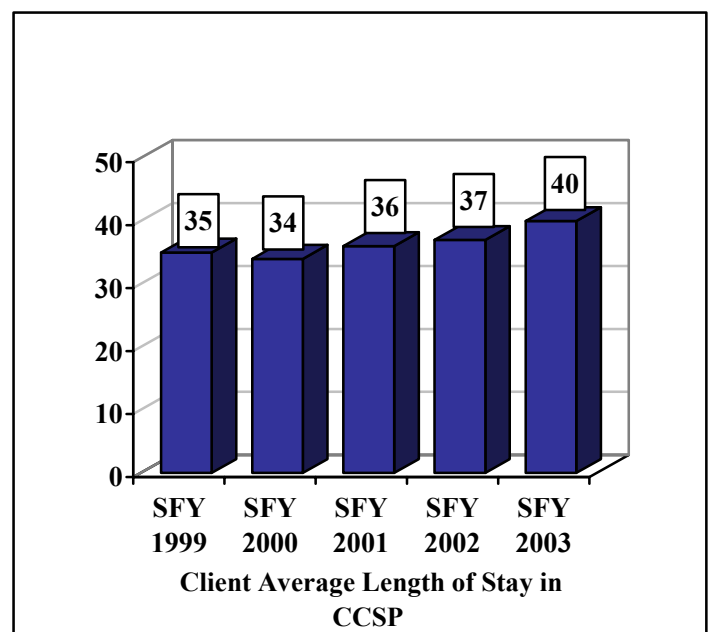
Georgia taxpayers saved almost \$240 million in SFY 2003 through this program.

In SFY 2003 the CCSP helped keep 14,687 Georgians out of more costly nursing facilities.

Consumers Served

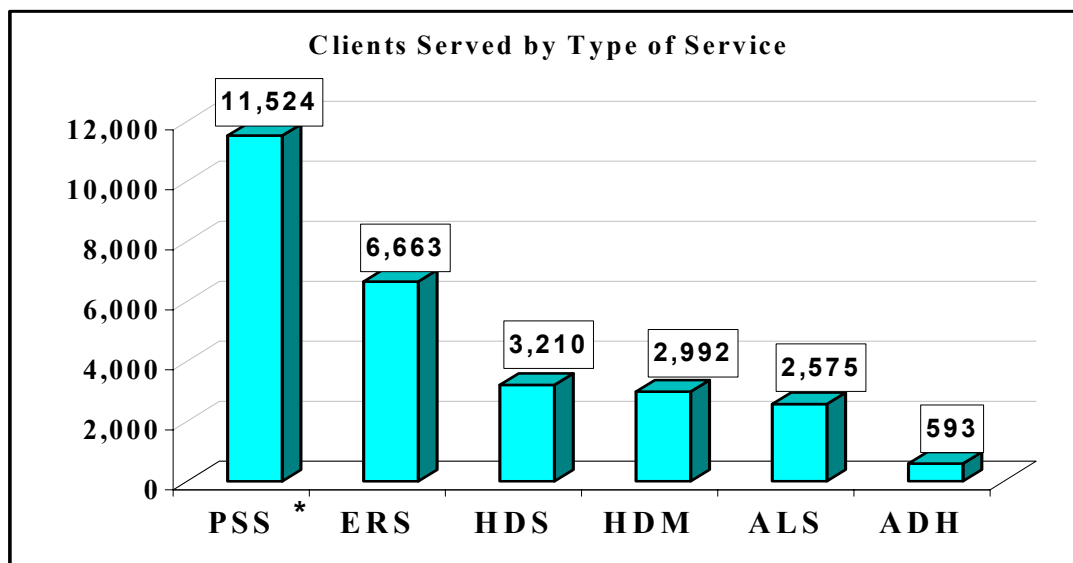
Fifty-eight percent of CCSP clients were 75 years of age or older; 29% were 85 or older, and 2% were 100 years of age or older in SFY 2003.

In SFY 2003, effective care coordination allowed clients' needs to be met so that they remained in the community an average of 40 months.



CCSP Services

- ✓ Adult Day Health (**ADH**) – health, therapeutic and support services in a day center
- ✓ Alternative Living Services (**ALS**) – 24-hour personal care, health-related support services and nursing supervision in a licensed personal care home
- ✓ Emergency Response System (**ERS**) – 24-hour electronic medical communication support system
- ✓ Home Delivered Meals (**HDM**) – delivery of a nutritious meal to the client's home
- ✓ Home Delivered Services (**HDS**) – skilled nursing services and personal support in client's home
- ✓ Personal Support Services (**PSS**) – personal care, support, and respite services in client's home
- ✓ Out-of-Home Respite Care (**OHRC**) – temporary relief for the individual(s) normally providing care (service numbers included in PSS total in the graphic below).



(Duplicated client count: Clients may receive more than one service.)

Seventy-eight percent of CCSP clients use Personal Support Services, accounting for 74% of total CCSP expenditures. Alternative Living Services ranks second (18%), accounting for 2% of CCSP Medicaid expenditures. Forty-five percent of CCSP clients use the cost-effective Emergency Response System Service.

Elderly Legal Assistance Program

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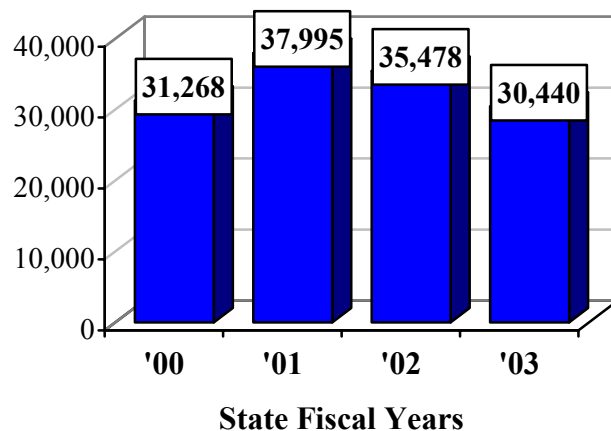
The Georgia Elderly Legal Assistance Program (ELAP) serves persons 60 years of age and older by providing legal representation, information and education in civil legal matters throughout the state of Georgia.

Persons Served

ELAP served 30,440 seniors in SFY2003.

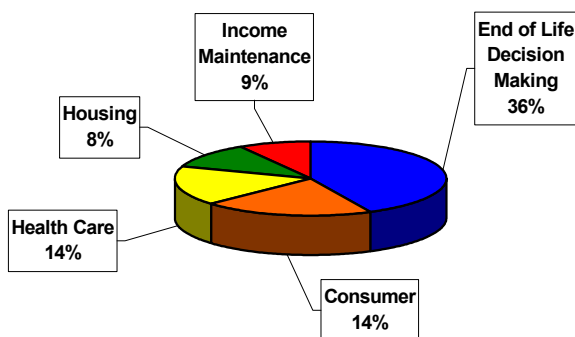
ELAP's efforts in focusing on prevention through community education and vital legal information to seniors resulted in a slight decrease in the number of seniors requiring lengthy legal representation.

ELAP - Persons Served



Primary Case Types - SFY 2003

SFY 2003 Top Five Primary Case Types



End of life planning and consumer issues represented 63% of all cases handled.

In SFY 2003 ELAP saved older Georgians over \$1,198,400 by providing document preparation, legal counseling and case representation and helped clients obtain more than \$3,474,000.

Consumer – Fraud, Contracts, Debt Relief

Health Care – Medicare, Medicaid, Nursing Home & Personal Care Home Issues

End of Life Decisions – Financial & Health Care Power of Attorney, Living Wills

Income Maintenance – Social Security, Food Stamps, Disability

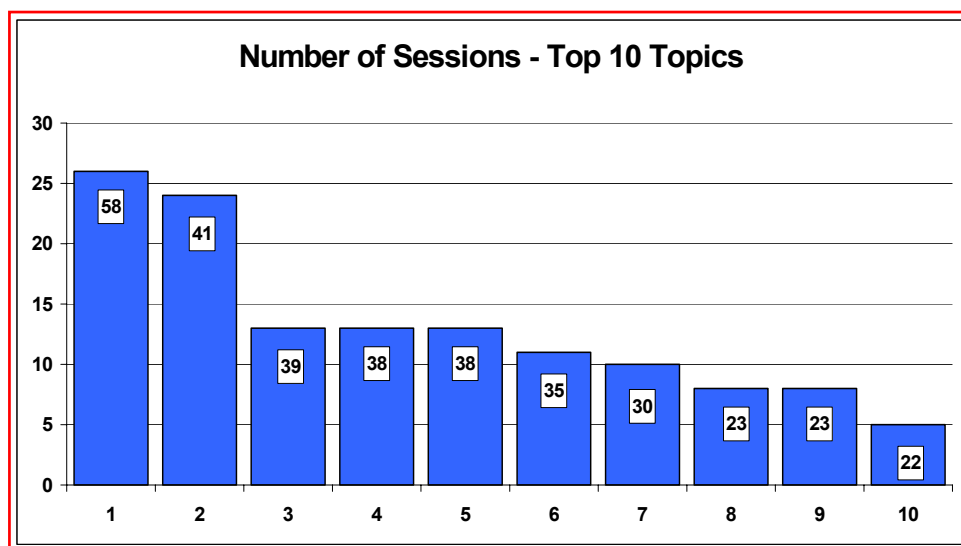
Housing – Homeowner, Public Housing & Landlord Tenant

ELAP Community Education Offered

Community education is a method of prevention that helps seniors avoid more costly, time consuming legal problems. In SFY 2003 over 25,873 seniors attended legal education sessions conducted by the Georgia Elderly Legal Assistance Program.

The top ten topics covered in community education sessions in SFY 2003 were:

1. Advance Directives
2. Identity Theft
3. ELAP
4. Scams/Financial Exploitation
5. Nursing Home Medicaid/Medicaid
6. Consumer/Consumer Fraud
7. Wills, Estate and Probate
8. Funerals/End-of-Life
9. Elder Abuse & Neglect
10. Debt Collection



Examples of Outstanding Accomplishments

A 74 yr old client signed a home repair contract with a high interest rate and was overcharged for the repairs. A lawsuit was filed in federal court claiming violations under the Truth-in-Lending Act. A settlement was reached resulting in a cancellation of the \$19,000 mortgage on the client's home.

A 60 yr old client sought assistance obtaining widow's pay from a spouse who had died in 2001. The Social Security Administration refused to issue payments because the deceased had used two names although he used the same SSN. ELAP proved that one of the names the deceased used was his brother's name but evidence established the deceased's birth name and SSA released the benefits and awarded \$5,747 in back benefits and ongoing benefits of \$645. The client also obtained VA benefits.

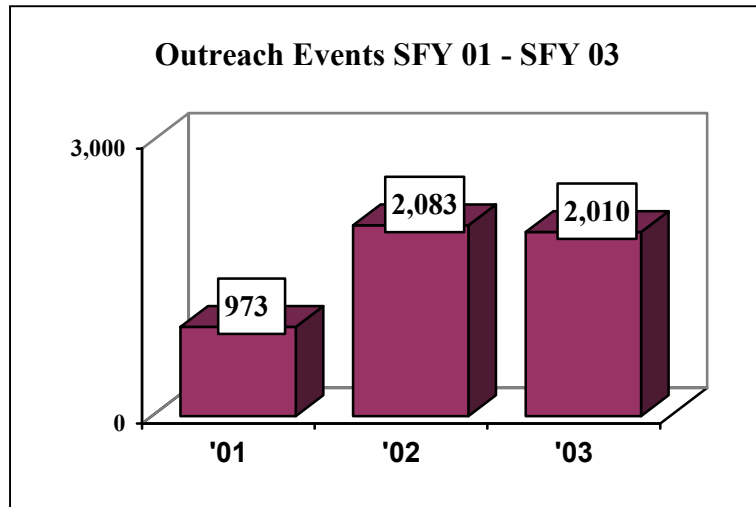
An adult son and his girlfriend were exploiting a 61-yr old client. The client was fearful of the son and wanted the son to stay away because the son forced the client to turn her Social Security check over to him and client feared refusing to do so. ELAP assisted the client in obtaining a Temporary Protective Order against the son.

GeorgiaCares

GA DHR-Division of Aging Services and the Aging Network

GeorgiaCares helps Georgia's Medicare beneficiaries, their families and others understand their rights, benefits and services under the Medicare program and other health insurance options.

Outreach and Media Events



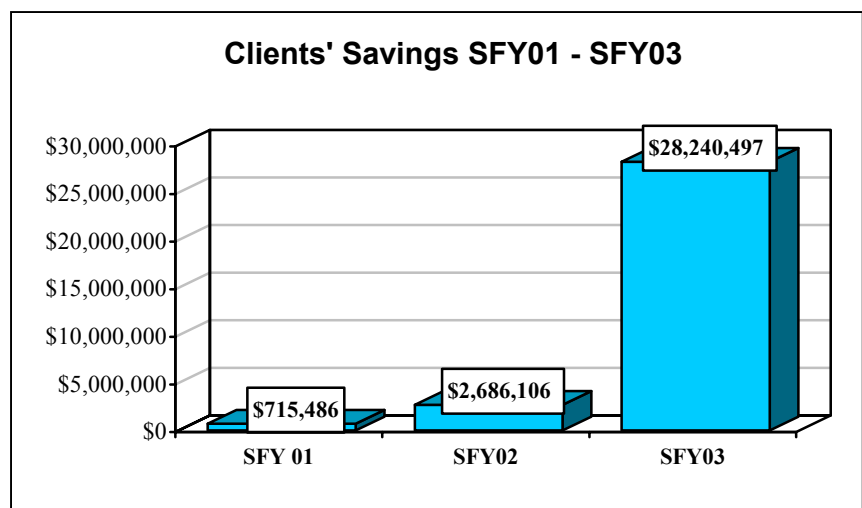
In State Fiscal Year 2003, GeorgiaCares conducted a total of 1948 outreach and 62 media events to 2,191,696 individuals regarding health insurance information on Medicare, Medicaid, prescription assistance, medigap, other health insurance needs and Medicare fraud prevention.

398 trained volunteers served clients in SFY 2003.

A total of 18,200 clients received counseling regarding Medicare, health insurance and prescription drugs.

Reducing “Out-of-Pocket” Costs

Over the last three years, GeorgiaCares has enabled clients to save more than \$31 million in health insurance and related expenses.

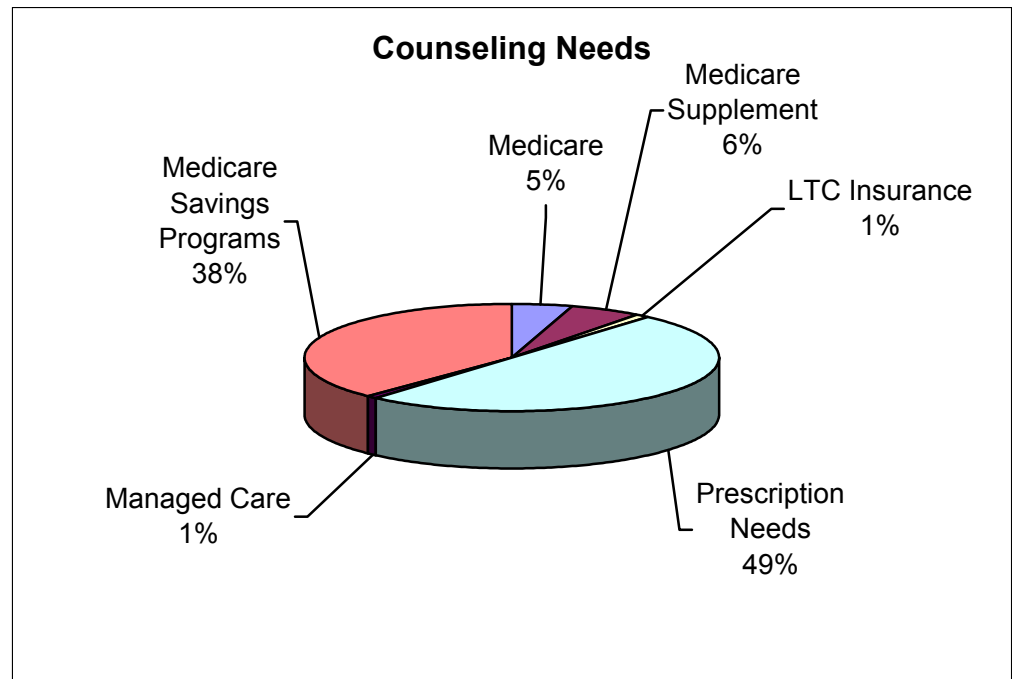


In SFY 2003 alone, GeorgiaCares saved beneficiaries \$28,240,497 in out-of-pocket expenses.

Types of Issues Addressed by GeorgiaCares

In SFY 2003, nearly 50% of GeorgiaCares calls dealt with Medicare beneficiaries needing prescription assistance.

Also in SFY 2003, the Medicare Savings Programs were a common need for Medicare beneficiaries.



Examples of Outstanding Accomplishments

- ✓ During State Fiscal Year 2003, GeorgiaCares volunteers saved Medicare beneficiaries over \$28 million. Client savings have come from enrolling Medicare beneficiaries in Medicare savings programs and low cost prescription programs.
- ✓ GeorgiaCares partnerships expanded to a total of 47. These partnerships include state universities, pharmaceutical companies, hospitals, physicians, drug stores, medical and pharmacy associations and, a number of volunteer organizations.
- ✓ Brochures were created and translated into nine different languages. A professionally produced education video about GeorgiaCares was distributed statewide.

Challenges for the Future

GeorgiaCares will continue an outreach campaign geared toward enrolling all eligible Medicare beneficiaries in Medicare Savings Programs and low cost prescription assistance programs, thereby reducing all health related expenses.

GeorgiaCares will continue to recruit and train volunteers to aid in the program's continued success.

GA DHR – Division of Aging Services

GeorgiaCares SFY 2003

Home and Community Based Services

GA DHR-Division of Aging Services and the Aging Network

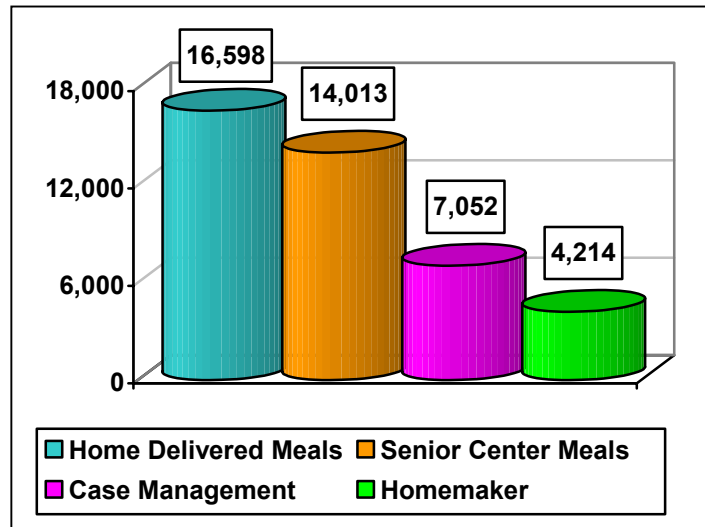
Home and Community Based Services (HCBS) provides 47 individual and group services to support and assist older Georgians in staying in their homes and communities. These services promote health, self-sufficiency and independence.

Persons Served

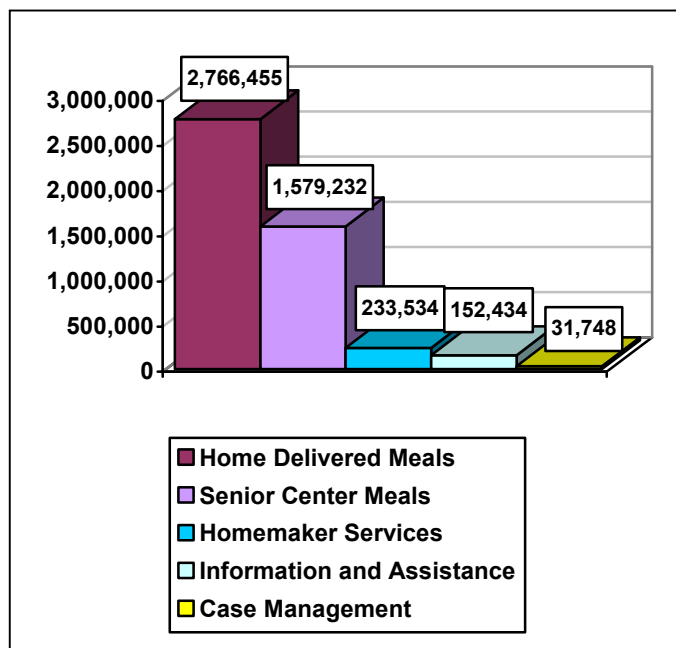
In SFY 2003, 37,554 older Georgians were provided one or more HCBS services, responding to their strong preference for receiving care in their own homes and, in some cases, allowing them to take greater charge of managing the services they receive.

In fact, the services that keep people with chronic conditions independent for as long as possible are frequently those that emphasize assistance and caring, not necessarily curing.

Persons Served in Primary Services



Most Used Services in SFY 2003



Home Delivered Meals – Served 2,766,455 meals to 16,598 older Georgians.

Senior Center Meals – Served 1,579,232 meals to 14,013 Georgians.

Homemaker Services – Provided 233,534 hours of homemaker assistance in the homes of 4,214 older Georgians.

Information & Assistance – Provided 152,434 contacts for 122,822 persons (duplicate count) with information about access to available services in the aging network

Case Management- Provided 31,748 hours of case management to 7,052 persons.

Examples of Outstanding Accomplishments for SFY2003:

- ✓ The Division of Aging Services successfully implemented portions of the Aging Information Management System (AIMS) into an Internet environment for easier access by users of the system statewide.
- ✓ In collaboration with AAAs and service providers, the Division of Aging Services developed, implemented and disseminated to the statewide aging network policies and procedures for contractor compliance, rewards for excellence, and a progressive and cumulative system of corrective actions and quality improvements.
- ✓ In collaboration with AAAs, the Division of Aging Services developed and deployed a comprehensive statewide approach to strategic and operational planning.
- ✓ The Division's Chief Nutritionist achieved state and national recognition for her work in promoting optimal health among older persons through healthy dietary habits and physical activity.
- ✓ The Division's Planning and Evaluation Section published updated review guides for core supportive services, for use by AAAs in monitoring compliance and quality results of subcontractor service providers.

Challenges for the Future

The need to set priorities and develop strategies for maintaining a comprehensive service delivery system in light of funding reductions caused by the states' continued economic downturn and slow economic recovery.

Continued shortages in availability of transportation services, combined with increased costs, resulting in reduced access to needed home and community-based services.

The need to continue the development of a comprehensive statewide case management system for HCB Services to assure quality of service delivery and optimal benefit to consumers.

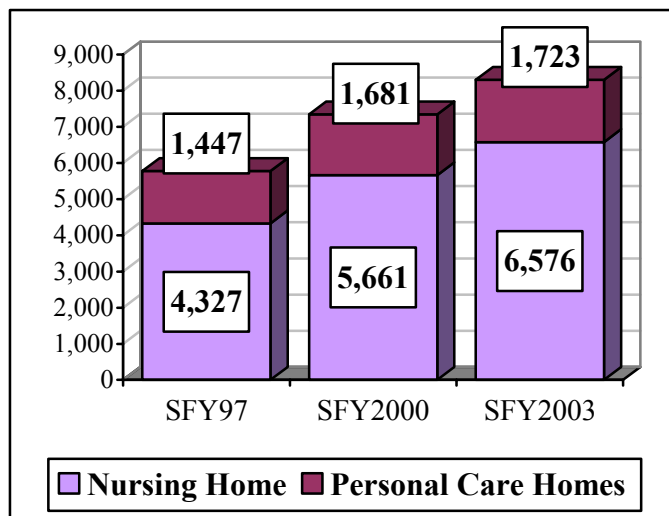
The need to set priorities for and adjust plans for technology development and ongoing support for the statewide aging network, including assuring access to up-to-date hardware, software and connectivity devices.

Long-Term Care Ombudsman Program

GA DHR-Division of Aging Services and the Aging Network

The Long-Term Care Ombudsman Program works to improve the quality of life of residents in nursing homes and personal care homes by acting as their independent advocate. Ombudsman staff and volunteers informally investigate and resolve complaints on behalf of residents.

Complaints Received



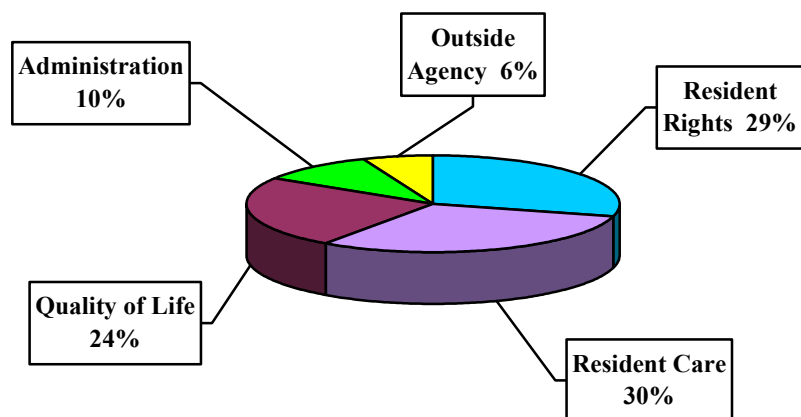
In SFY 2003, the Ombudsman Program received 8,299 complaints, an increase of 44% since state fiscal year 1997.

Ombudsmen resolved 94% of complaints in SFY 2003.

Types of Complaints

Residents' rights (privacy, freedom from abuse, etc.) and care issues accounted for almost 60% of the complaints received by ombudsmen in SFY 2003.

Another large percentage of complaints received by ombudsmen focused on quality of life issues (good food, pleasant environment, etc.).



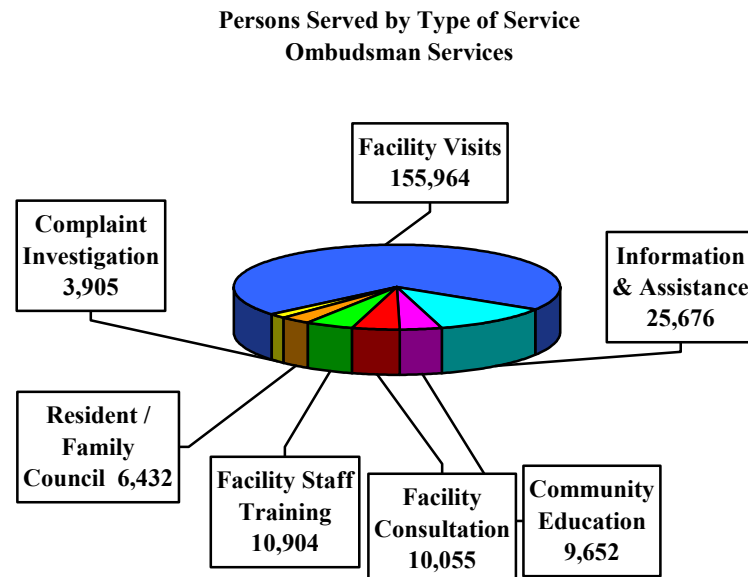
Persons Served

In SFY 2003:

The Long-Term Care Ombudsman Program served 222,588 persons.

Seventy percent of these individuals were served during ombudsman visits to facilities.

More than 25,000 individuals received information and assistance regarding long-term care options, public benefits, resident rights, etc.



Examples of Outstanding Accomplishments

Enhanced Skills and Expertise for Nursing Home Certified Nursing Assistants

- ✓ In order to receive quality care, nursing home residents need well-trained certified nursing assistants (CNAs), who provide most of the direct resident care. In FY03, nursing home CNAs across Georgia learned about successful care practices, how to resolve conflict, and how to enhance their work as part of a caregiving team, thanks to the sponsorship of training events by the Council of Community Ombudsmen and AARP.

Recognized Best Practices in Personal Care Homes

- ✓ The Office of the State Ombudsman helped select and celebrate personal care home "best practices" as part of an initiative sponsored by the Office of Regulatory Services and personal care home industry. Facility operators were recognized for creative and successful ways to provide activities and promote resident health and independence.

Improved Accessibility to Residents' Rights Information

- ✓ In an effort to improve accessibility to limited- or non-English speaking residents and residents who are visually or hearing impaired, the Ombudsman Program distributed Ombudsman brochures in Spanish and Resident's Rights materials in Spanish, Braille, and on audiotape.

Improved Protections for Adult Day Care Clients

- ✓ Ombudsmen successfully advocated for a new law requiring licensure and minimum quality standards for adult day care providers serving elders.

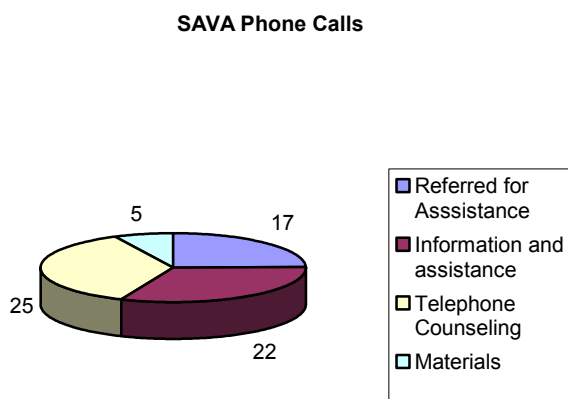
Senior Adult Victims' Advocate

GA DHR-Division of Aging Services and the Aging Network

The Senior Adult Victims' Advocate (SAVA) program provides services for adults, age 60 and over, who are victims of abuse, neglect, or exploitation by serving as a liaison between victims, social service agencies and the court system. SAVA operates a toll-free elder abuse helpline to provide telephone reassurance, assistance with court appearances and provides strategies to address current issues and reduce the risk of further victimization.

Persons Served

During the development phase of the Senior Adult Victims' Advocate (SAVA) Program, the program served 12 victims.



During the funding period from October 1, 2002 through September 30, 2003, the SAVA Program received 69 phone calls from the public regarding elder abuse. Seventeen calls were referred to one of the following programs for assistance: The Georgia Senior Legal Hotline, Adult Protective Services, Law enforcement, or Ombudsman. Twenty-two calls were for information on elder abuse, five calls were for materials. The program provided telephone counseling to 25 victims and court accompaniment to two victims.

Examples of Outstanding Accomplishments

- SAVA provided court accompaniment as well as emotional support to a resident in a Fulton County nursing facility. A male orderly had sexually assaulted the victim. The orderly was also accused of the same crime in Forsyth and Clayton Counties. The victim was asked to testify at the trial in Forsyth County. The perpetrator was found guilty and sentenced to 20 years. The SAVA program continues to work with this client. Randy Travis of WSB-TV followed this case.
- SAVA is providing telephone support to other victims of abuse, neglect and exploitation.
- SAVA is providing court accompaniment to victims as necessary.

Participant Benefits

Participants in the SAVA program receive a number of benefits, which include:

- Assistance with filing for victims compensation, if eligible;
- Help navigating the complexities of the court system;
- Regular telephone assurance and counseling to support them through their victimization;
- A strategist to help victims develop ways to reduce future abuse and exploitation.

Directions for the Future

SAVA has plans on expanding from its present location in 10 counties to statewide participation with funding made available through the Victims of Crime Act (VOCA). In November, 2003, SAVA will partner with the Southwest Georgia Council on Aging Elder Abuse Prevention Program to train volunteers to provide SAVA services in the Albany area.

SAVA continues to grow as a resource for older adult victims of abuse, neglect and exploitation.

Senior Community Service Employment Program

GA DHR-Division of Aging Services and the Aging Network

The Senior Community Service Employment Program (SCSEP) provides useful part-time community service assignments and training for low income older Georgians and helps them obtain paid employment. While participants develop job-related skills and earn minimum wage, the community directly benefits from the work they perform.

Putting a Face on SCSEP



Ada Lee is a 69 year-old widow. Her only income was a small Social Security check. Because of her lack of marketable job skills, her need for appropriate clothing, and her lack of confidence, she had poor employment prospects. Through the SCSEP she was assigned as an aide in a day care program, became a Certified Nursing Assistant and was hired by a hospital in her community.

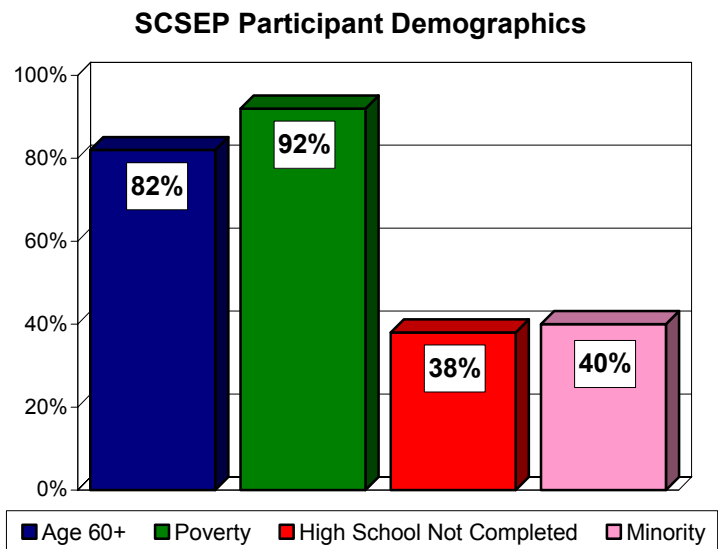
Persons Served in SFY2003

Although participants can be as young as 55 years of age, 82% were over age 60. Thirty-six percent of participants were over the age of 70.

Ninety-two percent of persons enrolled had incomes below the federal poverty level.

Thirty-eight percent of current enrollees did not complete high school.

Forty percent of enrollees were minorities.

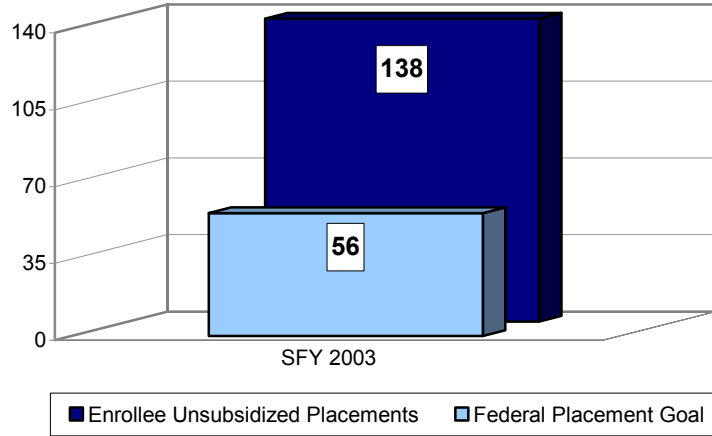


Examples of Outstanding Accomplishments

- ✓ Achieved a 50% job placement rate, exceeding the federal requirement of 20%
- ✓ Achieved a 185% total enrollment rate, exceeding federal requirement of 140%
- ✓ The SCSEP ranked 4th in the nation, among all the states and territories, in unsubsidized placements in SFY2003

Participant Benefits

SCSEP Enrollees Placed into Employment



In SFY 2003:

514 older persons received "on the job training".

Participants earned wages estimated at \$1.4 million while working in community service positions.

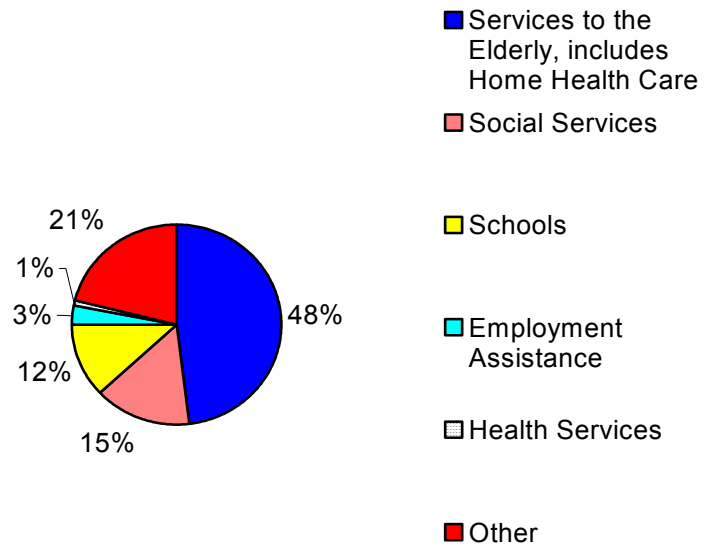
Community Benefits

Participant wages contribute to the local economy and reduce dependence on public benefits programs.

Participants provided over 282,000 hours of service to community organizations.

The most common job assignments were in organizations providing services to the elderly, followed by social service programs and schools.

Service Provision by Location SFY 2003



Directions for the Future

Increase opportunities for job skills training and employment through:

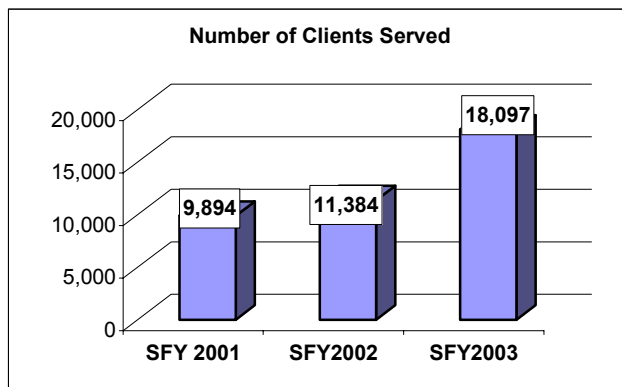
- ✓ Partnerships with workforce development agencies, programs and employers
- ✓ Recruitment strategies and materials that target older job seekers who are most in need with poor employment prospects

The Wellness Program

GA DHR-Division of Aging Services and the Aging Network

"Living Longer, Living Well " - 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.

Profile of Persons Served in SFY 2003



A total of 18,907 clients (unduplicated count) were served in SFY 2003. This represents a 66% growth over the number of clients served in SFY 2002.

A statewide sampling revealed that the average age of program participants was 77.3.

Services Provided

Wellness services include: nutrition screening/education/counseling; physical fitness/exercise; medications management; fall prevention; foot/ear care; physical therapy; occupational therapy; therapeutic massage; yoga; pilates; stress reduction; home safety inspections; weight control; education/ screening and management of chronic diseases.

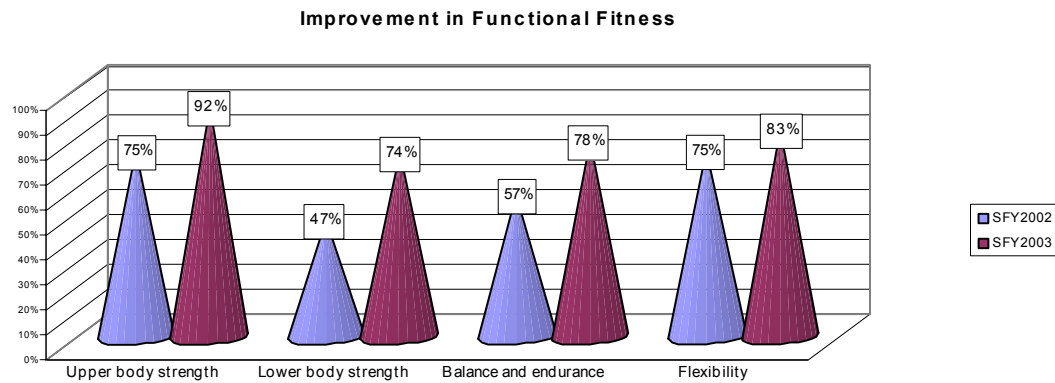
Medications Management and Impacts

In its second year of operation 6,225 individuals were served in the medications management program. This is an increase of 25% over the number served last year. Some of this increase is due to closer coordination with the GeorgiaCares Program. The medications management program informs older adults about taking medicines correctly, keeping a personal medications list, proper drug storage, preventing overmedication and avoiding adverse drug interactions. A statewide evaluation of the program revealed significant impacts on participants:

- ✓ The percent of individuals possessing a list of their medications increased from 34% to 72%
- ✓ The percent of individuals carrying their medications list with them increased from 16% to 49%
- ✓ The percent of individuals who had a health professional evaluate their medications list increased from 59% to 85%

Fitness Activities and Impacts

Using standardized fitness tests related to flexibility, strength, endurance and balance, the functional abilities of older adults improved dramatically as a result of Wellness program activities.



Program Milestones and Accomplishments – SFY 2003

Program was recognized as a state best practice model by the Administration on Aging. The U.S. Administration on Aging recognized Georgia's Wellness Program as a state "best practice."

The Division of Aging Services partnered with Dr. Elaine Cress of the University of Georgia to conduct a "Nutrition and Fitness Training Workshop" at each Area Agency on Aging.

Collaborations with the Division of Public Health achieved joint sponsorship of the State's first Arthritis Summit, obtained grant funding for the implementation of Georgia's Arthritis Action Plan, development of a statewide Asthma Plan, increased the number of older adults screened for osteoporosis, and trained wellness coordinators to use bone density testing equipment.

The Division of Aging Services established an Older Adult Mental Health Advisory Committee and prepared a grant application to conduct a statewide conference on depression and mood/anxiety disorders.

Future Directions and Opportunities

- ✓ Increase linkage of Public Health Chronic Disease Prevention Specialists with Wellness Program Coordinators to better integrate programs at the local level.
- ✓ Expand early detection, screening and intervention efforts related to colon cancer, breast cancer, prostate cancer and immunizations for influenza/pneumonia.
- ✓ Explore new program initiatives addressing arthritis, suicide prevention, obesity, diabetes and physical inactivity.
- ✓ Improve the use of primary care and community settings for detection and treatment of depression, mental illness and anxiety disorders.
- ✓ Develop a comprehensive Healthy Aging Plan for Older Georgians.

GA DHR - Division of Aging Services

Wellness Program SFY 2003