


# **Georgia Department of Human Services**

Division of Aging Services Quick Facts  
Fiscal Year 2016

Robyn A. Crittenden, Commissioner



**E**very day, the staff of the Department of Human Services works toward the goal of stronger families for a stronger Georgia. With a presence in all 159 counties, the Department touches the lives of more than 2 million Georgians each year.

Each Division plays a vital role in the realization of this goal, providing services that protect vulnerable populations, promote self-sufficiency and empower individuals to become the masters of their own destinies and build better futures for their families.

Under Gov. Nathan Deal's leadership, Georgia is becoming more proactive in its protection of vulnerable children and adults and more effective in its efforts to help struggling families get on their feet.

With support from the governor and the General Assembly, efforts to reduce caseloads in Child Protective Services and Adult Protective Services have proven beneficial to the safety of vulnerable populations, and the Department continues to work on strategies that will ensure families in this state receive their best shot at a good life.

Efforts to improve efficiency in Department processes have ensured the Department provides benefits accurately and on time to those most in need.

Adopting the accountability court model for child support services has allowed the Department to work with parents on solutions that increase their involvement in the lives of their children and reduce the need for parental incarceration.

A sharper focus on Georgia's growing aging population has unearthed needs for a plan to address senior hunger and improved coordination for services to Georgia's older and disabled adults.

Our awareness and our ability to address each of the issues that affect Georgia's most vulnerable families improves every day, thanks to the tireless work of our staff and the support of Gov. Deal, the members of the General Assembly and our many community partners across the state.

Thanks to you, Georgia's families grow stronger every day.

Sincerely,

**Robyn A. Crittenden**

Commissioner, Department of Human Services

**Bobby Cagle**

Director, Division of Family & Children Services





# About Division of Aging Services

The Division of Aging Services (DAS) supports older adults, people with disabilities and caregivers through a variety of services such as home-delivered meals, legal assistance and Medicare counseling. The Division also investigates cases of abuse, neglect and exploitation of elder persons and adults with disabilities.

## ACCOMPLISHMENTS

In State Fiscal Year 2016 (SFY16):

- Served 95,682 more meals to clients than in SFY 2015
- Assisted with the transition of 204 individuals from nursing homes into community settings
- Investigated abuse, neglect and exploitation of vulnerable adults, resulting in criminal charges against 490 people
- Hired an Alzheimer's and Related Dementias State Plan Coordinator to manage Georgia's Alzheimer's and Related Dementias (GARD) Advisory Council activity
- Expanded and improved quality of care for older adults and persons living with disabilities through the Healthy Communities Summit
- Heightened awareness of senior hunger in Georgia by hosting the state's first-ever Senior Hunger Summit
- Provided At-Risk Adult Crime Tactics (ACT) training to nearly 450 law enforcement officers, prosecutors, first responders and other mandated reporters of abuse, neglect and exploitation of vulnerable adults
- Received international attention from United Kingdom Law Enforcement regarding Georgia's ACT training and the Georgia Abuse, Neglect and Exploitation (GANE) mobile application, which provides first responders quick access to information and resources related to abuse, neglect and exploitation
- Established four assistive technology labs in Georgia to help older adults lead more independent lives through the use of technology

## GOALS FOR SFY17

- Increase the number of individuals served through home-delivered meal and congregate meal sites by 9 percent
  - Increase the number of ACT Certified Specialists
  - Delay nursing facility placement by an additional five months for non-Medicaid Home and Community-Based Services participants. The program currently delays nursing facility placement for 51 months.
  - Increase the number of individuals who transition from nursing facilities back into the community from 125 to 138
  - Enroll 240 clients in Community Living Programs by the end of SFY2019 to include a community living program in all 12 Area Agencies on Aging
  - Establish at least two more assistive technology labs
  - Develop a state plan to address senior hunger
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## GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Aging Services

# DAS

Strengthening Georgia through services that give older Georgians and adults with disabilities independence and dignity.



## The Aging Network

Georgia's Aging Network provides an array of services to help older adults maintain independence and remain safely in their homes and communities. Through the 12 Area Agencies on Aging (AAAs), as shown in the map below, the Division provides the following services:

### AGING & DISABILITY RESOURCE CONNECTION

The Aging and Disability Resource Connection serves as the main referral source to all services provided through the AAAs. The ADRC database houses more than **26,000** resources that help individuals maintain independence and stay in their homes and communities for as long as possible. Trained counselors provided information, referrals and assessments to **91,004** Georgians in SFY16. Those services include:

#### Home and Community-Based Services

Home and Community-Based Services (HCBS) allow Georgians aged 60 or older to receive services while living in the setting of their choosing. These services include nutrition assistance, help with routine household tasks, home modification and installation of emergency response systems. The program also supports caregivers and provides wellness programs that increase the ability of older adults to perform everyday activities and remain in their homes.

#### Nutrition Assistance

**2,423,108** meals were served to Georgians through the Division's home-delivered meal program in SFY16.

An additional **1,474,664** meals were provided to Georgians through a community-based congregate meal program supported by the Division.

#### Caregiver Support

Services to caregivers include adult day care, respite care, case management and counseling, support groups, material aid, homemaker and personal care, and education and training. The Division uses Care Consultation, an evidence-based information and coaching service, to empower caregivers to understand care options and manage care more effectively.

In SFY16:

**284**

caregivers were provided case management and counseling

**1,824**

caregivers were provided respite care services

**507**

caregivers were provided with homemaker services

To find out about aging services in your area, call **1-866-552-4464**.

## Independence

### GEORGIACARES

GeorgiaCares is a federally funded program providing personalized counseling, education and outreach to assist Medicare beneficiaries with health care questions. GeorgiaCares empowers seniors to prevent health care fraud and teaches Medicare beneficiaries how to protect their personal identity and guard against fraud and abuse.

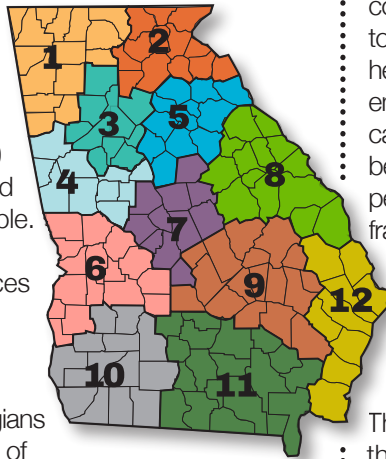
To learn more, visit [www.mygeorgiacares.org](http://www.mygeorgiacares.org).

### ASSISTIVE TECHNOLOGY

Through four **\$10,000** grants, the Division has established four assistive technology labs in AAAs across the state to demonstrate how technology can help older and disabled Georgians maintain their independence. Assistive technology is any item or piece of equipment that increases, maintains or improves the functional capabilities of an individual, allowing him/her to continue performing daily tasks and maintain independence. The labs are located in the Atlanta Regional Commission, Northwest Georgia Area Agency on Aging, Three Rivers Area Agency on Aging and Southern Georgia Area Agency 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. In SFY16, the program helped **204** Georgians transition back into their communities from long-term acute care facilities. A total of **1,329** have returned to the community since July 2011.





# Guarding against abuse, neglect and exploitation

## ADULT PROTECTIVE SERVICES

Adult Protective Services (APS) investigates allegations of abuse, neglect, or exploitation of adults, and seeks to prevent the recurrence of abuse, neglect or exploitation through the provision of protective service interventions.

When assessing the need for interventions, investigators consider an adult's right to personal autonomy and self-determination while using the least restrictive method of providing safety.

The APS program receives **\$400,000** in Emergency Relocation Funds to provide emergency relocation services to individuals who need relocation from an abusive situation or for other emergency situations.

Active APS investigations in State Fiscal Year 2016 (SFY 16):

**16,687**

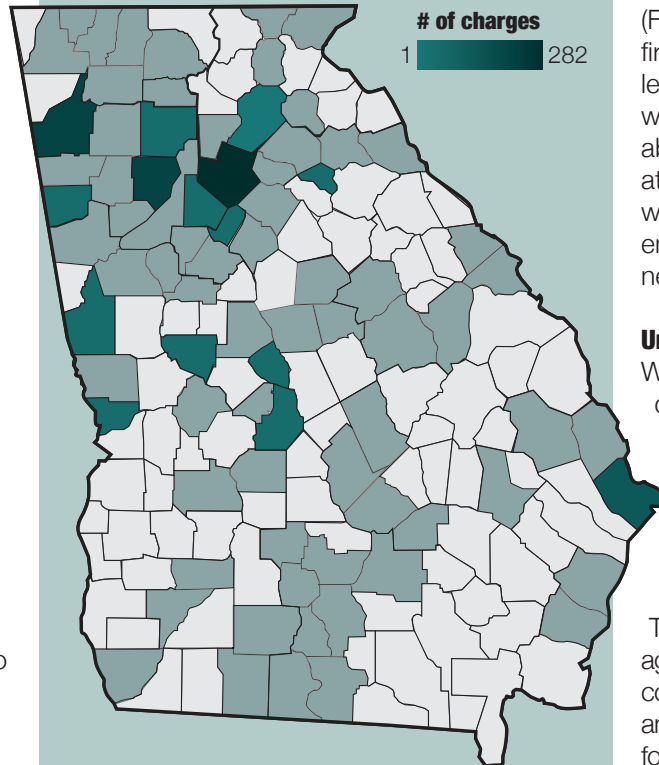
APS workers in SFY 16:

**135**

## CONTACT

Contact Adult Protective Services to report the abuse of older individuals (65+) and adults with disabilities (18+). Call **866-552-4464**, and press Option 3.

## Prosecutions of abuse, neglect and exploitation in SFY16



More than **1,000** charges were filed against nearly **500** individuals for abuse, neglect or exploitation of a vulnerable adult in SFY16, according to the Georgia Crime Information Center.

**1 in 24**

For every one case of elder abuse that comes to the attention of a responsible entity, another 23 cases never come to light.

**Source: NYS Elder Abuse Prevalence Study; Weill Cornell Medical College, NYC Department for the Aging; Lifespan; (2011)**

## FORENSIC SPECIAL INITIATIVES UNIT

The Forensic Special Initiatives Unit (FSIU) educates law enforcement, first responders, members of the legal community and others about ways to identify and respond to abuse, neglect and exploitation of at-risk adults. The FSIU also works with state agencies to coordinate the emergency relocation of abused and neglected adults.

### Unlicensed Personal Care Homes

When older adults and adults with disabilities face abuse, neglect, or exploitation — particularly in unlicensed personal care homes — responders may need to move them quickly to a safe, accessible location.

The Division works with state agencies and other experts to develop coordinated response procedures and to identify emergency resources for vulnerable adults. In SFY16, APS relocated 45 individuals from unlicensed personal care homes.

### Financial Exploitation Training

The Division and its partners trained **151** bank personnel and law enforcement officials on how to recognize, prevent and prosecute financial exploitation of vulnerable adults.

**2,102**

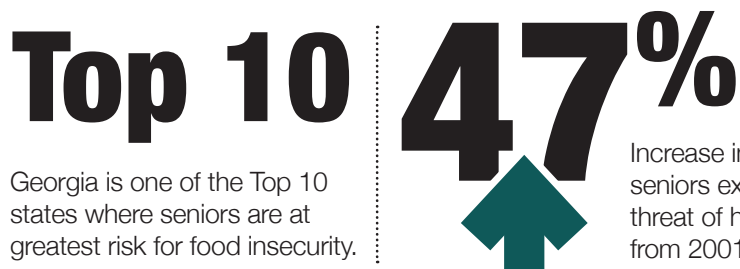
Law enforcement and other professionals who have received training from the FSIU to serve as At-Risk Adult Crime Tactics (ACT) Specialists



Strengthening Georgia through services that give older Georgians and adults with disabilities independence and dignity.

## Special Initiatives

### SENIOR HUNGER



Source: *State of Senior Hunger in America 2014, National Foundation to End Senior Hunger*

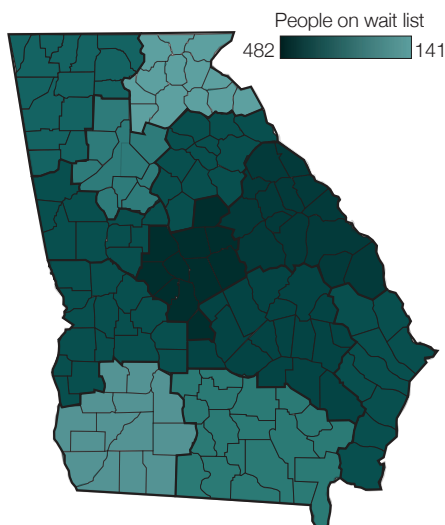
#### Solutions

In September 2016, the Division hosted Georgia's first-ever Senior Hunger Summit, bringing together a diverse group of experts and policymakers to heighten awareness of senior hunger in Georgia and to unearth issues accompanying the problem. As a result of the Summit, the Division has assembled work groups to develop Georgia's first state plan to address senior hunger.

Work groups will address the following topics:

- Food waste and recovery**
- Today's seniors: What they want and what they need**
- Health impact of senior hunger**
- Options to meet communities' needs**
- Food access**

#### Heat map of seniors on waiting list for meal delivery



Approximately **3,675** people remain on the waiting list for home-delivered meals, with an average wait time of **366** days.

Area Agency on Aging	People waiting
Atlanta Regional Commission	229
Central Savannah River Area	423
Coastal Georgia	315
Georgia Mountains	141
Heart of Georgia / Altamaha	388
Middle Georgia	482
Northeast Georgia	343
Northwest Georgia	277
River Valley	323
Southern Georgia	228
Southwest Georgia	187
Three Rivers	339

### DEMENTIA

More than

**130,000**

Georgians are living with Alzheimer's or other forms of dementia.

Georgia continues to implement the State Plan on Alzheimer's and Related Dementias to promote the early diagnosis of dementia, develop the state's dementia-capable workforce, provide quality medical care for people with dementia and prepare law enforcement and other public safety officials for issues that surround dementia.

In State Fiscal Year 2016

- The Department of Public Health produced a report, "Alzheimer's Disease & Related Dementias among Medicare Beneficiaries," using data from the Georgia Alzheimer's and Related Dementias State Registry, which went live in 2015.
- The Division hired a coordinator to implement the state plan.
- The Department held an all-staff training on the "Basics of Dementia" to help case managers across all Divisions recognize the signs of dementia and to promote early diagnosis of the disease.

Approximately **1 in 3** Medicare beneficiaries aged 85 years or older have a diagnosis of Alzheimer's or a related dementia

*(Data collected from DPH Alzheimer's Disease and Related Dementias Among Medicare Beneficiaries, Georgia, 2015 report)*