

Just the Facts

Fiscal Year 2009



Division of Aging Services
Georgia Department of Human Services

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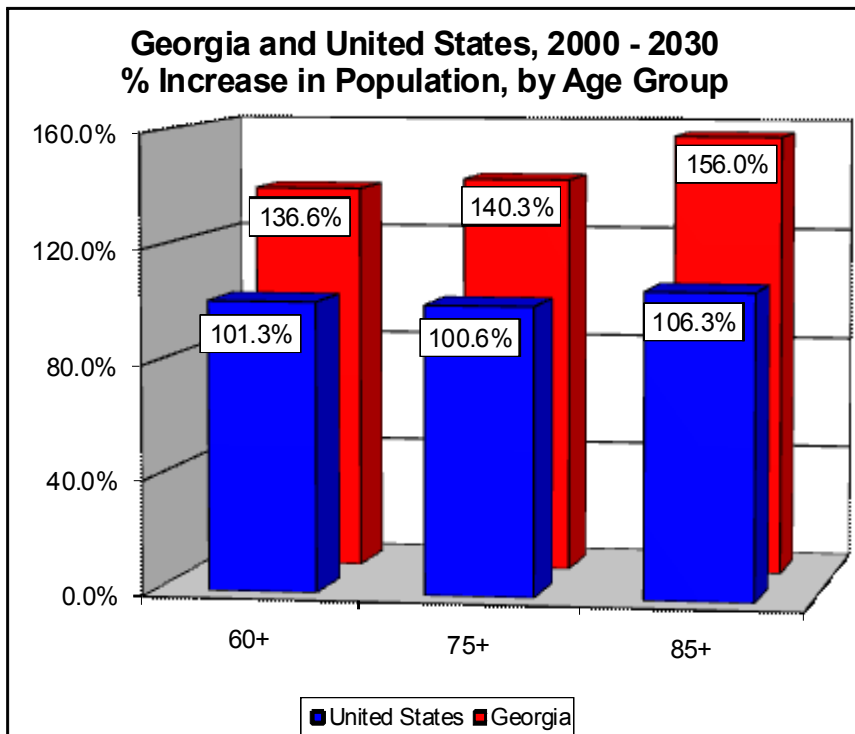
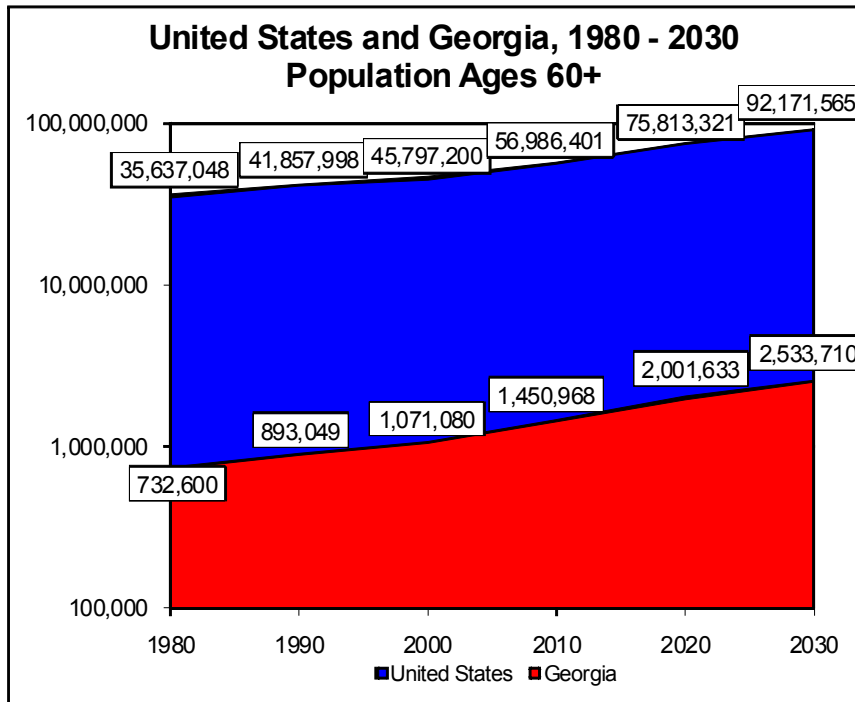
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Aging Trends in Georgia



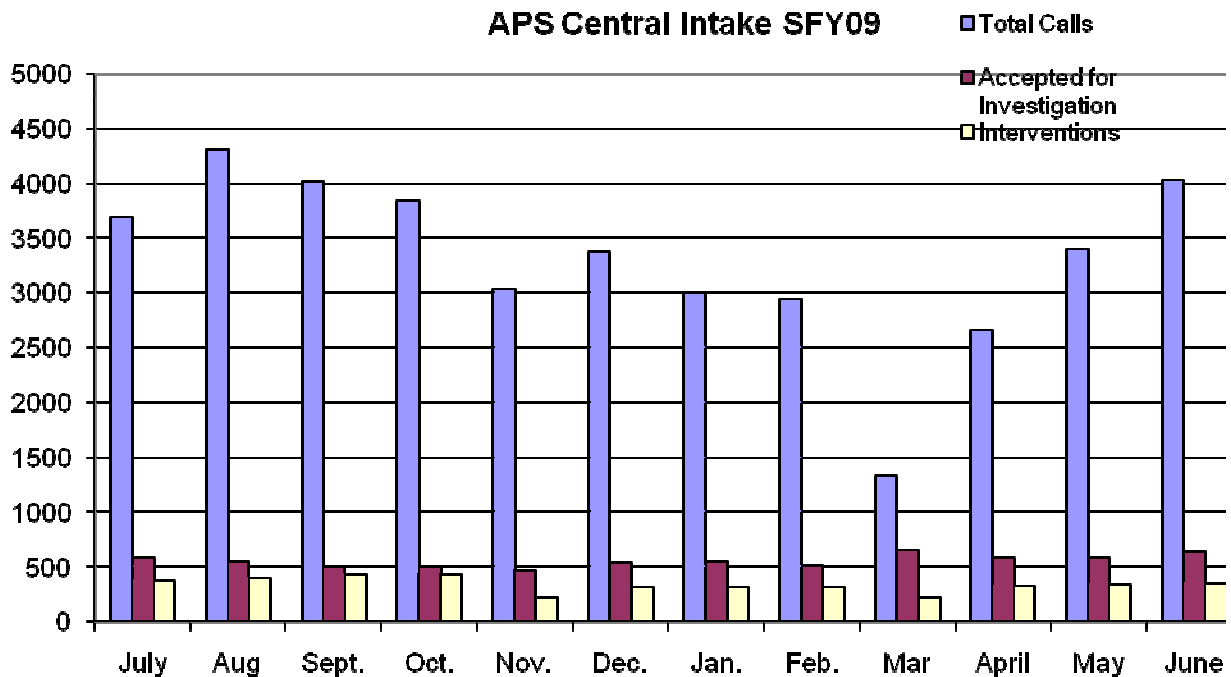
- The aging of our population is one of the most significant trends affecting our society today.
- Georgia has the ninth fastest growing 60+ population and the eighteenth fastest growing 85+ population in the United States.
- Georgia's population ages 60 and above is expected to increase 62.5% between 1990 and 2010, from 893,049 persons to 1,450,968 persons.
- Georgia's population ages 85 and above is expected to increase 114.6% from 1990 to 2010. Those 85 and above are by far the fastest growing group, projected to total 122,818 in 2010.
- During the 20th century, the number of Georgians age 60+ increased nine-fold, compared to a four-fold growth in the population overall.

Adult Protective Services Program

The Adult Protective Services (APS) program is mandated under the Disabled Adults and Elder Persons Protection Act to address situations of domestic abuse, neglect or exploitation of disabled persons over the age of 18, or elders over the age of 65 who are not residents of long term care facilities. The purpose of the APS program is to investigate reports alleging abuse, neglect or exploitation and to prevent recurrence through the provision of protective services intervention. Principles that guide the assessment consider an adult's right to personal autonomy, self-determination and the use of the least restrictive method of providing safety prior to more intrusive methods.

Central Intake

The APS Program receives reports of abuse, neglect and/or exploitation through its Central Intake Unit. Seven agents handle calls through a statewide toll-free number to determine if the referrals meet the criteria for APS to investigate a case. If the criteria are not met, referrals are made to community resources including those in the aging network.



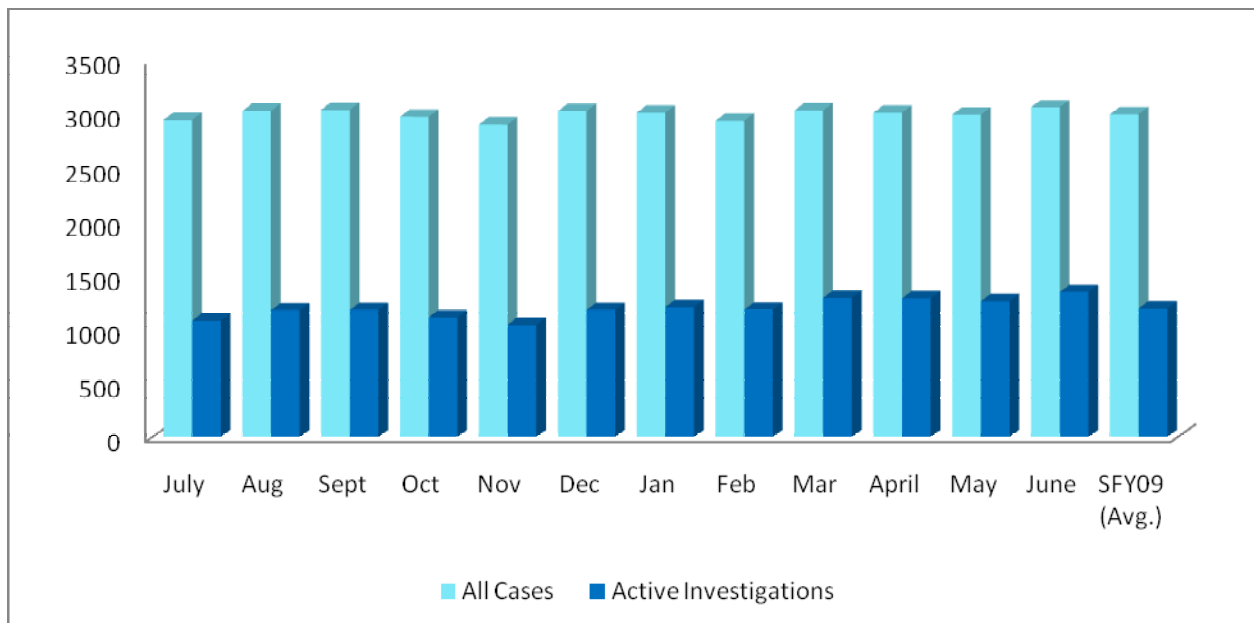
During SFY09, Central Intake staff handled a total of 39,652 calls on the toll free hotline. Seventeen percent of the calls (6,664) were accepted for APS Investigation. CI staff provided limited case management intervention services for 4038 calls (10%) to address issues that did not meet APS criteria. The remaining 73% of calls consisted of time spent with call backs to

reporters and coordinating referrals to community resources and other service providers to ensure that callers' issues were addressed.

APS Field Operations

Adult Protective Services uses a regional-based multi-disciplinary approach to meet the needs of vulnerable disabled and senior adults in the State of Georgia. APS regions are aligned with the aging network planning and service areas and reside in five districts. 155 APS case managers handle both investigations and case management services for the statewide APS caseload.

APS Case Totals



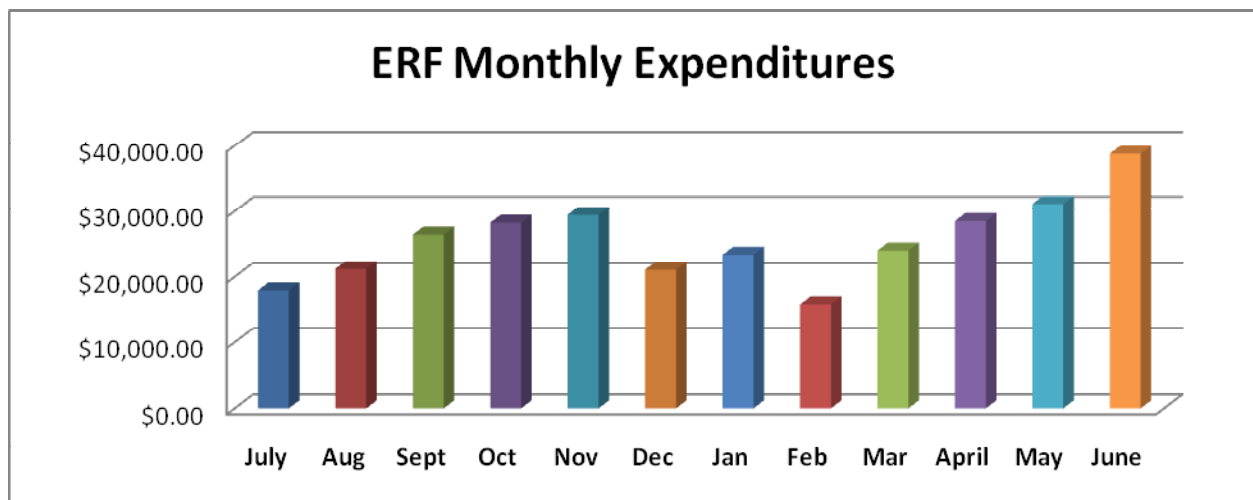
APS averaged a total of 2,990 cases per month. APS Investigations comprise approximately 40% of all monthly APS cases. Caseload data represents unduplicated cases: active investigations are those active during the month.

APS Guardianships

APS provides case management for the incapacitated adults for whom the Department of Human Services (DHS) serves as Guardian of Person. APS managed 714 DHS wards during SFY09.

APS Emergency Relocation Funds

The APS program receives \$400,000 each year from the legislature to provide emergency relocation services to individuals who need relocation from an abusive situation. Emergency relocation funds pay for clients to move from unsafe housing, replacement of personal items when they have been broken or stolen by an abuser as well as items to keep them safe in their homes.



Examples of Outstanding Accomplishments

- A new training guide was developed for APS field staff which provides best practices for investigation and case management of APS cases.
- The APS Advisory Team was established to serve as consultative group for APS Leadership on APS policy and best practice development, training and quality initiatives for the Adult Protective Services Program. The team surveyed APS staff and used this data to provide strategic direction to meet workforce and customer/client needs
- Implemented the use of web technology to facilitate APS training and meetings, thereby saving state dollars related to travel costs.

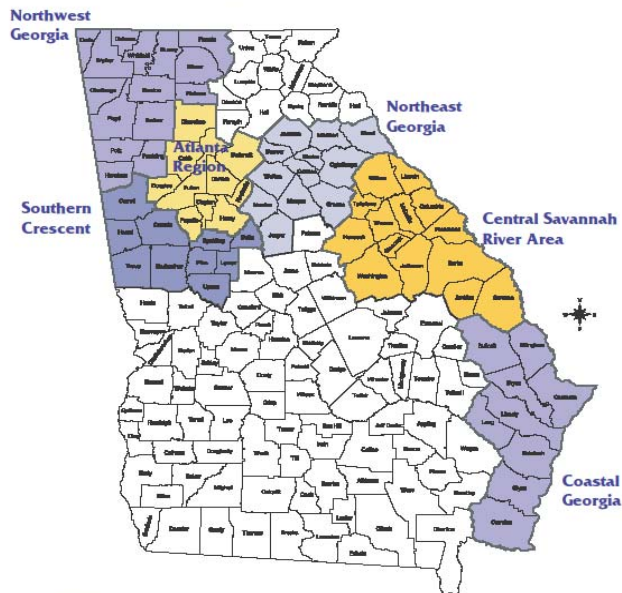
Future Directions for APS

- APS will enhance the Central Intake function to provide fax and web reporting adult abuse, neglect and exploitation to increase reporting by mandated reporters.

Aging & Disability Resource Connection

The Georgia Aging & Disability Resource Connection (ADRC) is a partnership between the Division of Aging Services (DAS) and the Department of Behavioral Health and Developmental Disabilities (DBHDD). ADRCs serve individuals who are aging or have a disability and use the “no wrong door” approach to provide information, assistance and access to these individuals, their families, caregivers and professionals. In FY 09 there were six AAAs and three DBHDD Regions operating as ADRCs with the help of state funding.

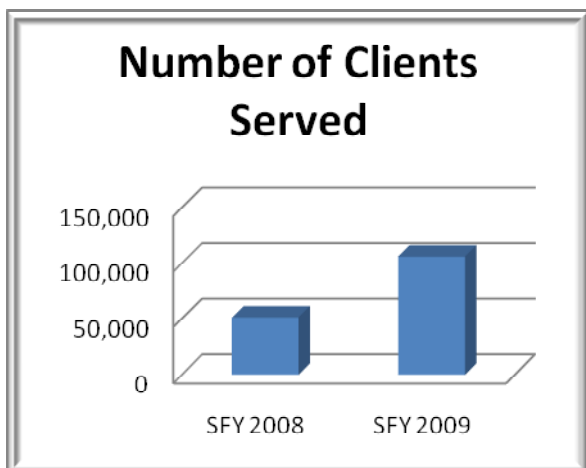
Georgia’s ADRC Sites



- ATLANTA** – Atlanta Regional Commission AAA & Atlanta Alliance on Developmental Disabilities
- AUGUSTA** – Central Savannah River AAA & MHDDAD Region 2
- ATHENS** – Northeast Georgia AAA & MHDDAD Region 2
- BRUNSWICK** – Coastal Georgia AAA & MHDDAD Region 5
- FRANKLIN** – Southern Crescent AAA & MHDDAD Region 1
- ROME** – Northwest Georgia AAA & MHDDAD Region 1

ADRC Partners

ADRCs have partnerships on the state and local level with other agencies such as DFCS, DCH, LTCO, GeorgiaCares, the Department of Labor-Tools for Life, the Alzheimer’s Association, Public Health, the Governor’s Council on Developmental Disabilities, the Brain and Spinal Injury Trust Fund Commission, the Georgia Hospital Association, the Governor’s Council on Aging and Adult Protective Services.



Information, Referral and Assistance

- In **SFY 09** the six ADRC sites served **47,511** older individuals looking for a variety of home and community based services.
- During the same time period a little more than **49,000** individuals with developmental, physical, or behavioral disabilities contacted the ADRC seeking information about long term care options.
- Together, the ADRC sites served over **106,000** clients seeking LTC options for seniors and individuals with disabilities.

Examples of Individuals Served by ADRCs

Nora has a brother, Jeff, with a developmental disability and Nora's mother has been his caregiver. When it became difficult for Nora's mom to care for herself and Jeff, they both moved into an assisted living home. Then her mother died and Nora became responsible for her brother's care — without any preparation, instructions, or direction. "It was just overwhelming," Nora said as she described the frustrating process of trying to find out information and get direction. A phone call to the ADRC changed all that. With the assistance of the ADRC specialist, Jeff now has a Medicaid waiver and lives in a group home not far from Nora, who has become an outspoken advocate for change. Both Nora and Jeff serve as members of a local ADRC Advisory Council.

A phone call to the ADRC initiated Nathan's move from being homeless and depending on relatives to moving into an apartment and caring for his young son on his own. The ADRC Specialist assisted Nathan in applying for benefits, and finding and furnishing an affordable apartment. With support, this young man with a traumatic brain injury since childhood, wants to show his son that "Daddy has disability problems" but is "still willing to learn" and show him you can be "*all you can be.*"

ADRC Expansion

In FY10 the Division of Aging Services applied for and received federal funds to add three additional AAAs and one DBHDD Region as ADRCs. This will bring the number of areas served from six to nine. It is the goal of the state ADRC to provide statewide accessibility for all of Georgia's elderly and individuals with disabilities within the next two years.

Caregiver Programs and Services

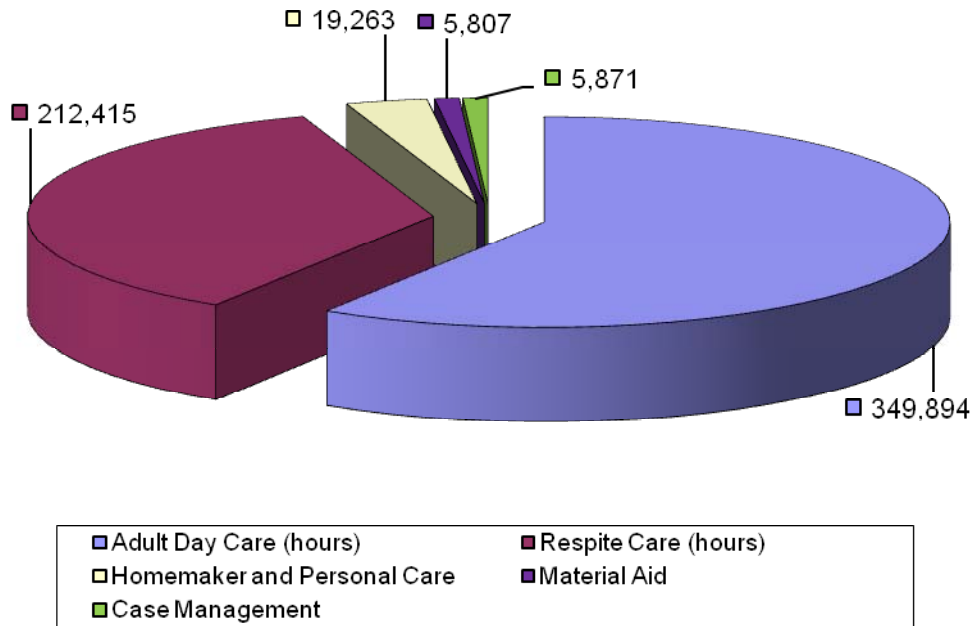
Overview

Georgia's aging network continues to expand the array of services needed to support family caregivers. During SFY 2009, services to caregivers included day care, in-home respite, information and assistance, caregiver education/training sessions, information and assistance, support groups, material aid (help with purchasing transportation, food or groceries) homemaker and personal care, and caregiver assessment (helping assess needs of caregivers with services enabling them to keep loved ones at home).

Caregivers Served

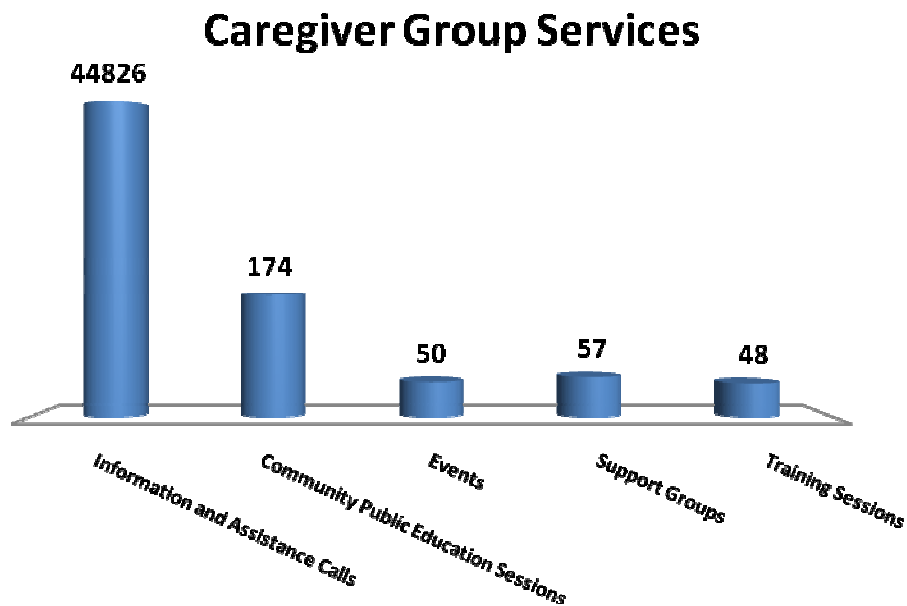
- ✓ *Individual services documented included:*
 - Adult Day Care provided to 1,109 persons
 - Respite Care provided to 2,807 persons
 - Material Aid provided to 357 persons
 - Case Management and other services provided to 709 persons
 - Homemaker & personal care 540 persons

Caregiver # of Individual Units by Service



Caregiver Group Services documented to over 905,331 duplicated persons included:

- Information and assistance which links caregivers with needed resources - 44,826 Calls
- Community public education sessions events -174
- Support groups - 57
- Events - 50
- Education/training for caregivers – 48



Success Stories

Numerous classes of *Powerful Tools for Caregivers* were provided across Georgia during the year. Class leaders from Area Agencies on Aging, the Cooperative Extension program of the University of Georgia, aging network providers, and members of Rosalynn Carter Institutes, CARENETS taught the series of six week classes to family caregivers. Classes were provided to caregivers of spouses, parents, those taking care of persons who are developmentally disabled, and for grandparents raising grandchildren.

Evaluations completed by caregivers frequently demonstrated statistically significant changes in the caregivers' finding better ways to take care of their own health; find positive ways to cope with the stress of being a caregiver; feeling confident that they could ask for help; and taking time for themselves. The following comments were received from caregivers from around the state, upon completion of the classes:

- I feel confident I learned skills that will improve my caregiving experience --**caregiver from Glynn County**
- The most important thing I have gained from participating in *Powerful Tools for Caregivers* is that I can and need to plan and execute time for me to maintain an identity with other family members –**caregiver from Dougherty County**
- One of the most useful tools I have come across in several years! –**caregiver in Appling County**
- This course is a must! – **caregiver in Columbia County**

Accomplishments Highlighted

TCARE

The Division of Aging Services and participating partners are continuing participation in two evidence-based research projects on T-Care (Tailored Care), which is caregiver assessment. The first project, funded in Georgia at \$384,000, is implementing a caregiver assessment tool and protocols to assist care managers to more effectively provide the kinds of services caregivers need to continue in their caregiving role. Partners in the project are the University of Wisconsin at Milwaukee, the Atlanta Regional Commission Area Agency on Aging, Coastal Georgia Area Agency on Aging, Southeast Georgia Area Agency on Aging, and the Alzheimer’s Association, Georgia Chapter.

The second TCARE evidence-based research project has been implemented in four states (Georgia, Michigan, Minnesota, and Washington). Georgia partners include Central Savannah River Area Agency on Aging, Heart of Georgia Area Agency on Aging, and Coastal Georgia Area Agency on Aging.

In June 2009, Georgia was invited to present on TCARE at a meeting convened by the U.S. Administration on Aging with representatives from eighteen other states in attendance. An article on TCARE appeared in the *American Journal of Nursing* (September 2009); Georgia was one of the states mentioned as participating in this ground-breaking work.

Powerful Tools for Caregivers (PTC)

In Partnership with the University of Georgia Cooperative Extension, Area Agencies on Aging (AAAs), the Alzheimer’s Association, Georgia Chapter, and the Rosalynn Carter Institute, the Division of Aging Services continued to expand the *Powerful Tools for Caregivers* Program. During State Fiscal Year 2009, training sessions were completed, bringing the total number of class leaders trained in Georgia to 109, and making PTC available in every AAA region of the state. In addition, Georgia had six class leaders certified as PTC Master Trainers, which will eliminate the need to bring Master trainers in from other states to teach class leaders.

PTC is a six week educational program to provide family caregivers with tools to increase their self-care and confidence. During the course, caregivers develop a variety of self-care tools to reduce personal stress, change negative self-talk, communicate their needs to family members and healthcare service providers, and to make tough caregiving decisions. Three published research studies have found significant reductions in health-risk behaviors and improvement in self-care and psychological well-being for caregivers who have taken the course.

Future Directions and Opportunities

REACH II

In collaboration with the Rosalynn Carter Institute at Georgia Southwestern State University (RCI), the Division of Aging Services, the Middle Flint Council on Aging, Lower Chattahoochee Area Agency on Aging, and the Alzheimer's Association, Georgia Chapter, will continue to work in implementing the Reach II project, an evidence-based multi-component caregiver intervention in rural Georgia. Goals of the project are to reduce caregiver burden and depression, improve caregivers' ability to provide self-care, and help caregivers learn how to manage difficult behaviors of their care receivers. The project, initially funded for a three year period, has two remaining years.

Powerful Tools for Caregivers

In SFY2010, additional class leaders will be trained, enabling more family caregivers the opportunity to take classes. Also, additional Master Trainers will be certified, which will make it easier and more cost effective to train additional class leaders across the state. The University of Georgia's Cooperative Extension program continues to print and compile all of the materials needed to teach and equip class leaders to be able to provide the course to family caregivers.

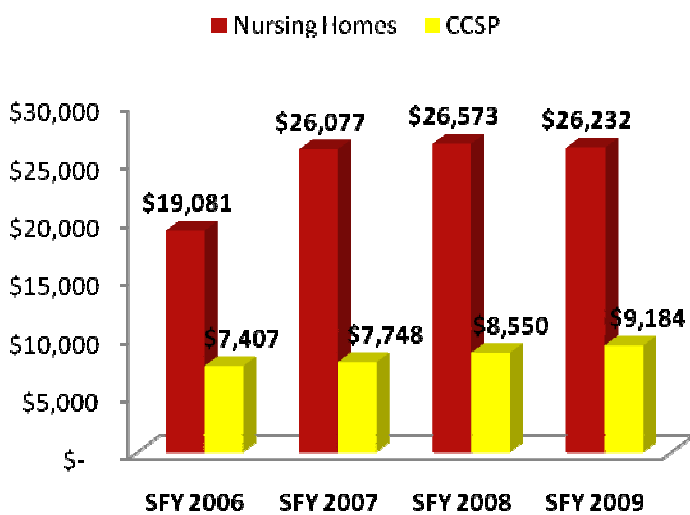
TCARE

The two evidence-based studies of TCARE will be completed, and results will be published in peer-reviewed journals by the University of Wisconsin. Preliminary findings suggest the positive impact on caregiver health and well-being from those caregivers who were assisted using TCARE. Data gathered during this next year from Georgia and three other participating states will be analyzed and evaluated to see if these preliminary findings are sustained.

Community Care Services Program (CCSP)

The Community Care Services Program (CCSP) has successfully served eligible consumers in Georgia for 27 years. By providing home and community-based Medicaid services to consumers eligible for nursing facility placement, the CCSP gives consumers the choice of remaining in the

Medicaid Dollars Spent/Per Consumer



Ninety-two percent of eligible consumers choose the CCSP.

Dollars Saved

CCSP saved taxpayers \$17,048 per individual served in SFY 2009.*

Georgia taxpayers saved \$214,787,752 in SFY 2009 through this program.

In SFY 2009 the CCSP helped 12,599 Georgians remain in less costly community settings, delaying nursing facility placement.

Consumers Served

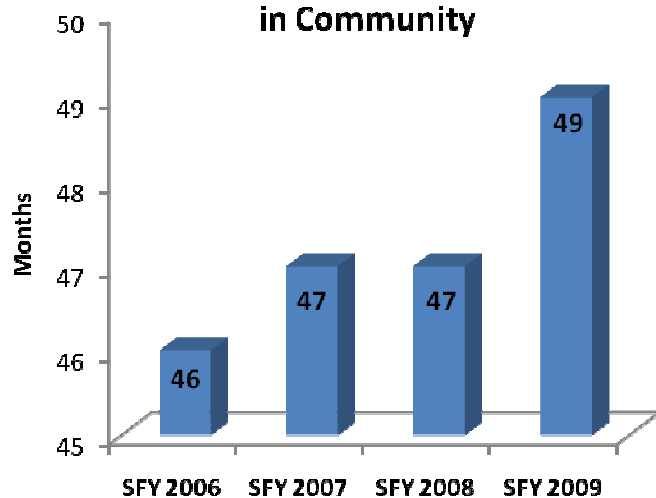
Fifty-one percent of CCSP clients were 75 years of age or older; 26% were 85 or older, and 123 clients were age 100 or older in SFY 2009. Twenty-two percent of consumers were under 60 years of age.

In SFY 2009, effective care coordination allowed clients' needs to be met so that the average length of stay in the community was an additional 49 months, over four years.

*This is the average CCSP Client service benefits cost and does not include care

community.

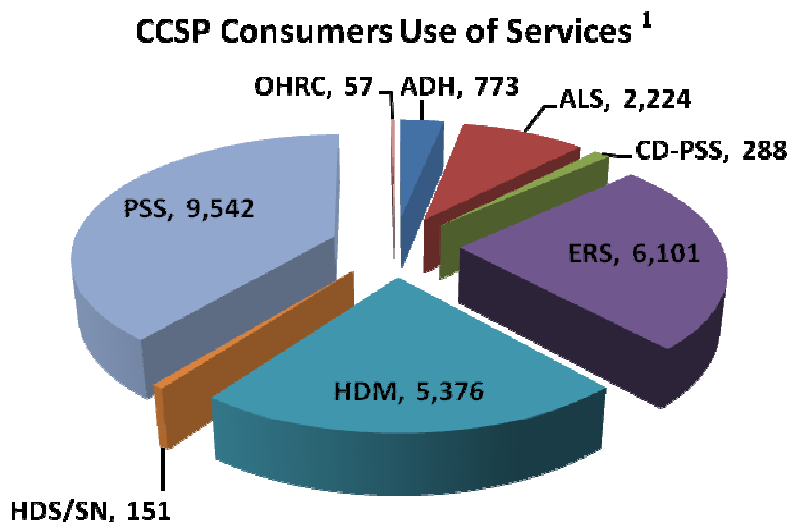
CCSP Client Average Length of Stay in Community



coordination or administrative costs.

CCSP Services

- ✓ **Adult Day Health (ADH)**: health, therapeutic and support services in a day center
- ✓ **Alternative Living Services (ALS)**: 24-hour supervision, medically – oriented personal care, routine nursing supervision and health related support services in state licensed personal care homes
- ✓ **Emergency Response Services (ERS)**: 24-hour in-home electronic medical communication support system
- ✓ **Home Delivered Meals (HDM)**: meal delivery service
- ✓ **Home Delivered Services (HDS), Skilled Nursing Services (SNS)**: skilled nursing services and personal support in client’s home
- ✓ **Personal Support Services (PSS, PSSX)**: personal care, support, and respite services in client’s home. Some respite care is available for full-time caregivers. Eligible Consumers may choose the **Consumer Directed Personal Support Services (CD-PSS)**: client hires and supervises worker(s) of choice for personal care and support services in home
- ✓ **Out-of-Home Respite Care (OHRC)**: temporary relief for the individual(s) normally providing care



¹ Duplicated client count: clients may receive more than one service

Seventy-six percent of CCSP clients use Personal Support Services. The service accounts for 72% of total CCSP expenditures. Alternative Living Services ranks second in expenditures (11%). Forty-eight percent of CCSP clients use the cost-effective Emergency Response Services (accounting for 1% of CCSP Medicaid expenditures).

Success Stories

“I really appreciate the services. CCSP has improved quality of life for me and my caregiver.”

*Male consumer age 47
Columbus, Lower Chattahoochee Area Agency on Aging*

“I would not be able to fulfill my mother’s wish to be able to stay at home and die at home, rather than in a nursing home. I want the best care for mom, and I feel blessed to have this program.

*Caregiver, female consumer age 93
Sparta, Central Savannah River Area Agency on Aging*

“I could not make it in my home without the personal support services, safety button and meals that I do have in my home. I am not capable of doing the things that I once had been able to do. I am appreciative of my CCSP services.”

*Male consumer age 88
Rochelle, Heart of GA/ Altamaha Area Agency on Aging*

“This program has helped us so much. We would never be able to afford the services without it. My daughter is happy attending the ADH program. It is good for her to be able to socialize with other people and maintain as much independence as possible. She has made some good friends in the program. I have recently had two surgeries and don’t know how I could have taken care of my daughter without the assistance. As I have aged, I have come to appreciate the program more and more.”

*Mother caregiver age 74 of female consumer age 47
Americus, Lower Chattahoochee Area Agency on Aging*

“It is so hard and tiring to take care of him by myself. I appreciate and need the respite to have free time to myself. I am grateful for the help with his care, but mostly for the respite.”

*Caregiver wife of male consumer age 81
Nashville, Southeast GA Area Agency on Aging*

Elder Abuse and Consumer Fraud Prevention Program

Every year, tens of thousands of elderly Americans are abused in their own homes, in relatives' homes, and even in facilities responsible for their care. Elders are also defrauded of their money, often leaving them unable to provide for financial needs in later life. The Elder Abuse and Consumer Fraud Prevention program provides services to identify and prevent elder abuse, neglect and exploitation. Preventing elder abuse means engaging in the following:

- Listening to seniors and their caregivers in order to facilitate access to programs and services to prevent elder abuse and consumer fraud
- Intervening and reporting when elder abuse is suspected
- Educating the general public on recognizing and reporting elder abuse
- Heightening awareness of elder abuse
- Training for professionals and volunteers on recognizing and reporting elder abuse

The Elder Abuse Prevention (EAP) Program, administered by State Office, in coordination with the twelve Area Agencies on Aging through EAP providers, accomplished the following during SFY09:

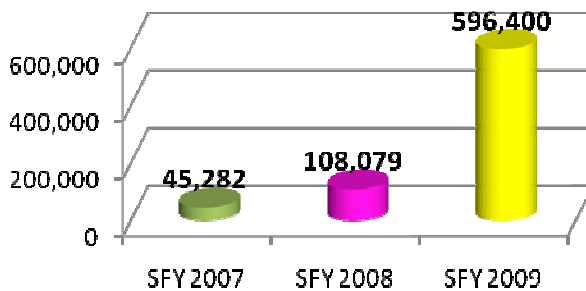


Local EAP programs implemented travel restrictions due to the reduction in funding. As a result, the focus of many EAP providers was shifted to reaching larger audiences through public awareness activities and limiting training sessions for professionals and volunteers in their local communities.

The Elder Abuse Prevention program reached approximately 6,479 individuals through statewide and local community presentations. In addition, more than 596,400 individuals were reached through a variety of program awareness activities such as health fairs, media events and informational mailings.

Program Awareness

Number of people reached through health fairs, mailing and media events



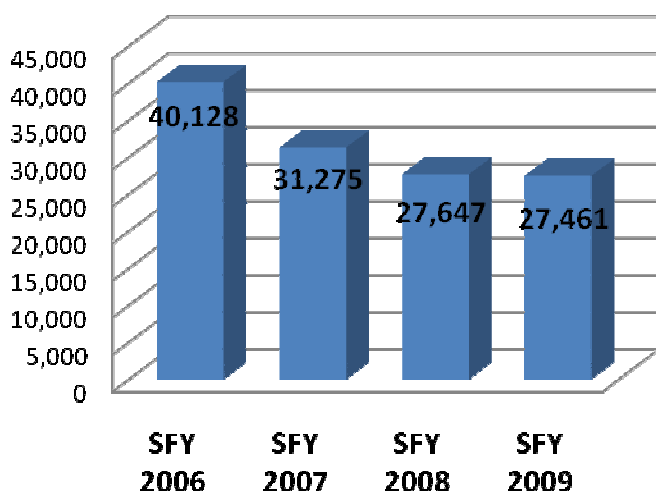
Examples of Outstanding Accomplishments:

- ❖ The Coastal Area Agency on Aging received a grant from the National Center on Elder Abuse to develop a coalition to focus on elder abuse prevention. **C.A.P.E. (Coastal Alliance for the Protection of Elders)** whose mission is to collaborate to stop elder abuse by linking resources, promoting awareness, education and advocacy. Accomplishments of this coalition include developing a speaker's bureau and participating in World Elder Abuse Awareness Day.
- ❖ Division of Aging staff and Elder Abuse Providers participated in collaborative initiatives and community partnerships to address issues faced by older and disabled victims of crime and abuse (i.e., Georgia Commission on Family Violence, The Abuse, Neglect and Exploitation Workgroup, State Triad of Georgia, and local SALT (Seniors and Law Enforcement Together) councils across the state, Elder Rights Teams in each region.

Elderly Legal Assistance Program

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. Services are provided by legal providers throughout the state, who contract with the state's twelve Area Agencies on Aging.

Person's Served



Persons Served

27,461 seniors received legal representation, information and/or education during SFY2009.

End-of-Life Planning, Debt Collection, and Healthcare were the prevailing issues for seniors. In keeping with the tenor of the economic downturn in the state and the nation, ELAP saw a marked increase in seniors experiencing consumer issues related to credit card, housing loans and other consumer debt. While calls for legal assistance from seniors may increase, the means by which ELAP has the

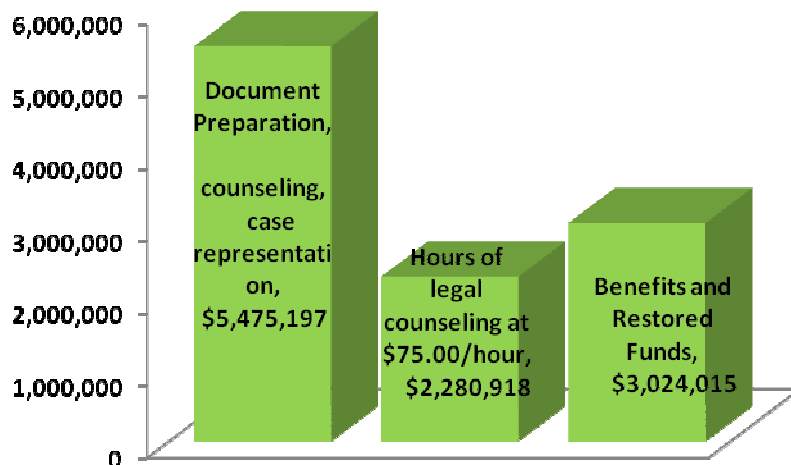
resources to provide services continue to decrease.

Monetary Benefits Realized

In SFY 2009 ELAP saved older Georgians \$5,475,197 by providing document preparation, legal counseling and case representation.

An additional \$3,024,015 was provided through the more than 40,320 hours and 20 minutes of legal counseling provided, calculated at a very conservative

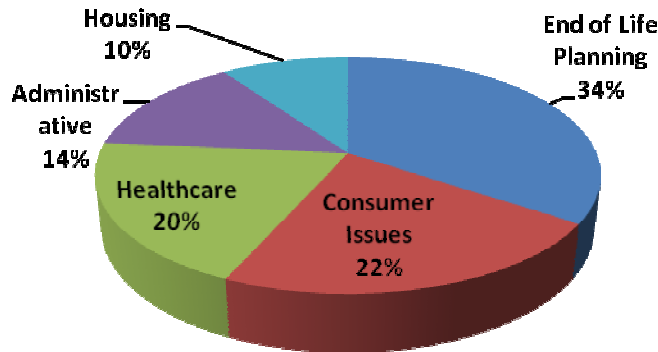
Monetary Savings



\$75.00 per hour.

More than \$2,280,918 was obtained in benefits and restored funds for older Georgians through the work of ELAP.

Top Five Categories of Closed Cases



Top Five Primary Case Types Closed-SFY 2009

Thirty-two (32%) of the cases closed reflect the increase that ELAP saw in this fiscal year in the problems seniors were experiencing. The most prevalent of those cases were largely related to mortgage issues, foreclosures, reverse mortgages and predatory lending. The second area involved debt collection and harassment by debt collectors including attempts at garnishing federally protected income like Social Security and Supplemental Security

Income.

End-of-Life Planning, representing 34% of all cases closed included assistance with making advance arrangements to have wishes followed in the event of impaired or complete loss of capacity by seniors and extended to putting tools in place to protect the senior's health care placement setting in the final stages of life.

- Administrative** – Social Security, Food Stamps, Disability
- Consumer** – Foreclosure, Mortgages, Debt Relief
- End of Life Decisions** – Georgia Advance Directive for Healthcare, Financial Powers of Attorney, Qualified Income Trusts
- Health Care** – Medicare, Medicaid, Nursing Home & Personal Care Home Issues
- 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 2009, 17,625 seniors attended 731 legal education sessions conducted by the Georgia Elderly Legal Assistance Program.

The top ten topics covered in community education session is SFY2009 were:

1. Consumer fraud which includes: Scams, ID Theft, Telemarketing
2. Housing, mortgages, foreclosure
3. Medicare Part D – Appeals, subsidy, buy-in
4. Advanced Directives, Power of Attorney
5. Stimulus payments, taxes, Earned Income Tax Credit (EITC)
6. Medicaid, Spousal impoverishment
7. Estate Recovery
8. Final arrangements/ End of life
9. Wills, estate, probate

10. ELAP/Elder law issues

Examples of Older Georgians Whose Lives ELAP Impacted

An eighty-year-old nursing home resident sought to terminate a guardianship which had been filed by his daughter. ELAP represented this man in a hearing where the court determined the client had capacity and terminated the guardianship order. This action authorized the client to move out of the nursing home where the guardian had placed him. The client returned to his former home and established a support system of friends and neighbors to help him with activities of daily living.

A seventy-three year old client had a mortgage with a \$185,000 balance. The loan included provisions establishing a payment situation that the client clearly had no capacity to meet. ELAP negotiated an agreement with the lender to accept a “short sale” of \$108,000 which the client was able to obtain from a reverse mortgage allowing him to pay off the mortgage and remain in his home.

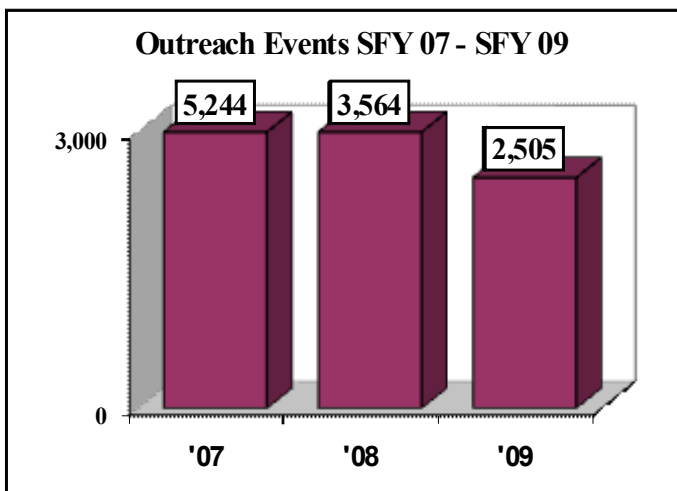
A seventy-five year old client was denied survivor benefits under her deceased husband’s federal employment. The Office of Personnel Management based the denial on a claim that the husband had remarried another woman after his marriage to the client; and that this spouse was making a claim for survivor’s benefits too. ELAP intervened and agreed to represent the client. The denial of benefits was appealed based upon proof the client and her husband had never been divorced. The client prevailed and was approved for retroactive benefits of \$36,203.40 and ongoing monthly benefits of \$1,403.00

A ninety-one year old client requested assistance with reviewing a document. ELAP discovered that the client had been paying her Medicare premiums since 2004 although she was dually eligible for Medicare and Medicaid. After negotiations with the Social Security Administration, the client received a refund of those payments dating back to 2004 in the amount of \$4,201.20 and ongoing payment of her monthly Medicare Part B premium.

GeorgiaCares

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 2009, GeorgiaCares conducted a total of 2,505 outreach and 79 media events to 2,192,951 individuals regarding health insurance information on Medicare, Medicaid, prescription assistance, Medigap, long-term care services, and other health insurance needs and Medicare fraud prevention.

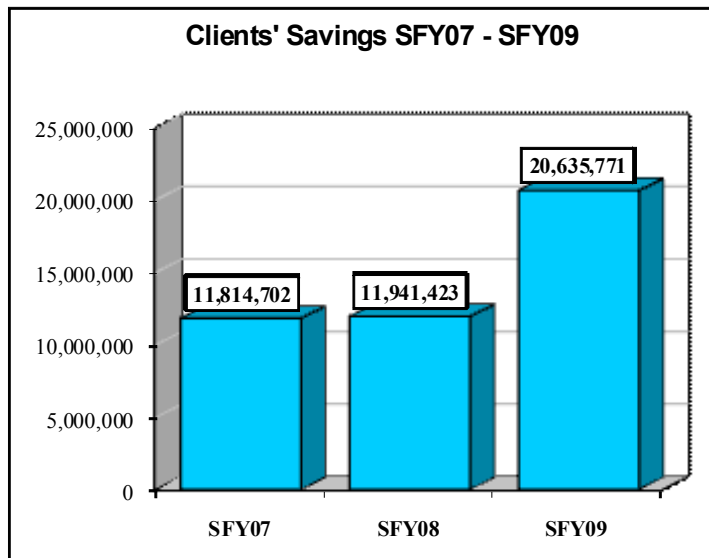
383 trained volunteers served clients in SFY 2009.

A total of 28,143 clients were served.

Reducing "Out-of-Pocket" Costs

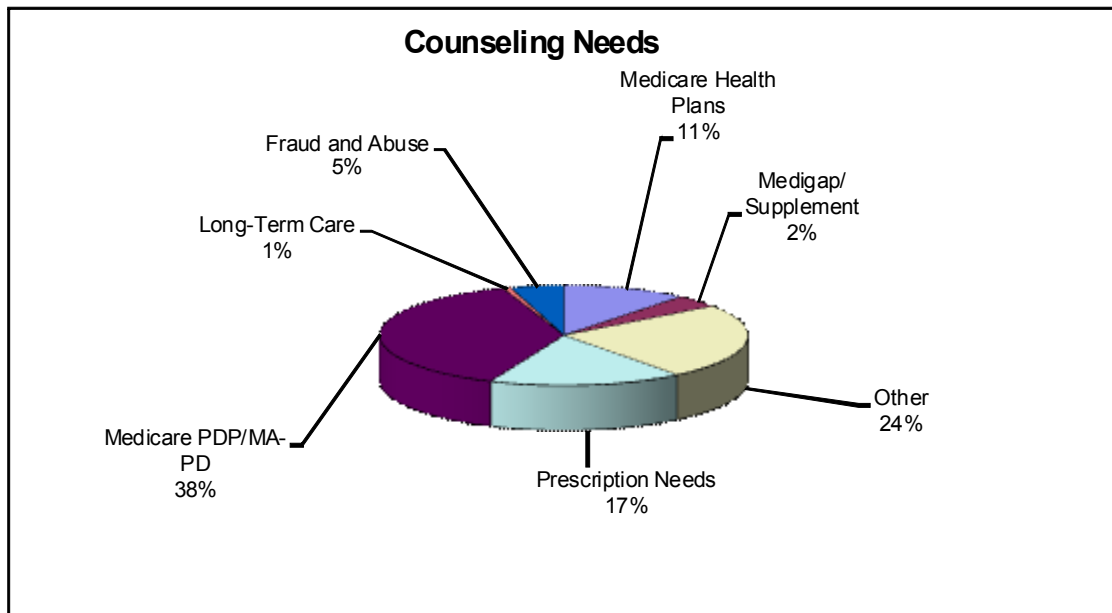
Over the last three years, GeorgiaCares has enabled clients to save more than \$44 million in health insurance and related expenses.

In SFY 2009, GeorgiaCares saved beneficiaries \$20,635,771.00 in out-of-pocket expenses.



Types of Issues Addressed by GeorgiaCares

In SFY 2009, 38% of GeorgiaCares calls dealt with Medicare beneficiaries needing prescription assistance.



Examples of Outstanding Accomplishments

- Georgia is recognized as being #31 in National SHIP Performance Standards.
- Georgia is one of only 14 states authorized to participate in the Long-Term Care (LTC) Partnership initiative.
- Compared to the 8 other SHIPs in our cluster, GeorgiaCares' Cluster Ranking is 4.
- Georgia's SMP received the 2009 Outstanding Performance Award for Group Educational Sessions.

Challenges for the Future

GeorgiaCares will continue a large scale outreach campaign geared to educating and assisting Medicare beneficiaries regarding their benefits and fraud prevention.

GeorgiaCares will launch a widescale outreach campaign to inform Georgians of the benefits and availability of LTC Partnership policies.

GeorgiaCares provides services to all 159 counties in the state and will focus additional outreach endeavors on reaching underserved populations and the low income Medicare beneficiaries.

Kinship Care Services

Overview

The term “kinship care” has been used in Georgia to refer to relatives who are raising related children due to the temporary or permanent absence of the biological parents. These relatives include great-grandparents and grandparents raising grandchildren (GRG), aunts and uncles raising nieces and nephews, and cousins and other relatives raising children. During SFY 2009, the core supportive services included information and assistance, support groups, and community public education. To expand resources, the aging network also has collaborated with local, public and private organizations.

When a relative caregiver assumes the responsibility of providing full-time custodial and financial care for a child, they do not always fully anticipate the additional responsibilities and resources needed. It is not until they begin providing care that these relative caregivers realize the physical, financial, and social needs associated with caring for their relative children.

Partnerships

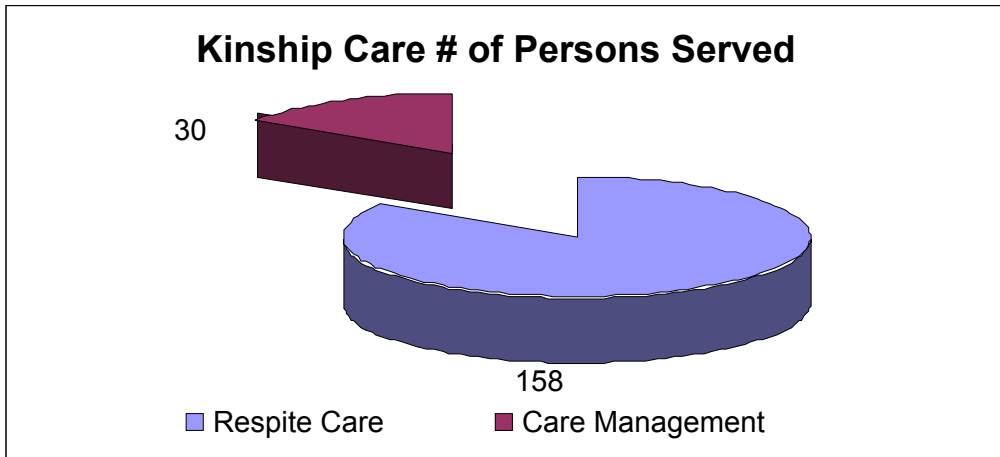
During SFY09, the Division of Aging Services continued to contract with the Atlanta Legal Aid Society, Inc., and the Georgia Legal Services Program to provide an array of legal services to relative caregivers, including the provision of legal advice to and representation of relative caregivers in matters concerning adoption, custody, housing, public benefits, and special education needs of children. In SFY09, 291 volunteer attorneys were recruited to provide kinship care legal services to kinship care families, 61 children were adopted, 291 relatives were provided guardianship of their relative children, and 138 relatives obtained custody of their relative children.

In partnership with Jewish Family and Career Services, the Kinship Care Navigator Program placed grandparent caregivers in the Division of Family and Children Services (DFCS), the Division of Public Health, and metropolitan Atlanta and surrounding county offices of the Office of Child Support (OCSS) Services. Through this program, relative caregivers work part-time to assist other relative caregivers to navigate the requirements of the social service and public benefits systems and to better understand what resources are available. Eight Kinship Care Navigators are currently serving as staff within DHS Divisions.

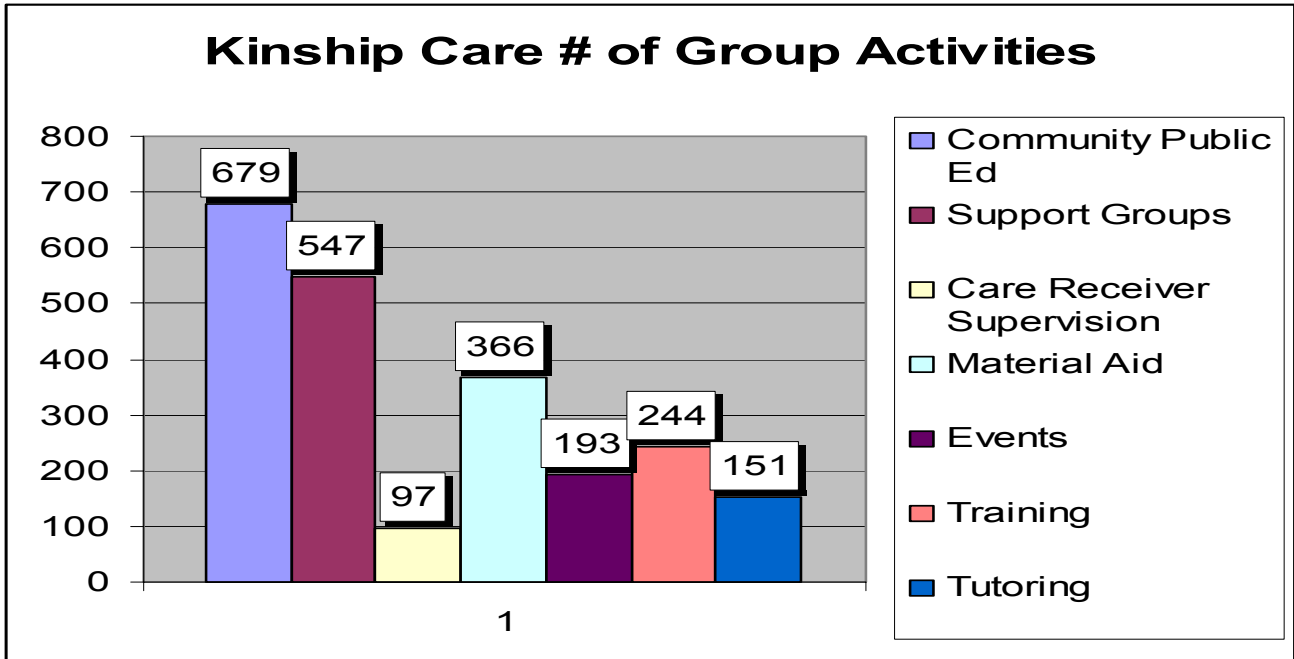
The Division of Aging Services continues to lead the DHS Grandparents Raising Grandchildren Work Team. Through collaborative efforts, The National Center on Grandparents Raising Grandchildren has joined this work team with the intention of assisting and expanding

research-related, educational, and policy efforts toward relative care programs within DHS and in Georgia.

Grandparents & Others Served



- ✓ Kinship Care Group provides the opportunity to document all of the group activities and duplicated persons served.



Success Stories

Grandmother T.B. had learned of a program within Mercy Senior Care, a subcontractor of Northwest Georgia Area Agency on Aging, in which she could train, study for and test to become a Certified Nursing Assistant. After much deliberation and encouragement by Mercy Senior Care and Grands Who Care staff, she passed her CNA certification exams and has been hired to work private duty in-home services. This job has given her more income to care for herself and the children, and it has increased her self-esteem to know that she continues to make a difference.

Ms. W., manager of a single-headed household family, is raising four grandchildren. Before Ms. W. knew about the Kinship Care Program in Middle Georgia, she struggled to support her family. Ms. W. did not know of any resources in the area and also was hindered from clearly communicating due to a stroke. Ms. W. was referred to the Kinship Program by a caregiver and a collaborative partner in the area. Since having been referred, she has received assistance with home modifications and repairs, school supplies, Thanksgiving donations, and commodities, and she has participated in the Seniors Famers' Market Program. Ms. W. is always grateful for what assistance she can receive and she now knows where to turn for her caregiver needs.

Accomplishments Highlighted

Program outcomes of the kinship care program are measured through the Kinship Care Participant Satisfaction Survey, which is a program measurement and analysis tool for overall program satisfaction and benefit.

- Eighty-seven percent (87%) of the grandparents agreed that they are better able to cope with caring for the children they are raising since being involved with the kinship care services and activities.
- Eighty-five percent (85%) know about more resources and how to get services for themselves and the children in their care
- Eighty-two percent (82%) of grandparents reported that they agreed they were not as stressed since participating in the kinship care program

Future Directions and Opportunities

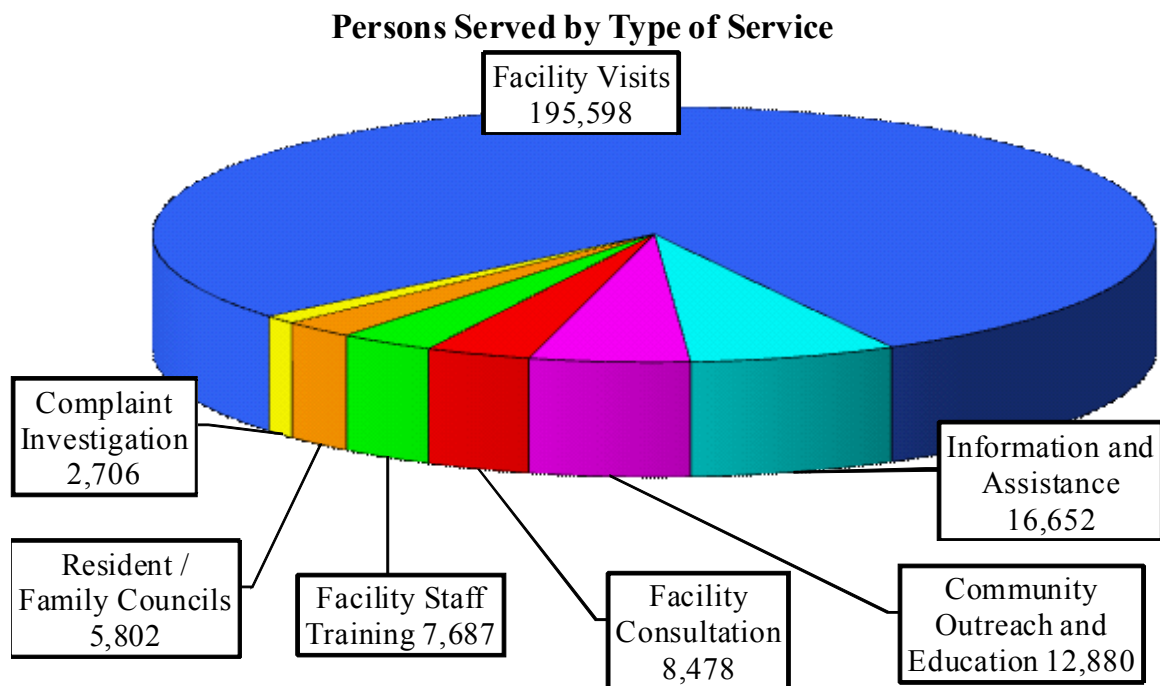
- Beginning SFY10, the Division of Aging Services will no longer require Area Agencies on Aging to provide kinship care services, as state funds allocated for this program were discontinued. 10 out of the 12 Area Agencies on Aging have committed to continue supportive services to relative caregivers by way of other state, federal and local funding sources.
- Department of Human Services divisions and offices will continue collaborative training in order to expand knowledge of Grandparents Raising Grandchildren resources
- Area Agencies on Aging will conduct a regional educational summit for grandparents raising grandchildren Spring 2010. Currently involved AAAs include the Atlanta Regional Commission and Central Savannah River.

Long-Term Care Ombudsman Program

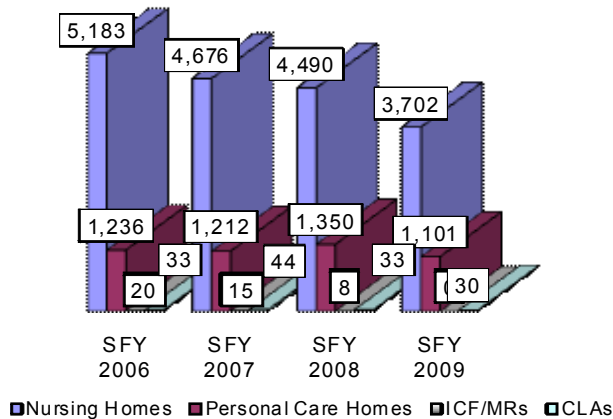
The Long-Term Care Ombudsman Program works to improve the quality of life of residents of long-term care facilities by acting as their independent advocate. This includes residents of nursing homes, personal care homes (also called assisted living), intermediate care facilities for the mentally retarded (ICF/MR), and community living arrangements (CLAs). Ombudsman staff and volunteers informally investigate and resolve complaints on behalf of residents.

Persons Served

In SFY 2009, the Long-Term Care Ombudsman Program served 249,803 persons. Seventy-eight percent of these individuals were served during ombudsman visits to facilities. This represents an average of 2.6 ombudsman visits for each resident bed during the year. Over 16,650 individuals received information and assistance regarding long-term care options, public benefits, residents' rights, etc.



Ombudsmen received an average of 1.8 complaints per complainant for investigation.



Complaints Handled by Ombudsmen

In SFY 2009, the Ombudsman Program received 4,833 complaints.

Ombudsmen achieved satisfactory outcomes for 93% of complaints in SFY 2009.

Types of Complaints

Residents' rights (29%), quality of life concerns (28%), and care issues (26%) accounted for over 85 percent of the complaints received

by ombudsmen in SFY 2009.

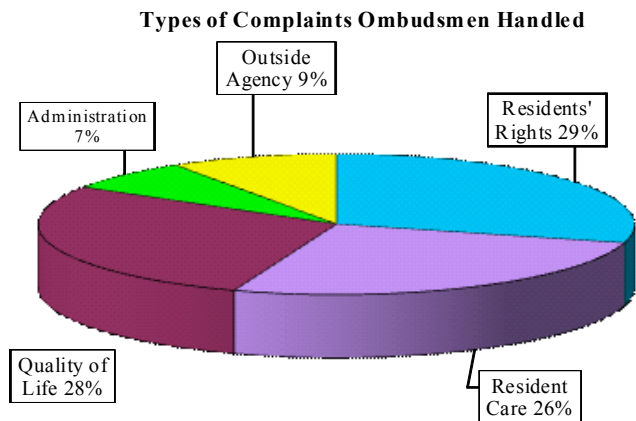
Examples of Outstanding Accomplishments

Advocated for long-term care residents, including:

- ✓ Supporting felony provisions for abuse committed in long-term care facilities.
- ✓ Working to minimize cuts to personal care home regulation and enforcement.
- ✓ Supporting appointment of a Disability Services Ombudsman.
- ✓ Participating in Money Follows the Person (helping transition nursing home residents into community settings).

Evaluated our program effectiveness

- ✓ Together with the rest of DAS, LTCO participated in using the Malcolm Baldrige model for performance management, resulting in the Oglethorpe Progress Award.



This work included updating our key processes and measuring our work (and comparing our work to that of other states).

Promoted Quality Improvement in Nursing Homes

- ✓ Ombudsmen promoted the Advancing Excellence in America's Nursing Homes campaign with residents, families, facility staff, and the general public.

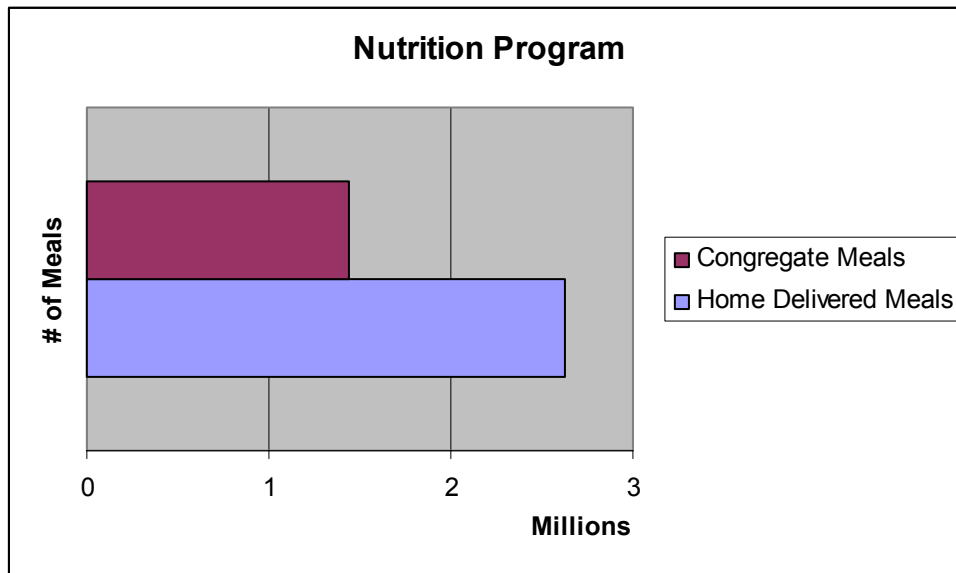
Nutrition and Wellness

Overview

"Living Longer, Living Well" – The Nutrition and Wellness Programs are 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 nutrition and health status, increase functional abilities, promote safety at home, avoid or delay problems caused by chronic diseases and enhance quality of life.

Partners in Service Delivery System

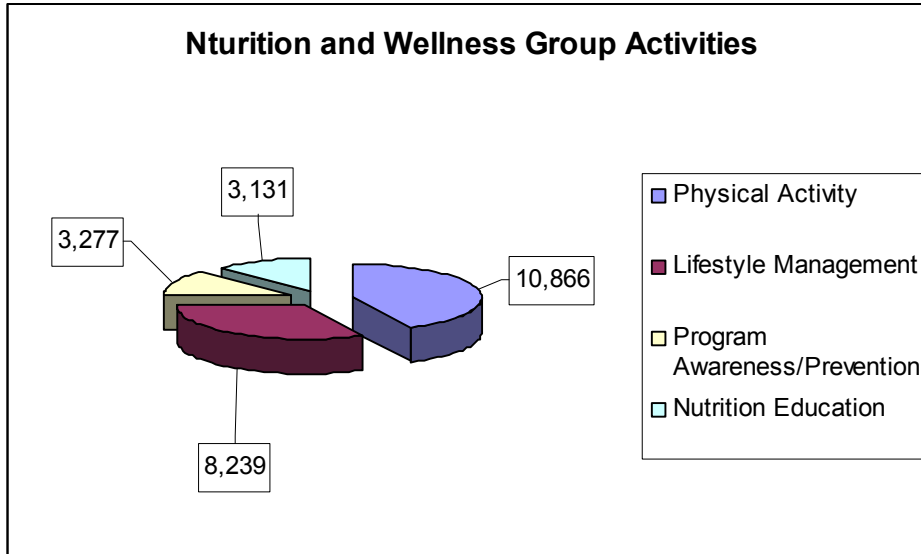
The Division of Aging Services partners with the Aging Network and other public and private sector agencies to provide nutrition and wellness program services. These partners include; University of Georgia, Area Agencies on Aging, Senior Centers, Diabetes Association of Atlanta, Georgia Extension Service, Georgia Commission on Women, Georgia Osteoporosis Initiative, Division of Public Health, AARP, American Cancer Society, Parks & Recreation etc.



Total Meals Served: 4,050,989 (congregate meals -1,472,772 and Home delivered meals – 2,578,217)

- ✓ Home Delivered Meals served to 14,461 persons
- ✓ Congregate Meals served to 14,325 persons
- ✓ Additional 2,260 persons served with these individual services:
 - Exercise and Physical Fitness
 - Medications Management
 - Nutrition Counseling

- Health Related and Health Screening



- ✓ Physical Activities included chair exercise, dancing, aerobics, walking, weight exercises, water aerobics, yoga, etc.
- ✓ Lifestyle Management included recreation, safety, therapeutic activities, and tobacco cessation
- ✓ Program Awareness/Prevention included community events, distribution of materials, medications management, immunizations and group screening activities
- ✓ Nutrition Education included nutrition and health sessions, menu planning and food preparation, explanation of Dietary Guidelines, eating and feeding information, and food safety

Success Stories

The Website (livewellagewell.com): The web site's main purpose is to provide information on healthy aging for people aged 50 and older, their families, and their caregivers. The website tracking shows that during 2008-2009, Live Well Age Well web site had 31657 (2638 average per month) unique visitors who made 38659 (3221 average per month) unique visits and viewed 16,760 pages (1396 average per month). Most frequently visited information sections on the web site included: Chair exercises; In the News; Menus; Community Intervention materials and Success Stories. We received several requests during the year from universities, teaching hospitals and churches to grant them permission for using our program materials posted on the web site on healthy aging.

12th Annual Healthy Aging Summit: The Division and its partners hosted the 12th Annual Healthy Aging Summit at the Marriott Hotel in Augusta, Georgia. More than 200 health care professionals attended the conference. Nutrition Service providers, partner agencies Division of Aging Staff and seniors were recognized at the conference for their outstanding contributions in promoting healthy aging. More than 97% of the conference attendees rated the conference to be “good to excellent” and more than 99% of the conference attendees rated that the information provided at the conference was “extremely important” to do their job better.

Senior Farmers’ Market Nutrition Program: The Division of Aging Services in collaboration with the Division of Public Health administered the Senior Farmers’ Market Nutrition Program. The program was a huge success with one of the highest voucher redemption rates in the country (97%). More than 11,200 seniors benefited from this program. The program participants received \$20 worth of coupons for the purchase of locally grown fresh produce and received nutrition education information on cooking tips, canning and freezing tips, and importance of consuming fresh fruits and vegetables to overall health.

The Division’s Chief Nutritionist was invited to serve on the Administration on Aging sponsored National Nutrition Program Evaluation Task Force to provide input in the development of a tool to evaluate the Older American’s Act funded Nutrition Program.

Accomplishments Highlighted

- ✓ More than 3000 program participants participated in various physical activity programs such as walking, Tai Chi, chair exercises and other resistance exercise programs and improved their strength, balance and flexibility
- ✓ More than 15,000 program participants participated in various nutrition education activities and learned ways to prevent/manage chronic diseases by eating healthy, keeping food safe to eat and planning healthy meals on a budget

Future Directions and Opportunities

- Increase partnerships with the Division of Public Health, Georgia Diabetes Coalition, Center for Disease Control, Food and Drug Administration, Georgia Osteoporosis Initiative, Georgia Commission on Women, hospitals and other public/private sector agencies to expand wellness program activities and resources
- Coordinate efforts with Department of Public Health and United States Department of Agriculture to increase funding for the Georgia Senior Farmers’ Market Nutrition Program. With increased funding, we will be able to increase the number of older adults participating in the SFMNP program and also help improve access to fruits and vegetables.
- Develop strategies to plan and implement evidence based health promotion programs
- Coordinate efforts with UGA, food banks and other public/private sector agencies to address food insecurity & hunger issues in older adults and increase awareness regarding their participation in Supplemental Nutrition Assistance Programs (SNAP).

Older Americans Community Service Employment Program

The Older Americans Community Service Employment Program (**OACSEP**) provides useful part-time community service assignments and training for unemployed, 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.

Persons Served

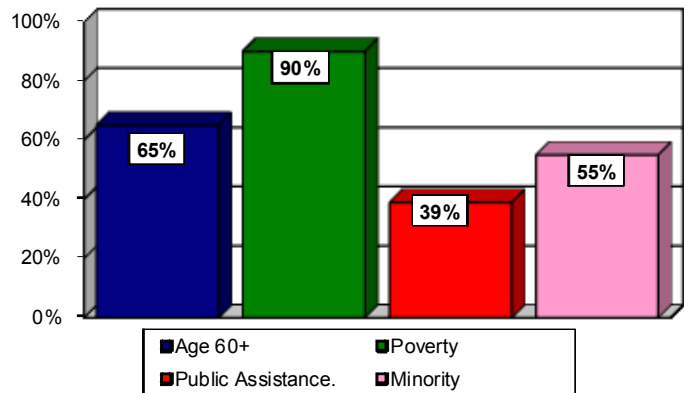
Although participants can be as young as 55 years of age, 65% were over age 60.

Ninty percent (90%) of persons enrolled had incomes below the federal poverty level.

Thirty-Nine percent (39%) of current enrollees were receiving public assistance.

Fifty-Five percent (55%) of enrollees were minorities.

SCSEP Participant Demographics



Examples of Outstanding Accomplishments

- ✓ Exceeded the required Community Service goal of 79.2% required by USDOL; achieved 82.3%
- ✓ Exceeded the require Entered Employment rate of 55.4% by USDOL; achieved 58.5%.
- ✓ Exceeded the required Retention Rate of 70.3%; achieved 80%
- ✓ Exceeded the required Service Level goal of 175% ; achieved 176.9%
- ✓ Program participants provided 291,085 hours of Community Service while training in the OACSEP program.

Community Benefits

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

Participants provided over 281,650 hours of service to community organizations.

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

Challenges and Directions for the Future

Newly reauthorized Older Americans Act will change some aspects of the program.

U.S. Department of Labor reporting requirements and systems continue in the developmental stages.

Increase opportunities for job skills training and employment as follows:

- ✓ Develop additional partnerships with other workforce development agencies, programs and employers.
- ✓ Develop and implement recruitment strategies and materials that target older job seekers who are most in need and who have poor employment prospects.
- ✓ Our mission is to create and sustain a statewide network of professionals who provide programs and services for older workers, to promote and support cooperation, coordination, collaboration and co-enrollment of participants in these programs and services. GA's OWN promotes employment for older workers in Georgia through its various and regular activities that allow for regular coordination, informational and training activities for GA's OWN members, while emphasizing the positive qualities of older workers.
- ✓ We will continue to emphasize the SCSEP priorities of serving those over 60, veterans and spouses of veterans, those with the greatest economic need, those who are minorities and those with the greatest social need. We continue to collaborate with agencies which serve veterans, persons with physical and mental disabilities, language barriers, and cultural, social or physical isolation brought about by racial or ethnic status or poverty level income. We expect to work with those organizations to facilitate providing needed services to special populations at One-Stop Centers.