

# PROGRAM EVALUATION REPORT

## *Department on Aging*

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The contents of this report are considered sworn testimony from the agency director.

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Online Quick Links:

[www.GetCareSC.com](http://www.GetCareSC.com)

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## I. Agency Snapshot

### A. Glossary of Terms

#### 1. Glossary of agency terms.

Term, Phrase or Acronym	Meaning of the Term, Phrase or Acronym
Adequate proportion	The minimum amount of federal Title III-B OAA funds to be expended for the delivery of legal assistance. In South Carolina, the minimum adequate proportion has been set at 1%.
Administration on Aging (AOA)	The federal agency established in the Office of the Secretary, for the United States Department of Health and Human Services (USDHHS), which is charged with the responsibility for administering the provisions of the OAA. The AoA is now part of the Administration for Community Living (ACL) at the USDHHS.
Advice (legal)	An informed opinion and the suggestion of possible courses of legal action that may be taken to remedy an identified legal problem; or clarification of rights under the law rendered by an attorney licensed to practice law in the State of South Carolina.
Adult Child with Disabilities	According to the OAA, means a child who is 18 years of age or older; is financially dependent on an older individual who is a parent of the child; and has a disability.
Adult Day Care/Adult Day Health	Personal care for dependent elders in a supervised, protective, and congregate setting during some portion of a day. Services offered in conjunction with adult day care/adult day health typically include social and recreational activities, training, counseling, and services such as rehabilitation, medications assistance, and home health aide services for adult day health. Note: The OAA considers Adult Day Care to be a temporary Respite function.
Agency Executive/Management Staff	Personnel such as State Unit on Aging (SUA) director, directors of key divisions, and other positions that provide overall leadership and direction for the state or Area Agency on Aging.
Aging and Disability Resource Center (ADRC)	An entity, network, or consortium established by the state as part of the state's system of long-term care to provide a coordinated system for providing consumers access to the range of publicly- and privately-supported long-term care programs for which older individuals and persons with disabilities may be eligible by serving as a convenient point of entry for such programs. ADRC's include an emphasis on independent living and home and community-based services. In South Carolina, ADRCs are part of the AAAs.
Aging Network	In South Carolina, the network of the South Carolina Department on Aging, Area Agencies on Aging (AAAs), and service providers contracted by the AAAs.
Area Agency on Aging	A public or private nonprofit agency or organization designated by the South Carolina Department on Aging, which in a designated planning and service area administers the OAA and other programs at the local level to assure that supportive and nutrition services are made available to older persons in communities where they live by funding, implementing, coordinating, expanding and maintaining needed services. (adapted from the Older Americans Act)
Advanced Information Manager System (AIM)	Client and service tracking tool used by the SCDOA and Aging Network.
Alzheimer's Disease and Related Disorders Resource Coordination Center (ADRC)	Division within the SCDOA for dementia and Alzheimer's coordination.
Area Plan	The official document that is submitted by a designated AAA to the Department on Aging for approval in order to receive aging grant funding during a grant period set by the Department on Aging every four years. The State of South Carolina has a four-year State Plan, which is submitted to the ACL. The AAA's Area Plan is based partly on the State Plan Assurances. The

	AAA's approved area plan shall be updated annually, or as required by the Department on Aging. The Area Plan process shall be comprehensive and inclusive of all programmatic systems and services. The area plan sets forth measurable objectives and identifies the planning, coordination, administration, social services, resource allocation, evaluation, and other related activities to be undertaken for the plan period. An Area Plan is required for the receipt of OAA funds and shall be strictly adhered to by the AAA and its providers.
Assessment	The process of determining the level of need of aging clients in order to provide OAA services. The AAAs assess clients to determine service eligibility and priority.
Assets	Liquid (cash) and non-liquid (non-cash) property of value belonging to the older individual who seeks/requests legal assistance.
Assisted Transportation	Assistance and transportation, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation. These trips are primarily for medical appointments or essential trips such as grocery shopping. These are primarily round-trips.
Assistive Technology	Devices, equipment, technology, engineering methodologies, or scientific principles appropriate to meet the needs of and address the barriers confronting older individuals with functional limitations.
At-risk for institutional placement	An older individual unable to perform at least two (2) activities of daily living without substantial assistance (including verbal reminders, physical cues, or supervision) and is determined by the state involved to be in need of placement in a long-term care facility.
Attorney	A person who provides legal assistance to eligible clients and who is authorized to practice law in the jurisdiction (state) where assistance is rendered.
Caregiver	An individual who has the responsibility for the care of an older individual, either voluntarily, by contract, by receipt of payment for care, or as a result of the operation of law and means a family member or the individual who provides (on behalf of such individual or of a public or private agency, organization or institution) compensated or uncompensated care to an older individual.
Child	NAPIS defines a child as an individual who is not more than 18 years of age or an individual 19 – 59 years of age who has a disability. Under the Family Caregiver Support Program (FCSP) in the OAA, child is a term used in relation to a grandparent or other older relative who is a caregiver of a child.
Councils of Government (COGs)	Governmental entities supporting local and regional planning. Seven of the 10 South Carolina Area Agencies on Aging are housed in COGs.
Chore	Assistance such as heavy housework, yard work, or sidewalk maintenance for a person. (as defined by NAPIS)
Chronic Disease Self-Management Education (CDSME)	Chronic Disease Self-Management Education provides the tools necessary to self-manage personal health issue. The Chronic Disease Self-Management Program (CDSMP) is a workshop for adults with at least one chronic health condition, which may include arthritis. It focuses on disease management skills including decision making, problem-solving, and action planning.
Chronic Disease Self-Management Program (CDSMP)	The Chronic Disease Self-Management Program allows the senior to self-manage personal health issues. <b>The Chronic Disease Self-Management Program (CDSMP) is a workshop for adults with at least one chronic health condition, which may include arthritis. It focuses on disease management skills including decision making, problem-solving, and action planning.</b>
Civic Engagement	An individual or collective action designed to address a public concern or an unmet human, educational, health care, environmental, or public safety need.
Comprehensive and Coordinated Systems	Interrelated social and nutritional services designed to meet the needs of older persons in a planning and service area.
Conflict of Interest	When an employee, officer, agent, or any member of that person's immediate family, a partner, or an organization, which employs or is about to employ any

	<p>of the parties indicated herein, has a financial or other interest in the firm selected for an award.</p> <p>Note: A conflict of interest exists in the Long Term Care Ombudsman Program when other interests intrude upon, interfere with, or threaten to negate the ability of the Regional Ombudsman to advocate without compromise on behalf of long-term care facility residents. Types of conflicts of interest include: (1) Conflicts of loyalty: incentives, often related to financial or employment considerations that shape one’s judgment or behavior in ways that are contrary to the interest of residents; (2) Conflicts of commitment: goals or obligations that direct one’s time and/or attention away from the interest of the residents; and (3) Conflicts of control: limitations or restrictions that effectively foreclose one’s ability to take actions to advocate for the interest of residents (OAA 712(f)(1-3) and 45 CFR 1324.21).</p>
Congregate Meal	A meal provided to a qualified individual in a group setting. The meal as served meets all of the requirements of the OAA and state and local laws.
Constituent	A person who authorizes another to act on his or her behalf, as a voter in a district represented by an elected official.
Construction	Building a new multipurpose senior center facility (including the cost of land acquisition, architectural and engineering fees) or making modifications to or in connection with an existing facility that is in excess of double the square footage of the original facility, or any physical improvements to a building.)
Council on Aging (COA)	An entity that contracts with the AAAs to provide aging services.
Criminal Proceeding	Adversary judicial process prosecuted by a formal complaint, information, or indictment charging a person with an offense deemed “criminal” by applicable state or federal law and punishable by death, imprisonment, or a jail sentence. A misdemeanor or a lesser offense tried in an Indian Tribal court is not a “criminal proceeding.”
Department on Aging	The agency federally designated as the State Unit on Aging (SUA) in South Carolina. The Department on Aging was established to study, plan, promote, and coordinate a statewide program to meet the present and future needs of aging citizens. The Department on Aging is designated as the SUA for South Carolina to administer OAA funds and OAA programs. State Code Section 43-21-40 authorizes the SUA to be housed in the Department on Aging and to administer all federal programs relating to aging that are not the specific responsibilities of another state agency under the provisions of federal or state law.
Direct Services	Any activity performed to provide services directly to individuals and/or older persons by the staff of the Department on Aging, AAA, or provider.
Disability	<p>A condition attributable to mental or physical impairment, or a combination of mental and physical impairments, that result in substantial functional limitations in one or more of the following:</p> <ul style="list-style-type: none"> <li>• self-care;</li> <li>• receptive and expressive language;</li> <li>• learning;</li> <li>• mobility;</li> <li>• self-direction;</li> <li>• economic self-sufficiency;</li> <li>• cognitive functioning; and</li> <li>• emotional adjustment.</li> </ul> <p>The Department on Aging’s role with disabilities is to provide information and referral, education, advocacy, and respite resources for adults with disabilities over age 18, the individuals’ families, and caregivers.</p>
Donated Food/Cash	Food/cash made available by the United States Department of Agriculture (USDA) through the Food Distribution Program to ACL for use in OAA

	nutritional services.
Education (legal)	Preparation and presentation of programs to inform elderly persons specifically about their rights, some aspect(s) of the legal system, or alternative courses of legal action.
Elder Abuse	Used with respect to older individuals, collectively, means efforts to prevent, detect, treat, intervene in and respond to elder abuse, neglect, and exploitation and to protect older individuals with diminished capacity while maximizing their autonomy, and used with respect to an individual who is an older individual, means the recognition of the individual's rights including the right to be free of abuse, neglect, and exploitation.
Elder Justice	Used with respect to older individuals, collectively, means efforts to prevent, detect, treat, intervene in and respond to elder abuse, neglect, and exploitation and to protect older individuals with diminished capacity while maximizing their autonomy, and used with respect to an individual who is an older individual, means the recognition of the individual's rights including the right to be free of abuse, neglect, and exploitation.
Eligible client	Aging services clients age 60 and over who meet eligibility requirements. In regards to legal services, used with respect to older individuals, collectively, means efforts to prevent, detect, treat, intervene in and respond to elder abuse, neglect, and exploitation and to protect older individuals with diminished capacity while maximizing their autonomy, and used with respect to an individual who is an older individual, means the recognition of the individual's rights including the right to be free of abuse, neglect, and exploitation.
Elderly Client	An individual who is 60 years of age or older, or who is less than 60 years of age and has a diagnosis of early onset dementia, who receives OAA services. (as defined by NAPIS)
Event Transportation	Round trip transportation, with multiple riders, starting from and returning to a single point of origin, going to an event that is beneficial for seniors, and approved by the Area Agency on Aging (AAA). (Examples of Event Transportation include, but are not limited to, trips to cultural events, parks, and/or sporting events that provide socialization).
Evidence-Based Health Promotion Programs	A research-based program related to the prevention and mitigation of the effects of chronic diseases such as osteoporosis, hypertension, obesity, diabetes, or cardiovascular disease; and programs directed at alcohol or substance abuse, smoking cessation, stress management, fall prevention, physical activity, and improved nutrition that produce validated positive outcomes.
Exploitation	Causing or requiring a vulnerable adult to engage in activity or labor, which is improper, unlawful, or against the reasonable and rational wishes of the vulnerable adult. An improper, unlawful, or unauthorized use of the funds, assets, property, power of attorney, guardianship, or conservatorship of a vulnerable adult by a person for the profit or advantage of that person or another person; or causing a vulnerable adult to purchase goods or services for the profit or advantage of the seller or another person through: (i) undue influence, (ii) harassment, (iii) duress, (iv) force, (v) coercion, or (vi) swindling by overreaching, cheating, or defrauding the vulnerable adult through cunning arts or devices that delude the vulnerable adult and cause him to lose money or other property. (S.C. Code of Laws Ann. § 43-35-10(3))
Fair Market Value	The amount that a reasonable buyer would pay to a reasonable seller when neither party is compelled to make the transaction. For fair market value for donated personal services, change the terms "buyer and seller" to "employer and employee."

Family Caregiver Support Program	A program required by the OAA to provide support to an adult family member, or another individual, who is an “informal” provider of in-home and community care to an older individual. The OAA sets five required FCSP support services: <ol style="list-style-type: none"> <li>1. Information to Groups</li> <li>2. Assistance to Caregivers in Gaining Access to Services</li> <li>3. Individual Counseling, Support Groups, and Caregiver Training</li> <li>4. Respite Services</li> <li>5. Supplemental Services</li> </ol>
Fee Generating Case	Any case or matter which, if undertaken on behalf of an eligible client by an attorney in private practice, reasonably may be expected to result in a fee for legal services from an award to a client from public funds or from an opposing party; excludes court appointments and Social Security/SSI cases and disability cases that have been rejected by 2-3 members of the private bar or other local lawyer referral program. (45 CFR 1321.71(g)(1))
Fiduciary	A person or entity with the legal responsibility to make decisions on behalf of and for the benefit of another person; and to act in good faith and with fairness and includes a trustee, a guardian, a conservator, an executor, an agent under a financial power of attorney or healthcare power of attorney or a representative payee.
Fiscal Year	The State Fiscal Year (SFY) covers the period from July 1 through June 30. Normally, the Federal Fiscal Year (FFY) covers the period from October 1 through September 30.
Focal Point	A facility established to encourage the maximum collocation and coordination of services for older individuals.
Frail	An older individual functionally impaired because the individual is unable to perform at least two activities of daily living (three, at the state’s option) without substantial human assistance, due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.
Funding Stream	Sources of the monies that are available for providing the required aging services. Each service has its own funding stream(s). A funding stream can fund more than one kind of service.
Guardian ad Litem	Pursuant to Section 43-35-210, an individual appointed by the family court to advocate for the best interest of a vulnerable adult.
Geographically Isolated	Those seniors living in remote or rural areas.
Grandparent or other older relative caregiver of a child)	An older relative caregiver (grandparent, step grandparent, or other relative of a child by blood, marriage, or adoption), who is 55 years of age or older and— <ol style="list-style-type: none"> <li>A. lives with the child (means an individual who is not more than 18 years of age);</li> <li>B. is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregiver of the child;</li> <li>C. has a legal relationship to the child, such as legal custody or guardianship, or is raising the child informally; and</li> <li>D. lives with, is the informal provider of in-home and community care to, and is the primary caregiver for, a child or individual with a disability.</li> </ol> <p>Note: In South Carolina the program that supports a grandparent or other older relative caregiver of a child is called Seniors Raising Children.</p>
Grant-Related Income (GRI)	Income generated by the persons participating in activities funded under a grant. GRI can be in the form of cost-sharing or voluntary contributions and includes income from fees for state-funded services.
Grantee	The entity or government agency to which a grant is awarded and which is accountable for the use of the funds provided. The grantee is the entire legal entity even if only a particular component of the entity is designated in the

	grant award document.
Greatest Economic Need	The need resulting from an income level at or below the poverty line.
Greatest Social Need	The need caused by noneconomic factors, which include physical and mental disabilities; language barriers; and cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, that restricts the ability of an individual to perform normal daily tasks; or threatens the capacity of the individual to live independently.
Group Dining	Congregate sites where meals are served to seniors in a group setting. These sites are managed by organizations contracted by the AAAs.
Group Dining Site Activities	The OAA requires group dining sites to provide a mid-day activity that includes a nutritious meal and nutritional education, as well as a variety of activities to promote socialization. These activities include, but are not limited to, health, social, nutritional, and educational services. The activities should be beneficial to the group dining recipient's health and wellness in order to promote independent living.
Health Promotion and Disease Prevention	Services that include health screenings and assessments; organized physical fitness activities; evidence-based health promotion programs; medication management; home injury control services; and/or information, education, and prevention strategies for chronic disease and other health conditions that would reduce the length or quality of life of the person 60 or older. Since service units could be so diverse that they would not provide meaningful results, they are not included. Note: FY 2012 Congressional appropriations now require Title III-D funding can be used only for programs and activities demonstrated to be evidence-based. For more information, see <i>Department of Health and Human Services Appropriations Act, 2012 (Division F, Title II of P.L. 112-74)</i> . (as defined by NAPIS)
High Nutritional Risk	An individual who scores six or higher on the DETERMINE Your Nutritional Risk checklist published by the Nutrition Screening Initiative. (as defined by NAPIS)
High Risk Contractor	An entity that has entered into a legal agreement, and has demonstrated not to have the capacity to meet the legal requirements and terms of a contract. A contractor shall be considered "high-risk" if the AAA determines that it: (1) has a history of unsatisfactory performance; (2) is not compliant with OAA, Department on Aging, or AAA protocols and required procedures; (3) is proven not to have the skills, knowledge, staff, or professional capacity to successfully deliver services as contracted; (4) is not financially stable; (5) has a management system that does not meet the standards in 45 CFR Part 92 or 45 CFR Part 74, as applicable; (6) has not conformed to terms and conditions of previous contracts; (7) is otherwise irresponsible and/or nonresponsive to fulfilling Department on Aging and AAA data collection policies and procedures; (8) has misrepresented material facts regarding funding reimbursements or service units earned; or (9) has engaged in unethical, immoral, or illegal behavior or activities.
High Risk AAA	An Area Agency on Aging (AAA) or provider that: (1) has a history of unsatisfactory performance; (2) is not financially stable; (3) has a management system that does not meet the management standards prescribed; (4) has not conformed to terms and conditions of previous awards; or (5) is otherwise not responsible.
Home and Community-Based Services (HCBS)	Term used by the OAA and ACL to describe aging services provided by the SCDOA.
Homebound	Homebound status is established if an individual resides at home and meets one or more of the following: is unable to drive, or is limited in ability to drive extended time or distance, or does not have access to transportation, or is geographically isolated, and may be at risk for institutionalization.
Home-Delivered Meal	A meal provided to a qualified individual at a residence. The meal as served in a program administered by the AAAs and/or a provider shall meet all of the requirements of the OAA and state and local laws. (as defined by NAPIS)



Homemaker	Assistance such as preparing meals, shopping for personal items, managing money, using the telephone, or doing light housework. (as defined by NAPIS)
Insurance Counseling Assistance and Referral for Elders (I-Care)	Insurance counseling program commonly known as SHIP (State Health Insurance Program).
Impairment in Activities of Daily Living (ADL)	The inability to perform one or more of the following six activities of daily living without personal assistance, stand-by assistance, supervision, or cues: eating, dressing, bathing, toileting, transferring in and out of bed/chair, and walking. (as defined by NAPIS)
Impairment in Instrumental Activities of Daily Living (IADL)	The inability to perform one or more of the following eight instrumental activities of daily living without personal assistance, stand-by assistance, supervision, or cues: preparing meals, shopping for personal items, medication management, managing money, using a telephone, doing heavy housework, doing light housework, and transportation ability (transportation ability refers to the individual's ability to make use of available transportation without assistance). (as defined by NAPIS)
Income	Actual current monies received periodically, such as weekly or monthly by the older individual seeking aging services or assistance from the Legal Assistance Program in South Carolina.
Indian Tribal Organization (ITO)	Recognized governing body of any Native American tribe, or any legally established organization of Indians controlled, sanctioned, or chartered by the governing body.
Indian Tribe	Any tribe, band, nation, or other organized group or community of Native Americans recognized as eligible for special programs and services provided by the United States to them because of official status as Native Americans (Indians); or that is located on, or in proximity to, a federal or state reservation or rancheria.
Information and Assistance	A service that: (1) provides individuals with information on services available within the communities; (2) links individuals to the services and opportunities that are available within the communities; (3) to the maximum extent practicable, establishes adequate follow-up procedures. Internet web site "hits" are to be counted only if information is requested and supplied. (as defined by NAPIS)
In-Home Service	Personal care, chore, and homemaker, telephone reassurance, and in-home respite care for families.
Legal Assistance	Legal advice and representation provided by an attorney to older individuals with economic or social needs; and includes to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and counseling or representation by a non-lawyer where permitted by law.
Legal Representation	Direct assistance to an eligible client to achieve a solution to the legal problem; it encompasses research, negotiation, preparation of legal documents, correspondence, appearance at administrative hearings or in courts of law and legal appeals.
Living alone	A one-person household (using the Census definition of household) where the householder lives by himself or herself in an owned or rented place of residence in a non-institutional setting, including board and care facilities, assisted living units, and group homes. (as defined by NAPIS)
Long-Term Care	Any service, care, or item (including assistive devices), Evidence-Based Disease Prevention and Health Promotion services, and in-home services intended to assist individuals to cope with or to compensate for a functional impairment in performing activities of daily living; and not intended to prevent, diagnose, treat, or cure a medical disease or condition. These may be furnished at home, in a community care setting, or in a long-term care facility.
Lobbying	The promoting or opposing through direct communication with public officials or public employees: the introduction or enactment of legislation before the General Assembly or the committees or members of the General Assembly;

	covered gubernatorial actions; covered agency actions; or, consideration of the election or appointment of an individual to a public office elected or appointed by the General Assembly. (S.C. Code of Laws § 2-17-10(12))
Long Term Care Facility	Any skilled nursing facility as defined in the Social Security Act (42 U.S.C. 1395i- (a) or other nursing facility as defined in the Social Security Act (42 U.S.C. 1396r (a); a board and care facility (personal care home); and any other adult care home similar to one of these facilities or institutions.
Low income	Reflecting 150% of the federal poverty level. The Federal Poverty Level is currently: \$12,760 + \$4,480 for every extra person in the household. For example, 150% of the Federal Poverty Level for a one-person household with an income of \$12,760 would be \$19,140.
Meal Volunteer	An individual, who provides volunteer services during meal hours, has assigned duties, and is properly recorded and documented as a meal volunteer by the provider.
Medicare Improvement for Patients and Providers Act (MIPPA)	Medicare service provided by the SCDOA.
Means Test	The use of an older individual's income or resources to deny or limit that person's receipt of services. The Older Americans Act has a prohibition for means testing.
Medically Underserved Areas/Populations	According to the Health Resources and Services Administration of the United States Department of Health and Human Services, Medically Underserved Areas/Populations are areas or populations designated by HRSA as having too few primary care providers, high infant mortality, high poverty or a high elderly population. Health Professional Shortage Areas (HPSAs) are designated by HRSA as having shortages of primary medical care, dental or mental health providers and may be geographic (a county or service area), population (e.g. low income or Medicaid eligible) or facilities (e.g. federally qualified health center or other state or federal prisons). Additional information can be found at <a href="http://data.HRSA.Gov">data.HRSA.Gov</a> or <a href="https://data.hrsa.gov/tools/shortage-area/mua-find">https://data.hrsa.gov/tools/shortage-area/mua-find</a> .
Minority Provider	A provider of services to clients which meets any one of the following criteria: 1) a not for profit organization with a controlling board comprised at least 51 percent of individuals in the racial and ethnic categories listed below; 2) a private business concern that is at least 51 percent owned by individuals in the racial and ethnic categories listed below; 3) a publicly owned business having at least 51 percent of its stock owned by one or more individuals and having its management and daily business controlled by one or more individuals from the racial and ethnic categories listed below. The applicable racial and ethnic categories include: American Indian or Alaskan Native, Asian, Black or African-American, Native Hawaiian or Other Pacific Islander, or Hispanic. (as defined by NAPIS)
Minority Individuals	Persons who identify themselves as Native American, African-American, Asian, Hispanic, or members of any limited English-speaking groups designated as minorities within the state by the Department on Aging or the federal government.
Monthly Units of Service Report (MUSR)	The Aging Information Manager System (AIM) (or current data system) report which shall be submitted monthly by the AAAs to the Department on Aging.
Multi-Purpose Senior Center	A community facility or focal point for the provision of a broad spectrum of services including health, social, nutritional, cultural, and educational group activities for older persons.
National Aging Program Information System (NAPIS)	Annual report of aging service data submitted to ACL.
National Council on Aging (NCOA)	A professional organization promoting aging issues. Organization nationally certifies senior centers.
Neglect	The failure or omission of a caregiver to provide the care, goods, or services necessary to maintain the health or safety of a vulnerable adult including, but not limited to, food, clothing, medicine, shelter, supervision, and medical

	services and the failure or omission has caused, or presents a substantial risk of causing, physical or mental injury to the vulnerable adult. Noncompliance with regulatory standards alone does not constitute neglect. Neglect includes the inability of a vulnerable adult, in the absence of a caretaker, to provide for his or her own health or safety which produces or could reasonably be expected to produce serious physical or psychological harm or substantial risk of death (S.C. Code of Laws Ann. § 43-35-10(6)).
National Ombudsman Report (NORS)	Annual report of Ombudsman data submitted to ACL. Older Americans Act – the Federal law that governs aging and authorizes the State Units on Aging to coordinate aging services in the states.
Nonprofit Organization	An agency, institution, or organization that is owned and operated by one or more corporations or associations with no part of the net earnings benefiting any private shareholder or individual.
Notification of Grant Award (NGA)	A binding agreement between the SCDOA and AAAs showing the allocation of funds for aging services
Nutrition Counseling	Individualized guidance to individuals who are at nutritional risk because of health or nutrition history, dietary intake, chronic illnesses, or medications use, or to caregivers. Counseling is provided one-on-one by a registered dietician, and addresses the options and methods for improving nutrition status. Due to limited funding, this is not a reimbursable service. (as defined by NAPIS)
Nutrition Education	A program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to participants, caregivers, or participants and caregivers in a group or individual setting overseen by a dietician or individual of comparable expertise. (as defined by NAPIS)
Nutrition Services	Those services, whether provided by a government entity, nonprofit agency, or other organization, that provide meals and other nutritional services, including nutrition education and outreach to older persons. Such services may be provided in a group dining setting that offers a range of social and supporting services or in the home of an eligible older person.
Nutrition Service Incentives Program (NSIP) Meals	A Nutrition Services Incentive Program (NSIP) Meal is a meal served in compliance with all the requirements of the OAA, which means at a minimum that: 1) it has been served to a participant who is eligible under the OAA and has not been means-tested for participation; 2) it is compliant with the nutrition requirements; 3) it is served by an eligible agency; and 4) it is served to an individual who has an opportunity to contribute. NSIP Meals also include home-delivered meals provided as Supplemental Services under the Family Caregiver Support Program (Title III-E) to persons aged 60 and over who are either care recipients or caregivers (as well as spouses of any age). (as defined by NAPIS)
Older Americans Act of 1965 as amended	The Federal law authorizing and mandating aging service and program requirements for the SCDOA
Older Individual	An individual who is 60 years of age or older.
Office of Management and Budget (OMB)	A department in the Federal government that sets regulations for the SCDOA.
Other Services	A service provided using OAA funds that does not fall into the previously defined service categories. Expenditures shall be reported as “Other Services” in Section II.A. Line 15. (as defined by NAPIS)
Outreach	Intervention with individuals initiated by an agency or organization for the purpose of identifying potential clients (or the client’s caregivers) and encouraging the use of existing services and benefits. Note: The service units for information and assistance and for outreach are individual, one-on-one contacts between a service provider and an elderly client or caregiver. An activity that involves contact with multiple current or potential clients or caregivers (e.g., publications, publicity campaigns, and other mass media activities) should not be counted as a unit of service. Such services might be termed public information and reported on the public information category.

	They may also be reported in “Section II.E. – Utilization and Expenditures Profiles, Other Services Profile.” (as defined by NAPIS)
Paralegal	Legal assistants, also known as paralegals, are a distinguishable group of persons who assist attorneys in the delivery of legal services. Through formal education, training, and experience, legal assistants have knowledge and expertise regarding the legal system and substantive and procedural law which qualify them to do work of a legal nature under the supervision of an attorney, who is ultimately responsible.
Palliative Care and Quality of Life Study Committee	A committee established by the General Assembly and coordinated by the SCDOA to study Palliative Care and to make recommendations. The committee met in 2019 – 2020 and released a report on February 20, 2020.
Passenger Mile	One mile ridden by one passenger is the unit of service for transportation services. It is also the unit of service for riders provided assisted transportation.
Pass-Through Entity	A non-Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.
Physical Abuse	Physical abuse means intentionally inflicting or allowing to be inflicted physical injury on a vulnerable adult by an act or failure to act. Physical abuse includes, but is not limited to, slapping, hitting, kicking, biting, choking, pinching, burning, actual or attempted sexual battery as defined in Section 16-3-651, use of medication outside the standards of reasonable medical practice for the purpose of controlling behavior, and unreasonable confinement. Physical abuse also includes the use of a restrictive or physically intrusive procedure to control behavior for the purpose of punishment except that a therapeutic procedure prescribed by a licensed physician or other qualified professional or that is part of a written plan of care by a licensed physician or other qualified professional is not considered physical abuse. Physical abuse does not include altercations or acts of assault between vulnerable adults. S.C. Code Ann. § 43-35-10(8)
Planning and Services Area (PSA)	According to the OAA, a legislatively mandated sub-state, area-wide district designated for purposes of planning, development, delivery, and overall administration of service. In South Carolina, there are 10 planning and service areas (AAAs).
Point-to-Point Transportation	A transportation system in which a client travels directly to a destination. Point-to-point describes a transportation service for clients from point-of-origin to point-of-destination.
Poverty Line	The term “poverty line” means the official poverty line (as defined by the Office of Management and Budget, and adjusted by the Secretary in accordance with section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902(2)).
Program Beneficiary	An eligible individual who receives services from the Department on Aging, AAA, or a provider.
Program Income	Gross income received by the grantee and all providers, such as voluntary contributions or income earned only as a result of the grant project, during the grant period (Program income is required to be put back into the program that collected the income and be used to expand or enhance those services). (as defined by NAPIS)
Protective Services	Legal assistance to older individuals aimed at preventing or correcting abuse, neglect, fraud or exploitation through the various legal tools and processes.
Provider	Either a subrecipient or contractor that has entered into an agreement with an AAA to deliver services under the Area Plan, as determined by the AAA, using criteria set by 45 CFR 74 and 75. (The Department on Aging is a grantee of the ACL; the AAA is a subgrantee of the Department on Aging; and the provider receives its funding directly from the AAA.) As defined by NAPIS, a provider is an organization or person that provides services to clients under a formal contractual arrangement with an AAA or the Department on Aging. Under Title

	III-E, in cases where direct cash payment is made to a caregiver and the ultimate provider is unknown, the number of providers may be omitted.
Psychological Abuse	Psychological abuse means deliberately subjecting a vulnerable adult to threats or harassment or other forms of intimidating behavior causing fear, humiliation, degradation, agitation, confusion, or other forms of serious emotional distress. S.C. Code Ann. § 43-35-10(10).
Public Funds	Funds received directly or indirectly from any federal, state or local government or instrumentality of a government.
Race/Ethnicity Status	<p>The following reflects the requirements of the Office of Management and Budget (OMB) for obtaining information from individuals regarding race and ethnicity. It constitutes what OMB classifies as the “two-question format.” When questions on race and ethnicity are administered, respondents are to be asked about ethnicity and race as two separate questions. Respondents should ideally be given the opportunity for self-identification and are to be allowed to designate all categories that apply to them. Consistent with OMB requirements, the following are the race and ethnicity categories to be used for information collection purposes:</p> <p>Ethnicity:  Hispanic or Latino  Not Hispanic or Latino</p> <p>Race:  American Indian or Alaskan Native: A person having origins in any of the original peoples of North America (including Central America), and who maintains tribal affiliation or community attachment.  Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.  Black or African-American: A person having origins in any of the black racial groups of Africa.  Hispanic or Latino: A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.  Native Hawaiian or Other Pacific Islander: A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.  White: A person having origins in any of the peoples of Europe, the Middle East, or North Africa.  ” (Alone)”: When appended to a racial category (e.g., “White (Alone)”) means that the individual only designated one race category. (as defined by NAPIS)</p>
Recipient	The entity to which a United States Department of Health and Human Services (USDHHS) or any other federal agencies award funds and which is accountable for the use of the funds provided. The recipient is the entire legal entity, even if only a particular component of the entity is designated in the award document. For this Manual, the Department on Aging will use Grantee instead of Recipient.
Recommended Daily Allowance (RDA)	Federal nutrition requirements that the SCCOA must adhere to in order to receive Federal funding for nutrition programs.
Registered Client	An individual who received at least one unit of the following specified services within the reported fiscal year. The services include congregate meals, nutrition counseling, assisted transportation, personal care, homemaker, chore, home-delivered meals, or case management. The count of registered clients does not include caregivers. (as defined by NAPIS)
Representative Payee	One appointed by a governmental entity to receive, on behalf of an older individual who is unable to manage funds due to a physical or mental incapacity, any funds owed to such individual by such entity.

Reservation	A designated area of land set apart for the sole use and habitation by any federally- or state-recognized Native American tribe.
Resource Development/Program Development	The identification and use of new and existing resources to create new programs or to expand existing programs and services for older persons. This process includes those activities that result in the utilization of previously untapped resources.
Respite Care	Services which offer temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers. Respite Care includes: (1) in-home respite (personal care, homemaker, and other in-home respite); (2) respite provided by attendance of the care recipient at a senior center or other nonresidential program; (3) institutional respite provided by placing the care recipient in an institutional setting, such as a nursing home, for a short period of time as a respite service to the caregiver; and (4) (for Grandparent or other older relative caregiver of a child) summer camps. If the specific service units purchased via a direct voucher can be tracked or estimated, report those service unit hours. If not, a unit of service in a direct payment is one payment. (as defined by NAPIS)
Rural	For the purpose of targeting, "rural" consists of those cities and towns with a population of less than 2,500 people according to the 2010 Census.
Rural Providers	A provider that delivers services to clients who live in rural areas. Rural providers are not necessarily providers of services only to rural clients. They may also be providers of services to clients in urban areas. [See definition of rural.]
Senior Center Permanent Improvement Project (PIP)	A grant program, funded through South Carolina Bingo tax revenues to renovate, expand, or build permanent senior centers.
Self-Directed Care	Self-direction (SD) is a service delivery model where services are planned, budgeted, and directly controlled by the person receiving services. Self-direction should involve the individuals receiving HCBS to the maximum extent possible and include family members, guardians, or other legal representatives as applicable. Through SD, the person can maximize independence and control over needed services. Self-Directed Care typically involves a fiscal intermediary or financial management service that performs tasks such as payroll processing and tax withholding. People who self-direct services may have varying levels of control over a flexible budget, which is required to be sufficient to meet the needs appropriately in the community, and maintain health and safety. This service delivery model is also referred to as self-direction, participant-direction, consumer-direction, and cash and counseling.
Self-Neglect	An adult's inability, due to physical or mental impairment or diminished capacity, to perform essential self-care tasks (such as obtaining food, clothing, shelter, medical care, or goods and services necessary to maintain physical and mental health or general safety) or to manage one's own financial affairs.
Senior Medicare Patrol (SMP)	An entity that educates seniors and stakeholders on Medicare fraud.
Service Slot	The number of service units it takes to provide a service (like meals) once per day for a whole year. A service slot may be filled by more than one client over the course of a year, depending on clients' changing needs or to accommodate clients who do not need the service daily. <i>For example: Client A requires meals five days a week, equaling one service slot. Client B requires meals three days per week, while Client C requires meals two days a week. Clients B and C, added together, equals one service slot.</i>
Service Unit	The provision of one service to one client.
Severe Disability	A severe, chronic condition attributable to mental or physical impairment or a combination of mental and physical impairments that is likely to continue indefinitely, resulting in substantial functional limitation in three or more life activities as specified in the definition for "Disability."
Sole Responder Bid/Agreement	When there is only one bid (offer) for an aging service during the competitive bid process.

Sole Source Bid/Agreement	When there is only one bidder/contractor with the skills, ability, or resources to provide services.
South Carolina Advisory Council on Aging	The council that advises the SCDOA and Aging Network on topics related to aging. Members represent 10 regions with five at-large members.
South Carolina Aging Contact Tracker (SACT)	A data tool used by the SCDOA and Aging Network to track clients and need.
South Carolina Association of Area Agencies on Aging (SC4A)	Professional organization for the state's AAAs.
State Community Service Employment Program (SCSEP)	A senior employment program coordinated by the SCDOA through contracts.
State Fiscal Year (SFY)	Calendar set for the State fiscal year for service delivery and expenditures. From July 1 – June 30.
State Health Insurance Assistance Program (SHIP)	An insurance counseling program coordinated by the SCDOA.
State Long Term Care Ombudsman Program	Ombudsman program coordinated by the SCDOA. An entity that investigates abuse, neglect, and exploitation at nursing homes, assisted living facilities, and state residential facilities.
State Plan	The official document that is submitted by SCDOA to ACL every four years. The Plan must be approved by ACL in order for the SCDOA to receive its Federal funding. It sets goals, strategies, and performance measures for the four-year period.
State Unit on Aging (SUA)	The state agency designated by ACL to serve as the sole entity to develop a state plan; administer the state plan, take responsibility for the planning, policy development, administration, coordination, priority setting and evaluation of all State activities related to the objectives of the OAA; to serve as an effective and visible advocate for older individuals by reviewing and commenting upon all State plans, budgets, and policies which affect older individuals and providing technical assistance to any agency, organization, association, or individual representing the needs of older individuals; and dividing the State into distinct planning and service areas.
Statutory Functions	Statutory functions of the AAA are those functions that shall be performed in a consistent manner throughout the planning and service area. These services are information and referral/assistance, outreach, advocacy, program development, coordination, and individual needs assessment.
Subrecipient	A non-federal entity that receives a subaward from a pass-through entity to carry out part of a federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other federal awards directly from a federal awarding agency.
Target Groups	Those persons 60 years of age or older and spouses, regardless of age, identified by the OAA and the Department on Aging to be: <ul style="list-style-type: none"> <li>• in greatest economic need;</li> <li>• in greatest social need;</li> <li>• considered minorities;</li> <li>• at risk for institutionalization;</li> <li>• older individuals with limited English proficiency; and/or</li> <li>• who reside in rural areas.</li> <li>• <i>(Holocaust Survivor Population is not an official target but the OAA expects it to be served.)</i></li> </ul>
Targeted Populations	Those individuals with the greatest social and economic need that the Older Americans Act mandates should receive priority for services.
Therapeutic Diet	A diet ordered by a healthcare provider as part of treatment for a disease or clinical condition, or to eliminate, decrease, or increase specific nutrients in the diet.
Total Older Americans Act (OAA) Expenditures	Outlays/payments made by the SUA and/or AAAs using OAA federal funds to provide allowable services. (as defined by NAPIS)

Total Service Expenditures	OAA expenditures plus all other funds administered by the SUA and/or AAAs on behalf of elderly individuals and caregivers for services meeting the definition of OAA services – both services which are means tested and those which are not. SUAs are encouraged to report expenditures in these service categories whether or not ACL funds were utilized for that purpose. This is not intended for financial accountability but for statistical purposes, such as computing accurate service unit costs based on total service expenditures. (as defined by NAPIS)
Transportation	Transportation from one location to another. Does not include any other activity (one way trip). (as defined by NAPIS)
Unit Cost	The amount of funding needed to provide one service unit.
Unit of Service (Legal Assistance)	One hour of legal advice, counseling, and representation by an attorney or other person acting under the supervision of an attorney. Legal assistance includes casework; it does not include time spent by the legal assistance provider on community education and training, one-time phone referral to another agency and outreach activities.
United States Department of Agriculture (USDA)	A partner agency for nutrition services. Provides health and safety guidelines and funding for Nutrition Service Incentives Program (NSIP) Meals.
United States Department of Health and Human Services (USDHHS)	Federal agency that houses the Administration for Community Living (ACL) and coordinates aging services and programming.
United States Department of Labor (USDOL)	Federal agency that funds the Senior Community Employment Program (SCSEP).
Volunteer	An uncompensated individual who provides services or support to or for older individuals. Only staff working under the AAA, not the AAA's providers, shall be included. Additional definitions may be found in Section 102 of the OAA and 45 CFR Parts 1321, 1326, and 1328 (the regulations implementing the OAA). (as defined by NAPIS)
Vulnerable Adult	Pursuant to Section 43-35-10 (11), a person 18 years of age or older who has a physical or mental condition which substantially impairs the person from adequately providing for his or her own care or protection. This includes a person who is impaired in the ability to adequately provide for the person's own care or protection because of the infirmities of aging including, but not limited to, organic brain damage, advanced age, and physical, mental, or emotional dysfunction. A resident of a facility is a vulnerable adult.
Vulnerable Adult Guardian ad Litem Program	Division within the SC DOA providing guardian ad litem services to vulnerable adults who are in the custody of the SC Department of Social Services.
Waiting List	The data tool used when there are more assessed clients requesting services than units/funds available or the individual has a low priority score. Waiting list data shall be entered into the Department on Aging's approved data system (currently the AIM system) and updated as necessary by the AAA. The waiting list shall be used to determine the next eligible individual (based on a priority score) is selected, when there is an available service opening.



## B. History

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### 2. History of significant events related to the agency, from agency's origin to the present.

When reference is made to a significant legislative action, please cite to the applicable act, if known.

- **1965**
    - Passage of the federal Older Americans Act (OAA). The Act mandates and authorizes programs, services, and structure of the Department on Aging.
  - **1965 – 2018**
    - Before 2019, the Department on Aging was known as the Commission on Aging, Division on Aging in the Governor's Office, Bureau on Aging in SC Health and Human Services, and the Lieutenant Governor's Office on Aging.
  - **2005**
    - Division on Aging of the Department of Health and Human Services is moved to the Lieutenant Governor's Office under a proviso. (2004 Budget Proviso 8.17. (DHHS: Division on Aging Transfer) Notwithstanding any other provision of law, the duties, functions and responsibilities of the Division on Aging in the Office of the Governor are transferred to the Office of the Lieutenant Governor as the Office on Aging. The director of the department must employ a deputy director to be the administrator for the office.)
  - **2009**
    - The proviso moving the Division on Aging to the Lieutenant Governor's Office is codified. (43-23-10 Act 353 (2008))
  - **2014**
    - Vulnerable Adult Guardian ad Litem Program in the Office on Aging is created. (Section 43-35-200(A))
  - **2018**
    - Legislation passes creating the SC Department on Aging as a cabinet agency. (43-23-10 2018 Act No. 261 (S.107), Pt I, § 6, eff January 1, 2019.)
  - **2019**
    - The Department on Aging is officially designated as a cabinet agency on January 1, 2019. (43-23-10 2018 Act No. 261 (S.107), Pt I, § 6, eff January 1, 2019.)
  - **2020**
    - Connie Munn is appointed by the Governor and confirmed by the Senate to be the Department's first director in January 2020.
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**3. Agency directors and time of service.**

Because of the many agency changes over the years, staff can only provide the names of directors from the Lieutenant Governor's Office on Aging through the Department on Aging.

Lieutenant Governor's Office on Aging (confirmation not required)

<b>Name</b>	<b>Appointed By</b>	<b>Dates of Service</b>
Cornellia Gibbons	Lt. Governor Bauer	Between 2005 - 2006
Michael Easterday	Lt. Governor Bauer	Between 2006 - 2007
Curtis Loftis	Lt. Governor Bauer	2007 – 2008
Tony Kester	Lt. Governors Bauer, Ard, McConnell, and McGill	2008 – 2014
Yancey McGill	Lt. Governor McMaster	2015
Mark Plowden	Lt. Governor McMaster	January 2015 – January 24, 2017
Steve Morris	Lt. Governor McMaster	January 2017 – February 2017
Daryl Broome	Lt. Governor Bryant	February 2017 – December 2018
Steve Morris	Lt. Governor Bryant	December 4, 2018 – December 31, 2018

Department on Aging

<b>Name</b>	<b>Appointed By</b>	<b>Dates of Service</b>
Steve Morris (was not confirmed when the Department became a cabinet level agency)	Governor McMaster	January 2019 – January 2020
Connie Munn (Confirmed)	Governor McMaster	January 2020 – Present

**C. Governing Body, Organizational Chart, and Related Entities**

**4. Agency’s governing body, as outlined in the enabling statute.**

The Department on Aging is a member of the Governor’s cabinet, and is supported by the Advisory Council on Aging. The Department’s enabling statute at S.C. Code Ann. §43-21-10 mandates the Advisory Council that consists of one member from each of the ten planning and service areas and five members from the state at large. Members are appointed by the Governor for four-year terms and are allowed to serve two consecutive terms. The Advisory Council does not govern the S.C. Department on Aging; instead, the members support the agency and serve in an advisory capacity. Dr. Cheryl Dye is the Chairperson.

**The table below shows the current Advisory Council members; these members were appointed when the Department was the Lieutenant Governor’s Office on Aging.**

<b>Region</b>	<b>Counties</b>	<b>Name</b>	<b>Term Ends</b>
Region 1 Appalachian	Anderson, Cherokee, Greenville, Oconee, Pickens, and Spartanburg	Dr. Cheryl Dye (Clemson)	2022
Region 2 Upper Savannah	Abbeville, Edgefield, Greenwood, Laurens, McCormick, and Saluda	Elestine Norman (Bradley)	2021
Region 3 Catawba	Chester, Lancaster, York, and Union	Oscar Jones (Rock Hill)	2022
Region 4 Central Midlands	Fairfield, Lexington, Newberry, and Richland	Curl Hust (Columbia)	2021
Region 5 Lower Savannah	Aiken, Allendale, Bamberg, Barnwell, Calhoun, and Orangeburg	Vacant	2022
Region 6 Santee-Lynches	Clarendon, Kershaw, Lee, and Sumter	Vacant	2022
Region 7 Pee Dee	(Chesterfield, Darlington, Dillon, Florence, Marion, and Marlboro)	Brenda Savage (Darlington)	2022
Region 8 Waccamaw	Georgetown, Horry, and Williamsburg	Mary Henry (Myrtle Beach)	2019
Region 9 Trident	Berkeley, Charleston, and Dorchester	Cheryl Woods-Flowers (Mount Pleasant)	2021
Region 10 Lowcountry	Beaufort, Colleton, Hampton, and Jasper	Hank Amundson (Walterboro)	2021
At-Large One	Statewide	The Reverend Stan Means (Travelers Rest)	2021
At-Large Two	Statewide	Mary Rohaley (Mount Pleasant)	2021

At-Large Three	Statewide	Mary Gail Douglas (Winnsboro)	2022
At-Large Four	Statewide	Vacant	2021
At-Large Five	Statewide	Vacant	2021

**5. Qualifications and duties of the agency director and governing body, as specified in law.**

**Qualifications of the Director of the S.C. Department on Aging**

Per Section 43-21-70, the Director of the S.C. Department on Aging is appointed by the Governor and confirmed upon advice and consent of the Senate. The Director serves as the Administrative Officer of the agency and serves at the pleasure of the Governor, subject to removal pursuant to the provisions in S.C. Code Ann. §1-3-240. While further qualifications are not prescribed by statute, the most recent search for the current Director included the following minimum and preferred qualifications:

**Minimum Qualifications**

- A bachelor's degree and relevant program experience to include administrative services, public or business management experience.
- Ten years of progressive leadership and management of executive staff.
- The ideal candidate must have the ability to work with internal and external partners. Implement and adhere to agency/program policies and procedures.
- Maintain strict confidentiality.
- Must possess tact and ability to communicate appropriately, both orally and in writing with co-workers, legislators and public.
- Ability to follow and give written and oral instructions.
- Ability to collect and assemble information in a clear and concise manner.
- Must be flexible and dependable.
- Ability to independently perform a variety of advanced duties while utilizing management.

**Preferred Qualifications**

- Master's Degree in Public Administration or related discipline area and 10 years of experience in governmental programs and relations.

**Duties of the Director of the S.C. Department on Aging**

Section 43-21-70 of South Carolina Code provides for an Aging Director, appointed by the Governor and states that the Director shall be the administrative officer. The Aging Director is responsible for administering the Department on Aging and its policies, coordinating and reviewing both federal and state policies affecting older adults and caregivers, undertaking broad advocacy activities, and serving as a liaison with public and private agencies and organizations to represent the interests of South Carolina's elderly population.

**Qualifications of the Advisory Council on Aging**

Per sections 43-21-10 and 43-21-20 of the South Carolina Code of Laws, the members of the Advisory Council must be citizens of the state who have an interest in and a knowledge of the problems of an aging population. The agency Director is responsible for providing statewide notice that nominations for the Advisory Council may be submitted to the Director for consideration; from those nominations, the Governor appoints the members of the council. Historically, the Governor has not appointed the council members while the agency was under the auspices of the Lieutenant Governor's office, despite the process prescribed in statute. Instead, the AAA Directors put forward nominees who worked closely with the AAAs or who were very engaged in their communities and the Lieutenant Governor made the final decision on appointments. Now that the department is a cabinet-level agency, nominations for future vacancies will proceed as outlined in the statute with the Director soliciting nominations from

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the AAAs and others in the Aging Network, and the Governor making the appointments.

To ensure that the Advisory Council represents the public at large, appointees should be diverse in age, have members that are both able and disabled, and who are active leaders in organizations and institutions that represent different concerns of older citizens and their families. The Advisory Council chair must be elected by the members of the advisory council from among its members for a term of two years and until a successor is elected. Meetings occur at least once each quarter and special meetings may be called at the agency Director's discretion.

**Duties of the Advisory Council on Aging**

Per section 43-21-10 of the South Carolina Code of Laws, the Council is mandated to: act in an advisory capacity to the Division on Aging regarding problems and issues affecting older South Carolinians and their families, thereby assisting the State in planning for an aging population; to assist the Division in providing public education and information about programs and services for this population and in promoting individual and family responsibility for retirement; and to assist in facilitating public/private partnerships to expand resources to meet the needs of older persons. The Council meets at least once per quarter, with special meetings permitted when called by the Chairperson. In addition, each member is expected to establish a relationship with their Area Agency on Aging and attend quarterly Regional Aging Advisory Council meetings. Council members make brief reports of their aging activities as part of the quarterly South Carolina Advisory Council on Aging meetings during the Member Roundtable. Upon recent amendment to the bylaws, council members also have a duty to visit at least four senior centers and/or group dining sites quarterly and to participate in ongoing aging related activities and events for informational purposes.

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**6. (A) Organizational Units Details Chart.**

See attached PER Excel file.  
Administration  
Lieutenant Governor's Office  
Vulnerable Adult Guardian ad Litem  
Community Resources  
Ombudsman / Prime  
IT  
Finance / Budget

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**(B) Has the agency ever conducted an employee engagement, climate, or similar survey? If yes, when was the last one and who conducted it?**

No. Neither the S.C. Department on Aging nor its predecessor, the Lieutenant Governor's Office on Aging, have conducted employee surveys.

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**(C) Does the agency conduct employee engagement, climate, or similar surveys on a regular basis? If yes, what is the frequency?**

No. The SC Department on Aging (SCDOA) does not currently conduct employee surveys. This is a topic currently under discussion by the new Director and Divisional Managers and we anticipate implementing an engagement/climate study during the ongoing transition period, with input from this Committee upon conclusion of the study. In the meantime, the SCDOA does hold monthly staff meetings where employees have a forum to discuss ideas, agency programs, and concerns. In addition, divisional managers and supervisors are available to meet with their employees and anyone on staff can make an appointment to speak with the director.

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**7. Role and responsibilities of the agency compared to its counterpart**

Federal counterparts  
**United States Department of Health and Human Services Administration for Community Living (ACL)**  
ACL is the federal agency responsible for the administration, coordination, and funding of

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**entities, if any, at the federal and local levels.**

aging services at the direction of the Assistant Secretary for Aging under the federal Older Americans Act. ACL has direct oversight of the South Carolina Department on Aging. Section 305 of the federal Older Americans Act provides for the organizational structure of the Department on Aging.

**United States Department of Labor (USDOL)**

The USDOL funds and has oversight of the Senior Employment State Community Service Employment Program (SCSEP) at the Department on Aging.

Local Counterparts

**10 Area Agencies on Aging (AAAs)**

The 10 Area Agencies on Aging are subrecipients under the South Carolina Department on Aging. The federal Older Americans Act mandates that the AAAs procure for service contractors to deliver local services. In addition, the AAAs are responsible for planning and coordinating services in the regions. As a federal pass through entity, the SCDOA allocates funds to the AAAs through a federally approved funding formula. In addition, the SCDOA sets policies and protocols for the AAAs that are not specifically mandated by the Older Americans Act or state law.

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8. Organizational Chart.

The following is current as of February 17, 2020.



*D. Successes and Issues*

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**9. 3-4 agency successes.**

Briefly describe 3-4 agency successes.

**Respite and Alzheimer’s Grants**

In 2019, the Department on Aging received two grants that will aid the respite, caregiver, and Alzheimer’s programs.

The Department on Aging received a supplemental grant award (added to the Lifespan Respite Grant) from the federal Administration for Community Living to develop “break rooms” in four South Carolina churches. These rooms are used for family caregivers to be able to leave loved ones in a safe environment.

The Department was awarded an Alzheimer’s Disease Program Initiative (ADPI) Grant by the Federal Administration for Community Living that will focus on the rural African American population of South Carolina. The following counties will be phased in over a three-year period: Abbeville, Edgefield, Greenwood, Laurens, McCormick, Saluda, Beaufort, Colleton, Hampton, Jasper, Chesterfield, Darlington, Dillon, Florence, Marion, and Marlboro.

**Vulnerable Adult Guardian ad Litem Program**

The South Carolina Vulnerable Adult Guardian ad Litem Program (VAGAL-SC) was created in the Office on Aging in 2014. The program initially began as a pilot project at the University of South Carolina, Arnold School of Public Health. Since its inception, VAGAL-SC has provided guardians ad litem for vulnerable adults in over 3,100 cases brought before South Carolina’s family courts.

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**10. 3-4 agency challenges.**

Briefly describe 3-4 agency challenges and preparations, if any, to address these issues.

**Transition to new department**

The department continues to transition with the confirmation of a new director in January 2020. As the department transitions, it must plan accordingly to meet the future needs of a growing aging population.

**A growing aging population**

The senior population in South Carolina continues to increase significantly and will double by 2030. The department continues to plan for the growth by not only addressing the needs and available resources, but by also collaborating with other governmental and non-governmental entities to meet the future needs. With nearly a million seniors over the age of 60, the department and Aging Network are limited by funds and resources to provide direct services. The department only serves about three percent of that population with direct aging services. (Please note, the department services considerable more clients with its informational services such as State Health Insurance Program (SHIP), Medicare Improvement for Patients and Providers Act (MIPPA), Outreach, Prime, Information and Referral Assistance, and serves more through the Ombudsman Program and the Vulnerable Adult Guardian ad Litem Program.)

**Funding for Aging Services**

The department will continue to seek additional funding and grant opportunities as needed to meet the growing need for aging services. The senior population is expected to double by the year 2030. In addition, the department believes greater flexibility for State Home and Community-Based Services would aid in targeting funds to regions where more funds are needed.

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**11. 3-4 emerging issues.**

Briefly describe 3-4 emerging issues anticipated to have an impact on agency operations in the

**Senior Population**

The senior population will double by 2030 and approximately 11.5% of that population lives in poverty. The expected population growth will have a significant impact on the Department on Aging and the 10 Area Agencies on Aging (AAA). The department and



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upcoming five years and preparations, if any, to address these issues.

AAAs will need to continue to collaborate to ensure the required targeted populations are served.

**Alzheimer’s disease or dementia**

At least 10% of South Carolina’s population has Alzheimer’s or a related disorder. The department will need to continue working with groups like the Alzheimer’s Association to address this growing need. Currently, the Alzheimer’s Association is advocating for a new Dementia Coordinator at the Department on Aging. In addition, there are nearly one million family caregivers in South Carolina.

**Senior Hunger**

One in 11 of South Carolina Seniors are at risk for hunger and South Carolina ranks third in the nation for food insecurities (food insecurities is a term used by AARP to designate people that often go hungry because they cannot afford food.) The department has recently hired a Nutrition Coordinator, who is a Registered Dietician. The new Nutrition Coordinator is responsible for coordinating a statewide meal program for Congregate and Home-Delivered Meals provided by the AAAs and their contracted service providers. By law, all meals funded by the department must meet the Daily Recommended Intake (DRI) requirements of the federal government and because of funding; the department is only able to fund one meal per day for five days a week. The coordinator will work with the AAAs to ensure the nutrition program meets the requirements of the federal Older Americans Act under Title III-C. In addition, it will be critical for the coordinator to work outside the Aging Network to collaborate with food pantries and other organizations that can assist in providing food to seniors.

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## II. Agency Records, Policies, and Risk Mitigation Practices

### A. Records and Policies Management

<b>12. (A) Agency's records management policy and the position or division responsible for managing this policy.</b>	See attached policy.  Note: It is the agency's understanding that when the Department on Aging became a cabinet-level agency in the Executive Branch on January 1, 2019, the Director was the de facto records officer responsible for managing agency retention schedules and ensuring compliance. The previous Interim Director did not leave any records as to his efforts regarding records management. The current Director has designated the agency's staff attorney as the records manager for the agency as of February 2020, and that position will be responsible for all aspects of records management.
<b>(B) Agency's status in regards to compliance with the records management policy and explanation for non-compliance, if the agency is non-compliant.</b>	The Vulnerable Adult Guardian ad Litem Program has a records retention policy with the SC Department of Archives.  To the best of its knowledge, information and belief, the agency is compliant with the current records management policy. Upon reaching out to the Department of Archives, the agency discovered that many of the records policies are outdated (e.g., many date back to when the office was within the Department of Health and Human Services), and previous directors have not kept records concerning their efforts to ensure compliance with the records management policy for the agency as a whole and its component divisions. As a result, the agency is examining compliance within each division to ensure that the agency is adhering to the requirements of S.C. Code Ann. §§ 30-1-10 through 30-1-140.
<b>13. Agency's schedule for regularly reviewing and updating, as necessary, all agency policies and explanation for lack of a schedule, if the agency does not have a schedule.</b>	Absent a change to state or federal law that requires an immediate policy update, the South Carolina Department on Aging (SCDOA) reviews Human Resource policies (overtime, Employee Performance Management System (EPMS), discipline, grievance, reduction in force) every two years. In addition to these five policies, the SCDOA Director and Human Resources Manager also review all other internal policies during the review period. The SCDOA Finance Division reviews the agency's financial policies on a yearly basis, usually at the start of the state fiscal year. In addition, the SCDOA Policy Director regularly reviews program and service policies and procedures starting in January each year. The Community Resources Division assists the Policy Director on program revisions and updates, as required. All divisional and program managers are involved in the review process. A revised service and program policy manual is released annually by July 1 to the 10 Area Agencies on Aging and their contracted service providers.
<b>(A) Agency's status in regards to compliance with S.C. Code Ann. §1-23-120(J) that requires agencies to conduct a formal review of its regulations every five years.</b>	The S.C. Department on Aging is not a regulatory agency and, therefore, does not issue regulations. There are currently no statutes in place mandating that the Department promulgate regulations. If the agency were to ever issue regulations, it would conduct a review of its regulations every five years in compliance with S.C. Code Ann. §1-23-120(J).
<b>(B) Last time the agency conducted a formal review of its regulations.</b>	As noted above, because the S.C. Department on Aging is not a regulatory agency, it does not issue regulations. Therefore, no such review has been conducted to date.
<b>(C) Last time the agency submitted new or revised regulations to the General Assembly.</b>	As the S.C. Department on Aging is not a regulatory agency, the agency has never submitted new or revised regulations to the General Assembly.

<p><b>14. How the agency collaborates with other agencies to seek funding (e.g. grant and federal funding).</b></p>	<p>The Director and staff of SCDOA receive regular notices from federal agencies regarding grant and other funding opportunities. In addition, the department works with state agencies such as the Department of Health and Human Services and the Department of Mental Health on funding opportunities.</p>
<p><b>15. Does the agency receive data from other state agencies, which require manual entry? If so, identify the state agencies and the associated data received.</b></p>	<p>The SCDOA receives nursing and assisted living facility licensing, address, contact, and bed count information from DHEC monthly as a digital file. Excel formulas and visual comparisons are used to determine new and revoked licenses and other changes and then edits to the SCDOA database are made by hand.</p> <p>The Vulnerable Adult Guardian ad Litem Program (VAGAL) receives requests for Guardians ad Litem from the SC Department of Social Services. Requests include the name of the adult, the county, hearing dates, and related court documents. Information is manually entered into the VAGAL-SC database.</p>

*B. Internal Audit and/or Other Risk Mitigation Practices*

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**16. (A) Agency's internal audit process and/or other risk mitigation practices.**

As a small agency, SC Department on Aging (SCDOA) has limited resources, and does not currently have internal audit staff. In Finance, there is a defined workflow to ensure not only a separation of duties, but also a multi-layered review process to ensure items are recorded properly. Asset inventory is taken annually and all computer equipment is tagged and tracked by the agency.

As a pass-through entity for federal funds, SCDOA is subject to federal code 2 CFR §200.331 and 45 CFR §75.352 requirements for pass-through entities. These regulations require SCDOA to monitor the activities of the subrecipient and to review the financial and performance reports as well as performing an on-site review of the subrecipients' program operations. In addition, 2 CFR §200.521 and 45 CFR §75.521 management decision requires that SCDOA review and issue a management decision within six months of acceptance of the audit report by the Federal Audit Clearinghouse (FAC) from the subrecipient.

In addition, the department has internal reviews for Payment Request Forms (PRFs) monthly to verify service units used at the Area Agencies on Aging (AAA) level to ensure financial integrity of the reimbursements paid to the AAAs.

- Policies and practices are in place to provide least privileged access to data, filtered network access, anti-virus and anti-malware on desktops, laptops, and servers, on-site and off-site backups. All staff take yearly training on security practices. Share all security logs with the State Security Operations Center.
- Physical isolation of Ombudsman files. Separation of functions. A code of conduct specific to the Ombudsmen is signed by each Ombudsman. Frequent training of Ombudsmen.
- Physical isolation of HR files and office. Staff, interns, and volunteers sign confidentiality statements.
- Physical isolation of VAGAL files and offices. A volunteer agreement is signed by all volunteers. Frequent training of staff. Ongoing support and supervision is provided to volunteers.
- Community Resources staff review Notification of Grant Awards (NGAs), Payment Request Forms (PRFs), Area Plans, and State Plan related to each program. Provide technical assistance and training to the field. Staff attend professional trainings.

**(B) List of areas reviewed in agency internal audits during the last five years.**

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As a small agency, SCDOA has limited resources, and does not currently have internal audit staff. The agency is looking the feasibility of adding this position.

17. Issues or recommendations from external reviews or audits conducted of the agency during the last five years, which the agency has not yet fully addressed or implemented. Fiscal is done, program may have additional items.

Issue or Recommendation	Agency's Status in Addressing or Implementing	Date External Review or Audit completed	Entity Conducting the Audit or Review
Agency does not have adequate internal controls in place to ensure that reimbursements to sub recipient have appropriate supporting documentation including matching funds.	Management issued Fiscal Policies and Procedures manual. These were approved by Director Munn and released to SC Department on Aging (SCDOA) employees January 31, 2020. While later than the original planned release date, these policies will be updated as areas are identified that need to be addressed.	Oct. 1, 2019	U. S. Department of Labor
	The SCDOA has a Fiscal Policies and Procedures Manual in draft form. The manual is currently being reviewed and is expected to be finalized within 30 days. When completed, the manual will be issued to all SCDOA employees.		
Records were not easily accessible for the purposes of audits, examinations, excerpts, and transcripts.	Policies have been created to designate which area is responsible for maintaining copies of all documents. Documents are also maintained in electronic format when possible.	Oct. 1, 2019	U. S. Department of Labor
	<p>The South Carolina Department on Aging will develop a Senior Community Service Employment Program (SCSEP) identification form, which will list all documents pertinent to the SCSEP award. These documents will be filed for easy access and retrieval. The sub-recipient will develop and maintain a similar system. This form will indicate where the pertinent documents are stored. These documents will be stored and be accessible for review during the execution of the grant and maintained for five (5) years after the completion of the grant.</p> <p>The form will include but not be limiting to the following:</p> <ul style="list-style-type: none"> <li>• Notice of Award (US Department of Labor)</li> <li>• Sub-recipient contract</li> <li>• Policies and Procedure Manual</li> <li>• Participant Files (what is included in each participant file)</li> <li>• Quarterly Reports</li> <li>• Final Reports</li> <li>• Invoices (sub-grantee)</li> <li>• Host Agency Agreements</li> </ul> <p>The SCDOA's staff and its sub-recipient shall continue to be available to the federal awarding agency, Inspectors General, the Comptroller General of the United States, and the pass through</p>		

Issue or Recommendation	Agency's Status in Addressing or Implementing	Date External Review or Audit completed	Entity Conducting the Audit or Review
	<p>entity, or any of their authorized representatives. In addition, all documents, papers, and or other records of the non-Federal entity, which is pertinent to the federal award, will be provided in a timely manner when requested.</p> <p>This process will be emphasized at the beginning of each program year during the sub-recipient orientation. The guidance will be given to attendees in written materials and during oral presentations.</p>		
Failure to provide copy of signed contract with Goodwill South Carolina	Policies have been created to designate which area is responsible for maintaining copies of all documents. Documents are also maintained in electronic format when possible.	Oct. 1, 2019	U. S. Department of Labor
	Goodwill Industries was awarded the SCSEP grant and signed the contract with the State of South Carolina Budget and Control Board in May 2014. The SCDOA has a contract with the sub-recipient.		
SCDOA did not have effective written policy and regulations in place to ensure compliance with applicable laws and regulations governing the SCSEP grant.	The SCDOA has a Policy and Procedure Manual developed for SCSEP in 2014 and has been updated as warranted. During the monitoring review the Federal Project Officer was inadvertently given a copy of the manual marked draft. This manual was updated as of November 30, 2019.	Oct. 1, 2019	U. S. Department of Labor
Federal draw downs were executed by a single member of management without an independent approval.	Procedural change requires the approval of the finance manager prior to draw down of federal funds.	Aug. 15, 2019	South Carolina Office of the State Auditor
Title III E match was not recorded at the time match funds were spent, but were reconciled back to provide proof of Match requirement being met.	Effective with the January 2020 Notice of Grant Awards, State funds used as match will be reported in South Carolina Enterprise Information System (SCEIS) as match for the appropriate grant. Journal entries at grant close will not be used to record appropriate match funds.	Aug. 15, 2019	South Carolina Office of the State Auditor
Failure to file federal reports on time, incorrect reporting amounts, lack of documentation to support reporting.	SCDOA has changed the process to ensure that someone other than the preparer reviews supporting documentation and signs off on the accuracy of the reports.	Aug. 15, 2019	South Carolina Office of the State Auditor
Incorrect calculation on the Maintenance of Effort report filed August 1, 2019	A corrected report has been filed with the Federal Administration for Community Living (ACL). FY 2019 was a difficult year for the accounting group, as there were 2 agency numbers in the SCEIS accounting system, requiring manual calculations and merging of data. In addition, all reports are to be recalculated by another employee and verified for accuracy prior to submission. In addition, the agency will attend additional federal training and request additional guidance on reports to be filed.	Feb. 19, 2020	Clifton Larson Allen LLP for the state wide audit, and single audit of the agency

Issue or Recommendation	Agency's Status in Addressing or Implementing	Date External Review or Audit completed	Entity Conducting the Audit or Review
SCDOA does not have all of the necessary policies and procedures in place to comply with 2 CFR §200.331 monitoring procedures	SCDOA is working to add the missing procedures to the manual and is in the process of hiring one additional staff member in the finance area whose primary job would be financial monitoring to all subrecipients.	Feb. 19, 2020	Clifton Larson Allen LLP for the state wide audit, and single audit of the agency
Payroll documentation for 15% of the transactions tested were not available at the time of review.	Additional procedures are now in place to address the flow of payroll documentation. Training in the procedures is underway.	Feb. 19, 2020	Clifton Larson Allen LLP for the state wide audit, and single audit of the agency
Administration funds for Title III were over charged by \$1.00	Additional review measures are now in place so that someone is reviewing information prior to federal report submission.	Feb. 19, 2020	Clifton Larson Allen LLP for the state wide audit, and single audit of the agency
Long-Term Care Ombudsman are not exempt from the statutory list of mandatory reporters in the Omnibus Adult Protection Act. S.C. Code Ann. §43-35-5 et. seq.	Through the House Legislative Oversight Committee study, the SC DOA is making a recommendation to revise the code such that the Long-Term Care Ombudsman are specifically exempt from the statutory list of mandatory reporters in S.C. Code Ann. §43-35-25.	April 4, 2016	Administration for Community Living
Legislative Audit Council Audit Review	The Legislative Audit Council conducted an audit of the Department on Aging between 2019 and 2020. The LAC audit was released in June 2020, after the SCDOA originally submitted its documents to the House Oversight Committee in March. The LAC made 119 recommendations that are currently being addressed by the SCDOA. SCDOA staff is currently reviewing the recommendations. The full list of recommendations can be found on the LAC webpage at <a href="https://lac.sc.gov/sites/default/files/Documents/Legislative%20Audit%20Council/Reports/A-K/SCDOA.pdf">https://lac.sc.gov/sites/default/files/Documents/Legislative%20Audit%20Council/Reports/A-K/SCDOA.pdf</a> .		S.C. Legislative Audit Council

### III. Agency Spending

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**18. Finance Overview Chart.** See attached PER Excel file.

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### IV. Agency Deliverables

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**19. Deliverables Chart.** See attached Excel chart.

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### V. Performance

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**20. Performance Measures Chart.** See attached Excel chart.

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VI. Agency Ideas and Recommendations for Law Changes

21. Recommendations for changes in law.

LAW CHANGE # 1			
Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
<p>Section 43-35-25. Persons required to report abuse, neglect, or exploitation of adult; reporting methods</p>	<p><u>Current Law:</u> The current version of Section 43-35-25(A) provides a list of professional occupations that are mandatory reporters for incidences of abuse, neglect, and exploitation. The current version of the statute neither specifically includes or exempts the Long-Term Care Ombudsman program representatives from the requirements of this section.</p> <p><u>Recommendation:</u> Add language to make it clear that, consistent with federal law and regulations, the representatives of the Long-Term Care Ombudsman Program in South Carolina are not mandatory reporters for the purpose of South Carolina abuse reporting laws.</p>	<p>Both the Older Americans Act and the Rule prohibit reporting of resident-identifying information without the resident’s consent, which precludes mandated reporting of suspected abuse. The Older Americans Act provides that resident and complainant identifying information will not be disclosed without their consent, the consent of the resident representative, or court order. (42 U.S.C. § 3058d. Throughout numerous reauthorizations, Congress has never provided an exception for abuse reporting in the Act. Moreover, Ombudsman program policies and procedures must exclude the Ombudsman and representatives of the Office from abuse reporting requirements when such reporting would disclose identifying information of a complainant or resident without appropriate consent or court order. (45 CFR 1324.11(e)(3)). Because state law does not specifically exclude the Long-Term Care Ombudsman Program representatives from the list of mandated reporters, and Congress has clearly spoken on the issue, there is an inherent conflict between federal and state law. The proposed revisions would remedy that conflict, and clarify that there are certain regulations that identify the limited circumstances where an Ombudsman program has authority to report resident-identifying information without obtaining resident or resident representative consent or a court order.</p>	<p><u>Presented and approved by agency’s governing body:</u> N/A</p> <p><u>Other entities potentially impacted:</u> N/A</p> <p><u>If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:</u> N/A</p>
Current Law Wording		Proposed Revisions to Law Wording	
<p>Section 43-35-25. Persons required to report abuse, neglect, or exploitation of adult; reporting methods</p> <p>(A) A physician, nurse, dentist, optometrist, medical examiner, coroner, other medical, mental health or allied health professional, Christian Science practitioner, religious healer, school teacher, counselor, psychologist, mental health or intellectual disability specialist, social or public assistance worker, caregiver, staff or volunteer of an adult day care center or of a facility, or law enforcement officer having reason to believe that a vulnerable adult has been or is likely to be abused, neglected, or exploited shall report the incident in accordance with this section. Any other person who has actual knowledge that a vulnerable adult has been abused, neglected, or exploited shall report the incident in accordance with this section.</p>		<p>Section 43-35-25. Persons required to report abuse, neglect, or exploitation of adult; reporting methods</p> <p>(A) A physician, nurse, dentist, optometrist, medical examiner, coroner, other medical, mental health or allied health professional, Christian Science practitioner, religious healer, school teacher, counselor, psychologist, mental health or intellectual disability specialist, social or public assistance worker, caregiver, staff or volunteer of an adult day care center or of a facility, or law enforcement officer having reason to believe that a vulnerable adult has been or is likely to be abused, neglected, or exploited shall report the incident in accordance with this section. Any other person who has actual knowledge that a vulnerable adult has been abused, neglected, or exploited shall report the incident in accordance with this section. <u>Notwithstanding the provisions of this section, the Long Term Care Ombudsman Program and its representatives shall be exempt from reporting suspected abuse, neglect, or exploitation where such reporting would violate the Federal requirement that the Long</u></p>	

Term Care Ombudsman Program is prohibited from disclosing the identity of a complainant or resident without appropriate consent or court order, except as otherwise provided in 42 U.S.C. § 3058d and 45 C.F.R. 1324.19(b)(3) through (9). Where the Ombudsman or a representative of the office personally witnesses abuse, neglect, or exploitation of a resident, the Ombudsman or a representative of the office shall seek communication of informed consent from such resident to disclose resident-identifying information in accordance with the procedures outlined in 45 C.F.R. 1324.19(b)(8).

**LAW CHANGE #2**

Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
<p>Section 43-21-40. Department shall be State agency to implement and administer aging programs of Federal Government; powers and duties generally.</p>	<p><u>Current Law:</u> Section 43-21-40(k) mandates that the Department on Aging has a duty to administer the Senior Citizens Center Permanent Improvement Fund.</p> <p><u>Recommendation:</u> Delete references to Section 12-21-3441 and Section 12-21-3590, as they are no longer active code sections. Or, in the alternative, modify the references to those code sections to ensure that the code reflects the correct sections to where Section 12-21-3441 and Section 12-21-3590 have been moved.</p>	<p>Clean up S.C. Code.</p>	<p><u>Presented and approved by agency's governing body:</u> N/A</p> <p><u>Other entities potentially impacted:</u> N/A</p> <p><u>If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:</u> N/A</p>
Current Law Wording		Proposed Revisions to Law Wording	
<p>Section 43-21-40. Department shall be State agency to implement and administer aging programs of Federal Government; powers and duties generally.</p> <p>...</p> <p>Without limiting the foregoing, the department is specifically authorized to:</p> <p>...</p> <p>(k) administer the Senior Citizens Center Permanent Improvement Fund established pursuant to Section 12-21-3441 and community services programs in accordance with Section 12-21-3590.</p>		<p>Section 43-21-40. Department shall be State agency to implement and administer aging programs of Federal Government; powers and duties generally.</p> <p>...</p> <p>Without limiting the foregoing, the department is specifically authorized to:</p> <p>...</p> <p>Without limiting the foregoing, the department is specifically authorized to: (k) administer the Senior Citizens Center Permanent Improvement Fund.</p>	

**LAW CHANGE # 3**

Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
<p>Section 43-21-130. Long Term Care Council; membership; meetings; reports.</p>	<p><u>Current Law:</u> The law outlines the voting members of the Long Term Care Council; Section 43-21-130(A)(6) makes reference to the Department on Aging.</p> <p><u>Recommendation:</u> Correct the agency name in Section 43-21-130(A)(6).</p>	<p>Consistency within the S.C. Code</p>	<p><u>Presented and approved by agency's governing body:</u> N/A</p> <p><u>Other entities potentially impacted:</u> N/A</p> <p><u>If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:</u> N/A</p>
Current Law Wording		Proposed Revisions to Law Wording	
<p>Section 43-21-130. Long Term Care Council; membership; meetings; reports.</p> <p>(A) There is created the Long Term Care Council (council) composed of the following voting members:</p> <p>...</p> <p>(6) the Director of the Division on Aging;</p>	<p>Section 43-21-130. Long Term Care Council; membership; meetings; reports.</p> <p>(A) There is created the Long Term Care Council (council) composed of the following voting members:</p> <p>...</p> <p>(6) the Director of the Department on Aging;</p>		

**LAW CHANGE # 4**

Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
<p>Section 40-25-40. Commission of Hearing Aid Specialists established; membership; terms; per diem and expenses.</p>	<p><u>Current Law:</u> The law establishes members of the Commission of Hearing Aid Specialists and provides that the Governor will seek recommendations from various agencies, including the Department on Aging, prior to making appointments; Section 40-25-40(C) makes specific reference to the Department on Aging.</p> <p><u>Recommendation:</u> Correct the agency name in 40-25-40(C).</p>	<p>Consistency within the S.C. Code</p>	<p><u>Presented and approved by agency's governing body:</u> N/A</p> <p><u>Other entities potentially impacted:</u> N/A</p> <p><u>If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:</u> N/A</p>
Current Law Wording		Proposed Revisions to Law Wording	
<p>Section 40-25-40. Commission of Hearing Aid Specialists established; membership; terms; per diem and expenses.</p> <p>...</p> <p>(C) Members of the commission in subsection (B)(1)(a) through (d) must be appointed by the Governor. Before appointing the member in subsection (B)(1)(d), the Governor shall invite recommendations from the South Carolina Hearing Aid Society, the Commission on Aging, the Department of Consumer Affairs, the Department of Education, the Department of Vocational Rehabilitation, the Board of Commissioners of the School for the Deaf and the Blind, and other agencies or organizations which might have knowledge of qualified citizens to serve on the commission. The term of each member is four years. Before a member's term expires the Governor shall appoint a successor to assume his duties at the expiration of the term. A vacancy must be filled in the manner of the original appointment. The members annually shall designate one member as chairman and another as secretary. No member of the commission who has served two or more full terms may be reappointed until at least one year after the expiration of his most recent full term of office.</p>	<p>Section 40-25-40. Commission of Hearing Aid Specialists established; membership; terms; per diem and expenses.</p> <p>...</p> <p>(C) Members of the commission in subsection (B)(1)(a) through (d) must be appointed by the Governor. Before appointing the member in subsection (B)(1)(d), the Governor shall invite recommendations from the South Carolina Hearing Aid Society, the Department on Aging, the Department of Consumer Affairs, the Department of Education, the Department of Vocational Rehabilitation, the Board of Commissioners of the School for the Deaf and the Blind, and other agencies or organizations which might have knowledge of qualified citizens to serve on the commission. The term of each member is four years. Before a member's term expires the Governor shall appoint a successor to assume his duties at the expiration of the term. A vacancy must be filled in the manner of the original appointment. The members annually shall designate one member as chairman and another as secretary. No member of the commission who has served two or more full terms may be reappointed until at least one year after the expiration of his most recent full term of office.</p>		

**LAW CHANGE # 5**

Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
Section 51-3-60. Use of facilities free of charge by aged, blind or disabled; disabled veterans; reduced rates for campsites.	<p><u>Current Law:</u> Provides that South Carolina residents over the age of sixty-five may use certain facilities of South Carolina state park at no cost, or reduced cost for campsites.</p> <p><u>Recommendation:</u> Remove the S.C. Department on Aging from this statute and provide for government IDs or other authorized means of identification as a way of demonstrating age.</p>	The statute implies that the S.C. Department on Aging approves cards to be used to demonstrate age (e.g., Medicare cards). The S.C. Department on Aging is not statutorily authorized to approve cards or identification as a way of demonstrating age.	<p><u>Presented and approved by agency's governing body:</u> N/A</p> <p><u>Other entities potentially impacted:</u> N/A</p> <p><u>If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:</u> N/A</p>
Current Law Wording	Proposed Revisions to Law Wording		
Section 51-3-60. Use of facilities free of charge by aged, blind or disabled; disabled veterans; reduced rates for campsites.	Section 51-3-60. Use of facilities free of charge by aged, blind or disabled; disabled veterans; reduced rates for campsites.		
Any South Carolina resident who is over sixty-five years of age or disabled or legally blind as defined in Section 43 25 20 of the 1976 Code may use any facility of a state park except campsites, overnight lodging and recreation buildings without charge. Such residents may also use campsite facilities at one half of the prescribed fee. A person exercising this privilege on the basis of age shall present his Medicare card or other card approved by the South Carolina Commission on Aging to the employee of the State Department of Parks, Recreation and Tourism who is in charge of the particular state park, and a person who is disabled or legally blind shall present to such person in charge of the park a certificate to that effect from a licensed doctor of medicine or an official of an agency authorized by law to make determinations of disability or blindness. The authorization for use of the facilities as provided by this section shall not be effective if it conflicts with any federal law, rule or regulation.	Any South Carolina resident who is over sixty-five years of age or disabled or legally blind as defined in Section 43 25 20 of the 1976 Code may use any facility of a state park except campsites, overnight lodging and recreation buildings without charge. Such residents may also use campsite facilities at one half of the prescribed fee. A person exercising this privilege on the basis of age shall present his Medicare card or other valid form of identification to include a birth certificate, state-issued driver's license or identification card, REAL ID, valid unexpired passport or military-issued identification or dependent identification card to the employee of the State Department of Parks, Recreation and Tourism who is in charge of the particular state park, and a person who is disabled or legally blind shall present to such person in charge of the park a certificate to that effect from a licensed doctor of medicine or an official of an agency authorized by law to make determinations of disability or blindness. The authorization for use of the facilities as provided by this section shall not be effective if it conflicts with any federal law, rule or regulation.		

**LAW CHANGE # 6**

Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
Section 53-3-100. Family Week: creation of committee to choose "South Carolina Family of the Year."	<p><u>Current Law:</u> Creates a committee to determine the South Carolina Family of the Year.</p> <p><u>Recommendation:</u> Correct the agency name in Section 53-3-100.</p>	Consistency within the S.C. Code	<p><u>Presented and approved by agency's governing body:</u> N/A</p> <p><u>Other entities potentially impacted:</u> N/A</p> <p><u>If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:</u> N/A</p>
Current Law Wording	Proposed Revisions to Law Wording		
<p>Section 53-3-100. Family Week: creation of committee to choose "South Carolina Family of the Year."</p> <p>A committee is created to choose and honor the "South Carolina Family of the Year" which must be recognized by the presentation of an appropriate award by the Governor on Saturday of "Family Week in South Carolina". The committee is composed of one member appointed by the Governor and one member appointed by the head of each of the following state agencies: the Department of Parks, Recreation and Tourism, the Department of Youth Services, the South Carolina Commission on Aging, the Department of Social Services, the Commission on Alcohol and Drug Abuse, and the Department of Agriculture Clemson College Extension Service. The terms of the members are for four years and until their successors are appointed and qualify. The committee shall meet as soon after the appointment of its members as practicable and organize by electing one of its members as chairman, one as secretary, and such other officers that it may determine. The expenses of the committee must be paid by the Department of Parks, Recreation and Tourism from funds appropriated for this purpose.</p>	<p>Section 53-3-100. Family Week: creation of committee to choose "South Carolina Family of the Year."</p> <p>A committee is created to choose and honor the "South Carolina Family of the Year" which must be recognized by the presentation of an appropriate award by the Governor on Saturday of "Family Week in South Carolina". The committee is composed of one member appointed by the Governor and one member appointed by the head of each of the following state agencies: the Department of Parks, Recreation and Tourism, the Department of Youth Services, the South Carolina Department on Aging, the Department of Social Services, the Commission on Alcohol and Drug Abuse, and the Department of Agriculture Clemson College Extension Service. The terms of the members are for four years and until their successors are appointed and qualify. The committee shall meet as soon after the appointment of its members as practicable and organize by electing one of its members as chairman, one as secretary, and such other officers that it may determine. The expenses of the committee must be paid by the Department of Parks, Recreation and Tourism from funds appropriated for this purpose.</p>		

**LAW CHANGE # 7**

Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
<p>Section 43-21-200. Physicians trained in geriatrics or geropsychiatry; student loan repayment program; Physician Advisory Board created to review applicants.</p>	<p><u>Current Law:</u> The Geriatric Physician Loan Forgiveness Program was created to encourage physicians who are completing, or have completed, fellowships in the field of geriatrics and/or geriatric psychiatry to practice in South Carolina by helping repay medical school loans.</p> <p><u>Recommendation:</u> 1) Increase the amount of the award each year; 2) change the number of participants accepted each year to two; 3) consider expanding the program to allied geriatric health care professionals such as: geriatric physicians and psychiatrists who have not completed a geriatric fellowship program, nurse practitioners, social workers, physical therapists, and occupational therapists.</p>	<p>The Agency is recommending a yearly award increase to combat the rising cost of medical school as compared to the compensation of geriatric physicians and psychiatrists, which have remained mostly stagnant. Because of the stringent requirements for the program, the Agency often has trouble finding qualified applicants. Moreover, given the rising age of the population and the continuing influx of retirees to South Carolina, an expansion of the program to other allied health professionals would help remove South Carolina from classification as a healthcare professional shortage area and attract more talent to the state.</p>	<p><u>Presented and approved by agency's governing body:</u> N/A</p> <p><u>Other entities potentially impacted:</u> Department of Health and Human Services</p> <p><u>If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:</u> N/A</p>
Current Law Wording		Proposed Revisions to Law Wording	
<p>Section 43-21-200. Physicians trained in geriatrics or geropsychiatry; student loan repayment program; Physician Advisory Board created to review applicants.</p> <p>(A). There is established within the Department of Aging the State Loan Repayment Program to reimburse student loan payments of a physician licensed or certified to practice in this State, who has completed a fellowship training program in geriatrics or geropsychiatry accredited by the Accreditation Council for Graduate Medical Education, is accepted into the program, and contracts with the department as provided in subsection (C) of this section.</p> <p>...</p> <p>(C)(1) A physician accepted for the program shall execute a contract with the department in which the physician agrees:</p> <p>(a) to practice in this State for no fewer than five consecutive years immediately following completion of his or her fellowship;</p> <p>(b) to accept Medicare and Medicaid patients;</p> <p>(c) to accept reimbursement or contractual binding rates; and</p> <p>(d) not to discriminate against patients based on the ability to pay.</p> <p>(2). Upon execution of the contract, the department shall reimburse student loan</p>		<p>Section 43-21-200. Physicians trained in geriatrics or geropsychiatry; student loan repayment program; Physician Advisory Board created to review applicants.</p> <p>(A) There is established within the Department of Aging the State Loan Repayment Program to reimburse student loan payments of: <u>1) a physician licensed or certified to practice in this State, who has completed a fellowship training program in geriatrics or geropsychiatry accredited by the Accreditation Council for Graduate Medical Education; 2) a physician licensed or certified to practice in this State in the area of geriatrics or geriatric psychology; 3) a nurse practitioner in the area of geriatrics; 4) social workers; 5) physical therapists who primarily serve the geriatric population; and 5) occupational therapists serving a primarily geriatric population,</u> is accepted into the program, and contracts with the department as provided in subsection (C) of this section.</p> <p>...</p> <p>(C)(1) A physician accepted for the program shall execute a contract with the department in which the physician agrees:</p> <p>(a) to practice in this State for no fewer than five consecutive years immediately following completion of his or her fellowship;</p> <p>(b) to accept Medicare and Medicaid patients;</p> <p>(c) to accept reimbursement or contractual binding rates; and</p> <p>(d) not to discriminate against patients based on the ability to pay.</p> <p>(2). Upon execution of the contract, the department shall reimburse student loan payments</p>	



<p>payments made by the physician during the last completed calendar quarter. No more than four physicians a year may participate in the program unless sufficient funding is available to reimburse, in accordance with this section, more than four physicians a year. The total amount that may be reimbursed to one physician is thirty-five thousand dollars multiplied by the number of years of the fellowship completed, prorated for periods less than one year.</p> <p>...</p>	<p>made by the physician or other qualified health professional as outlined in subsection (A) during the last completed calendar quarter. No more than two physicians or other qualified health professionals a year may participate in the program unless sufficient funding is available to reimburse, in accordance with this section, more than two per year. The total amount that may be reimbursed to one physician or other qualified health professional is one hundred thousand dollars multiplied by the number of years of the fellowship completed, prorated for periods less than one year if awarded to a physician participating in a fellowship program.</p> <p>...</p>
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LAW CHANGE # 8			
Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
<p>Section 43-35-310. Council created; membership; filling vacancies.</p>	<p><u>Current Law:</u> The current law outlines those members who serve on the Adult Protection Coordinating Council.</p> <p><u>Recommendation:</u> Correct the agency name in Section 43-35-310(A)(2)(b).</p>	<p>Consistency within the S.C. Code.</p>	<p><u>Presented and approved by agency's governing body:</u> N/A</p> <p><u>Other entities potentially impacted:</u> N/A</p> <p><u>If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:</u> N/A</p>
Current Law Wording	Proposed Revisions to Law Wording		
<p>Section 43-35-310. Council created; membership; filling vacancies.</p> <p>(A) There is created the Adult Protection Coordinating Council under the auspices of the South Carolina Department of Health and Human Services and is comprised of:</p> <p>(1) one member from the institutional care service provision system who is a consumer or a family member of a consumer of that system and one member from the home and community-based service provision system who is a consumer or a family member of a consumer of that system, both of whom must be appointed by the council for terms of two years; and</p> <p>(2) these members who shall serve ex officio:</p>	<p>Section 43-35-310. Council created; membership; filling vacancies.</p> <p>(A) There is created the Adult Protection Coordinating Council under the auspices of the South Carolina Department of Health and Human Services and is comprised of:</p> <p>(1) one member from the institutional care service provision system who is a consumer or a family member of a consumer of that system and one member from the home and community-based service provision system who is a consumer or a family member of a consumer of that system, both of whom must be appointed by the council for terms of two years; and</p> <p>(2) these members who shall serve ex officio:</p>		

(a) Attorney General or a designee; (b) Office on Aging, Executive Director, or a designee; ....	(a) Attorney General or a designee; (b) Department on Aging, Executive Director, or a designee; ....
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LAW CHANGE # 9			
Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
No current statute	<p><u>Current Law:</u> No current statute</p> <p><u>Recommendation:</u> Codify the position of the Chief Advocate for the Rights of Older Persons, and Persons with a Physical Disability, an Intellectual Disability or a Related Condition</p>	Some states have recognized the need for an attorney within their state unit on aging who can provide advocacy and representation to older persons and those with disabilities outside of the priority case areas identified for legal assistance in the Older Americans Act. This position would provide the elder residents of South Carolina with an additional avenue to secure representation.	<p><u>Presented and approved by agency's governing body:</u> N/A</p> <p><u>Other entities potentially impacted:</u> Department of Health and Human Services</p> <p><u>If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:</u> N/A</p>

Current Law Wording	Proposed Revisions to Law Wording
No current statute	<p>1. <u>The Attorney for the Rights of Older Persons and Persons with a Physical Disability, an Intellectual Disability or a Related Condition shall:</u></p> <p><u>(a) Provide advocacy and education relating to the legal rights of older persons, persons with a physical disability, persons with an intellectual disability or persons with a related condition and shall facilitate the development of legal services to assist those persons in securing and maintaining their legal rights.</u></p> <p><u>(b) Provide, upon request, technical assistance, training and other support relating to the legal rights of older persons, persons with a physical disability, persons with an intellectual disability or persons with a related condition, as appropriate, to:</u></p> <p><u>(1) An attorney who is providing legal services for an older person, a person with a physical disability, a person with an intellectual disability or a person with a related condition;</u></p>

(2) An employee of a law enforcement agency;

(3) The Ombudsman or an advocate;

(4) An employee of an office for protective services of any county;

(5) An employee of the Division; and

(6) Groups that advocate for older persons, persons with a physical disability, persons with an intellectual disability or persons with a related condition.

(c) Review existing and proposed policies, legislation and regulations that affect older persons, persons with a physical disability, persons with an intellectual disability or persons with a related condition and make recommendations as appropriate to the Administrator.

(d) Review and analyze information relating to the nature and extent of abuse, neglect, exploitation, isolation and abandonment of older persons, persons with a physical disability, persons with an intellectual disability or persons with a related condition to identify services that need to be provided, including, without limitation:

(1) Methods of intervening on behalf of an older person, a person with a physical disability, a person with an intellectual disability or a person with a related condition to protect the older person, person with a physical disability, person with an intellectual disability or person with a related condition from abuse, neglect, exploitation, isolation or abandonment; and

(2) Enforcing the laws of this state governing abuse, neglect, exploitation, isolation and abandonment of older persons, persons with a physical disability, persons with an intellectual disability or persons with a related condition.

2. The Attorney for the Rights of Older Persons and Persons with a Physical Disability, an Intellectual Disability or a Related Condition may:

(a) Have access to, inspect, copy and subpoena all records in the possession of any clerk of a court, law enforcement agency or public or private institution, wherever situated, that relate to the abuse, neglect, exploitation, isolation or abandonment of an older person, a person with a physical disability, a person with an intellectual disability or a person with a related condition.

(b) Have access to all written records in the possession of any person, government,

governmental agency or political subdivision of a government that relate to the abuse, neglect, exploitation, isolation or abandonment of an older person, a person with a physical disability, a person with an intellectual disability or a person with a related condition.

(c) Represent and assist any incapacitated older person, person with a physical disability, person with an intellectual disability or person with a related condition until a guardian is appointed for that person.

(d) Use the information obtained pursuant to paragraphs (a) and (b) to resolve complaints relating to the abuse, neglect, exploitation, isolation or abandonment of an older person, a person with a physical disability, a person with an intellectual disability or a person with a related condition.

(e) Develop services relating to financial management for an older person, a person with a physical disability, a person with an intellectual disability or a person with a related condition who is at risk of having a guardian appointed by a court to manage his or her property.

(f) Act as the state legal assistance developer as described in 42 U.S.C. § 3058j.

(g) Appear as amicus curiae on behalf of older persons, persons with a physical disability, persons with an intellectual disability or persons with a related condition in any court in this state.

(h) Perform such other functions as are necessary to carry out the duties and the functions of the office of the Attorney for the Rights of Older Persons and Persons with a Physical Disability, an Intellectual Disability or a Related Condition.

## VII. Feedback (Optional)

22. (A) Other questions that may help the Committee and public understand how the agency operates, budgets, and performs

**Describe the unique structure of the department with the AAAs and providers as mandated by the Older Americans Act.**

The South Carolina Department on Aging (SCDOA) is the federally designated State Unit on Aging (SUA) in South Carolina and is required by the Older Americans Act (OAA) of 1965 (Amended) and the Administration for Community Living (ACL) to submit a State Plan every four years. To fulfill the mission of the SCDOA, this plan sets priorities to ensure comprehensive and coordinated strategies addressing the needs of a growing older population in South Carolina. Section 305 of the Older Americans Act mandates the structure and primary requirements for the Department on Aging to receive federal funding.

As the State Unit on Aging, the department functions as a pass-through agency to allocate federal funding to the Area Agencies on Aging (AAAs) that contract to deliver aging services.

In order to fulfill its mission and goals, the South Carolina Department on Aging (SCDOA) collaborates with numerous partners and Aging Network stakeholders to assist seniors, at-risk adults, persons with disabilities, their families and caregivers to achieve safe, healthy, independent and self-reliant lives. The SCDOA is committed to continually improving its person-centered, statewide comprehensive and coordinated system of programs and services. These programs and services are available to all eligible persons. The services and programs provide access to long-term supports and critical services that give seniors the tools necessary to age in place in their homes safely and independently.

The SCDOA, as the SUA, is responsible for administering federal funds, as well as state appropriated aging funds. The SCDOA allocates OAA funds (through a federally approved Intrastate Funding Formula) to the AAAs. The AAAs use this funding for regional planning, resource coordination, client needs assessments, and oversight of a coordinated service delivery system. In addition to the OAA requirements, the SCDOA must adhere to the South Carolina Code of Laws.

The SCDOA assures that preference will be given to the provision of services to older individuals with the greatest economic need and older individuals with greatest social need, with particular attention to low-income minority individuals, individuals at risk for institutional placement, older individuals living alone, and older individuals living in rural areas.

The Older Americans Act (OAA) mandates that the Department on Aging designates Area Agencies on Aging to coordinate the delivery of aging services regionally.

In South Carolina, the SCDOA has designated 10 Planning and Service Areas (PSAs). These PSAs are officially known as Area Agencies on Aging (AAAs). Seven of the AAAs are housed in Councils of Government (COGs), two are freestanding, private non-profit organizations, and one is housed in a healthcare entity.

The AAAs are responsible for:

- Developing their Area Plans on Aging and area plan administration, and resource development;
- Regional and local Planning, program development and coordination, advocacy, and monitoring;
- Assuring that availability and delivery of aging services through contractual agreements with service providers, and for monitoring their performance;
- Establishing and coordinating an advisory council that provides input on development, and implementation of the area plans, assists in conducting public hearings, reviews and comments on all community policies, programs and actions affecting seniors in

- 
- the regions; and
  - Working with local business and community leaders, the private sector, local elected officials, and aging network partners to develop a comprehensive coordinated service delivery system.

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The Older Americans Act (OAA) mandates that the Department on Aging designates Area Agencies on Aging to coordinate the delivery of aging services regionally. The AAAs procure with local providers to deliver aging services. Each AAA has service providers that deliver aging services in the 46 counties.

In South Carolina, the SCDOA has designated 10 Planning and Service Areas (PSAs). These PSAs are officially known as Area Agencies on Aging (AAAs). Seven of the AAAs are housed in Councils of Government (COGs), two are freestanding, private non-profit organizations, and one is housed in a healthcare entity.

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- Developing their Area Plans on Aging and area plan administration, and resource development;
- Regional and local Planning, program development and coordination, advocacy, and monitoring;
- Assuring that availability and delivery of aging services through contractual agreements with service providers, and for monitoring their performance;
- Establishing and coordinating an advisory council that provides input on development, and implementation of the area plans, assists in conducting public hearings, reviews and comments on all community policies, programs and actions affecting seniors in the regions; and
- Working with local business and community leaders, the private sector, local elected officials, and aging network partners to develop a comprehensive coordinated service delivery system.

In addition to the AAAs, the SCDOA proactively collaborates with organizations that support aging causes and services. Here is a sampling of some of the major partnerships.

### Partners

Name of Partner Entity	Type of Partner Entity
Appalachian Area Agency on Aging	Council of Government
Upper Savannah Area Agency on Aging	Council of Government
Catawba Area Agency on Aging	Non-Governmental Organization
Central Midlands Area Agency on Aging	Council of Government
Lower Savannah Area Agency on Aging	Council of Government
Santee-Lynches Area Agency on Aging	Council of Government
Vantage Point-Care South Area Agency on Aging (Pee Dee)	Private Health Organization
Waccamaw Area Agency on Aging	Council of Government
Trident Area Agency on Aging	Non-Governmental Organization
Lowcountry Area Agency on Aging	Council of Governments
Regional contracted service providers (at least one per county)	Governmental and Non-Governmental Organizations
AARP SC / AARP National	Non-Governmental Organization
Alzheimer's Association - SC Chapter	Non-Governmental Organization
SC Institute of Medicine and Public Health	Non-Governmental Organization
USC Arnold School of Public Health /Office for the Study on Aging	Higher Education Institute
Clemson University	Higher Education Institute
Medical University of South Carolina	Higher Education Institute
University of South Carolina School of Social Work	Higher Education Institute
University of South Carolina	Higher Education Institute
SC Legal Services	Private Business Organization
SC Bar Association	Professional Association

SC Department of Social Services / Adult Protective Services	State Government
SC Advisory Council on Aging	State Government
SC Veterinarian Association	Professional Association
SC Fire Marshall (Fire Safe SC)	State Government
Silver Haired Legislature	State Government
Legislative Committee to Study Services, Programs and Facilities for Aging (Joint Legislative Committee on Aging)	State Government
SC Elks Association	Professional Association
Harvest Hope Food Bank	Non-Governmental Organization
SC Association of Council on Aging Directors (SCACAD)	Professional Association
National Association of States United for Aging and Disabilities (NASUAD)	Professional Association
SC Association of Area Agencies on Aging (SC4A)	Professional Association
Southeast Association of Area Agencies on Aging (SE4A)	Professional Association
National Association of Area Agencies on Aging (N4A)	Professional Association
National Institute of Senior Centers (NISC)	Professional Association
National Council on Aging (NCOA)	Professional Association
SC Emergency Management Division	State Government
Walgreens Corporation	Private Business Organization
SC Blue Cross Blue Shield	Private Business Organization
American Red Cross	Professional Association
Salvation Army	Professional Association
SC Respite Coalition	Professional Association
Family Connection of SC	Non-Governmental Organization
National Meals on Wheels	Non-Governmental Organization
AIRS (Alliance of Information and Referral Specialists)	Non-Governmental Organization
SC Department of Insurance	State Government
Social Security Administration	Federal Government
SC Attorney Generals' Office (Medicaid Fraud)	State Government
SC Department of Health and Human Services (Medicaid)	State Government
CMS (Center for Medicare and Medicaid Services)	Federal Government



Consumer Voice	Non-Governmental Organization
National Association of State Ombudsman Program	Federal Government
SC Protection and Advocacy	State Government
Columbia International University	Private Educational Organization
State Housing Finance and Development Authority	State Government
SC Housing Trust Fund	Non-Governmental Organization
SC Department of Employment and Workforce	State Government
Senior Rides Lexington	Non-Profit
SC Retired Teachers Association	Non-Governmental Organization
Association of the Blind	Non-Profit
Interfaith Partnership of SC	Non-Profit
Women’s Ministry Society, 7 <sup>th</sup> Episcopal District of the AMC Church	Non-Profit
Office of Rural Health	State Government
Bible Way	Non-Profit
SC Office of Economic Opportunity	State Government
Non-Emergency Transportation Task Force	Non-Profit

**(B) Best ways for the Committee to compare the specific results the agency obtained with the resources the agency invested**

The SCDOA is the State Unit on Aging in South Carolina and is primarily a pass through entity that funds 10 Area Agencies on Aging (AAAs). The AAAs contract with local service provider to deliver aging services in the counties. Results of the department’s funding is reflected by the number of seniors and vulnerable adults served throughout the state by the AAAs and providers.

**(C) Changes to the report questions, format, etc., agency representatives would recommend.**

The SCDOA leadership sought to define deliverables that reflected the scope of services and work provided by the department. Because the department administers federal and state funds that are allocated to AAAs, accurately determining deliverables was sometimes difficult.

**(D) Benefits agency representatives see in the public having access to the information in this report.**

The SCDOA is a new agency and the current leadership is working to market the department throughout the state. In addition, many policymakers do not know the unique structure of the agency as mandated by the Federal Older Americans Act. It is anticipated that this report will help the SCDOA tell its story and describe how seniors and vulnerable adults benefit from its services and programs.

Another benefit is greater accountability and transparency, as well as a better awareness of the structure of the department and statewide aging network, and the good work provided through services and programs.

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**(E) Two to three things agency representatives could do differently next time (or it could advise other agencies to do) to complete the report in less time and at a lower cost to the agency.**

1. Assign project management responsibilities (One staff member assigned to coordinate the project) and have at least two weekly meetings of the key staff to monitor project progress and to discuss unexpected topics or questions.
2. As a new agency (2019), it has been time consuming to track specific items such as time going back through multiple agencies and administrations. As a result, of this project, the SCDOA is initiating measures that will make the process easier in the future.

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**(F) Other comments or suggestions from the agency.**

Thank you for giving the SC Department on Aging an opportunity to tell our story. As a new agency, the SCDOA looks forward to presenting to the House Oversight Committee and detail the good work provided by the SCDOA and its statewide aging network of AAAs and their contracted service providers.

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## Organizational Unit Details

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Name of organizational unit	Administration	Lieutenant Governor's Office
<b>Purpose of organizational unit</b>	Support services to include HR, PR, policy, administrative and legal.	To perform the constitutional duties of the office of the Lieutenant Governor. Lead the Office on Aging.
<b>Exit interviews or surveys performed?</b>		
2019-20	No	No
2018-19	No	No
2017-18	No	No
2016-17	No	No
<b>Employee satisfaction tracked?</b>		
2019-20	No	No
2018-19	No	No
2017-18	No	No
2016-17	No	No
<b>Anonymous employee feedback allowed?</b>		
2019-20	Yes	No
2018-19	Yes	Yes
2017-18	Yes	Yes
2016-17	Yes	Yes
<b>Number of employees (all types) in the unit</b>	5	
<u>Start of fiscal year</u>		
2019-20	6.00	0.00
2018-19	5.00	6.00
2017-18	4.00	7.00
2016-17	4.00	7.00
<u>End of fiscal year</u>		
2019-20	6.00	0.00
2018-19	5.00	0.00
2017-18	4.00	6.00
2016-17	4.00	7.00
<u>Leave the unit during fiscal year</u>		
2019-20	0.00	0.00
2018-19	0.00	6.00
2017-18	0.00	3.00
2016-17	0.00	5.00
<b>Turnover rate</b>		
2019-20	0.00%	Agency did not have employees in this unit
2018-19	0.00%	200.00%
2017-18	0.00%	46.15%
2016-17	0.00%	71.43%
<b>Agency Comments (Optional)</b>		The data in FY2016-17 changes are attributed to the administrative changes that resulted from former-Governor Nikki Haley's resignation to become the Ambassador to the United Nations for the United States. Upon her resignation, former Lieutenant Governor Henry McMaster succeeded to the office of Governor. That transition caused some staff turnover and shifting as Kevin Bryant transitioned out of the S.C. Senate to the position of Lieutenant Governor. In FY 2017-18, a number of employees left the Lieutenant Governor's office as a result of retirement, and others left to seek other employment opportunities. Lastly, as a result of a change to the S.C. Constitution, the Governor and Lieutenant Governor were to run on the same ballot; after an unsuccessful bid for Governor, former Lieutenant Governor Kevin Bryant and his staff transitioned out of that constitutional office in January 2019, resulting in a total staff turnover. In that same month, the agency transitioned from the Lieutenant Governor's Office on Aging to a cabinet agency in the executive

The contents of this chart are considered sworn testimony from the agency director.

## Organizational Unit Details

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Name of organizational unit	Community Resources	Vulnerable Adult Guardian ad Litem Program
<b>Purpose of organizational unit</b>	To oversee and monitor the majority of the core programming authorized by the Older Americans Act (OAA).	To provide guardians ad litem to advocate for the best interests of vulnerable adults.
<b>Exit interviews or surveys performed?</b>		
2019-20	No	No
2018-19	No	No
2017-18	No	No
2016-17	No	No
<b>Employee satisfaction tracked?</b>		
2019-20	No	No
2018-19	No	No
2017-18	No	No
2016-17	No	No
<b>Anonymous employee feedback allowed?</b>		
2019-20	No	Yes
2018-19	No	Yes
2017-18	No	Yes
2016-17	No	Yes
<b>Number of employees (all types) in the unit</b>		
<u>Start of fiscal year</u>		
2019-20	11.00	9.00
2018-19	11.00	8.00
2017-18	11.00	6.00
2016-17	11.00	5.00
<u>End of fiscal year</u>		
2019-20	11.00	10.00
2018-19	7.00	9.00
2017-18	11.00	7.00
2016-17	11.00	6.00
<u>Leave the unit during fiscal year</u>		
2019-20	3.00	1.00
2018-19	3.00	0.00
2017-18	1.00	1.00
2016-17	0.00	1.00
<b>Turnover rate</b>		
2019-20	27.27%	10.53%
2018-19	33.33%	0.00%
2017-18	9.09%	15.38%
2016-17	0.00%	18.18%
<b>Agency Comments (Optional)</b>	Even though there has been turnover within the division in FY20, all positions have been filled expeditiously.	

## Organizational Unit Details

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Name of organizational unit	Ombudsman	Finance, Grants, and Budgets
<b>Purpose of organizational unit</b>	Three distinct programs: Long Term Care Ombudsman Program (LTCOP), Prime Ombudsman and Legal Assistance Developer. Representatives of the LTCOP advocate for or on behalf of residents of long term care facilities. Prime Ombudsmen advocate for and assist dual (Medicare and Medicaid) beneficiaries; Legal Assistance Developer is responsible for coordinating the statewide legal services program.	To provide financial support and budget information to the agency.
<b>Exit interviews or surveys performed?</b>		
2019-20	No	No
2018-19	No	No
2017-18	No	No
2016-17	No	No
<b>Employee satisfaction tracked?</b>		
2019-20	No	No
2018-19	No	No
2017-18	No	No
2016-17	No	No
<b>Anonymous employee feedback allowed?</b>		
2019-20	Yes	Yes
2018-19	Yes	Yes
2017-18	Yes	Yes
2016-17	Yes	Yes
<b>Number of employees (all types) in the unit</b>		
<u>Start of fiscal year</u>		
2019-20	7.00	6.00
2018-19	8.00	6.00
2017-18	9.00	6.00
2016-17	9.00	6.00
<u>End of fiscal year</u>		
2019-20	7.00	6.00
2018-19	9.00	6.00
2017-18	8.00	6.00
2016-17	9.00	6.00
<u>Leave the unit during fiscal year</u>		
2019-20	1.00	0.00
2018-19	0.00	1.00
2017-18	1.00	0.00
2016-17	0.00	0.00
<b>Turnover rate</b>		
2019-20	14.29%	0.00%
2018-19	0.00%	16.67%
2017-18	11.76%	0.00%
2016-17	0.00%	0.00%
<b>Agency Comments (Optional)</b>	One FTE retired January 2018 and the position was filled. One FTE resigned December 2019; the position has not been filled. It will be reallocated to the regional AAA office.	

## Organizational Unit Details

Agency: Department on Aging  
 Accurate as of: December 14, 2020

<b>Name of organizational unit</b>	<b>Information Technology/Security/Business Analysis</b>
<b>Purpose of organizational unit</b>	To support and secure the technological infrastructure, users, and systems, and to provide reports and data and analysis to support the programs and agency.
<b>Exit interviews or surveys performed?</b>	
2019-20	No
2018-19	No
2017-18	No
2016-17	No
<b>Employee satisfaction tracked?</b>	
2019-20	No
2018-19	No
2017-18	No
2016-17	No
<b>Anonymous employee feedback allowed?</b>	
2019-20	Yes
2018-19	Yes
2017-18	Yes
2016-17	Yes
<b>Number of employees (all types) in the unit</b>	
<u>Start of fiscal year</u>	
2019-20	3.00
2018-19	3.00
2017-18	3.00
2016-17	3.00
<u>End of fiscal year</u>	
2019-20	3.00
2018-19	3.00
2017-18	3.00
2016-17	3.00
<u>Leave the unit during fiscal year</u>	
2019-20	0.00
2018-19	0.00
2017-18	0.00
2016-17	1.00
<b>Turnover rate</b>	
2019-20	0.00%
2018-19	0.00%
2017-18	0.00%
2016-17	33.33%
<b>Agency Comments (Optional)</b>	A staff member retired in the spring of 2017 and was immediately replaced.

**Finance Overview**

Agency  
Department on Aging  
Accurate as of  
December 14, 2020

This includes E040 Lt. Gov. Office Aging data	2019-2020				2018-19				2017-18				2016-17			
	General Funds	Other Funds	Federal Funds	Total	General Funds	Other Funds	Federal Funds	Total	General Funds	Other Funds	Federal Funds	Total	General Funds	Other Funds	Federal Funds	Total
How much was the agency appropriated and authorized to spend during the fiscal year?	\$ 18,846,272	\$ 6,054,297	\$ 27,349,923	\$ 2,250,492	\$18,194,271	\$9,054,297	\$27,349,923	\$54,598,491	\$18,119,710	\$9,054,297	\$24,462,654	\$51,636,661	\$17,681,943	\$9,054,297	\$24,462,654	\$51,198,894
Enter any additional other or federal funds authorization received during the fiscal year.			\$ 17,648,174	\$ 17,648,174			\$8,425,000	\$8,425,000				\$0				\$0
Enter the total actual expenditures during the fiscal year.	\$ 14,545,106	\$ 2,063,892	\$ 35,265,832	\$ 51,874,830	\$13,956,981	\$2,752,852	\$30,652,024	\$47,361,857	\$18,400,232	\$3,850,607	\$23,449,712	\$45,700,551	\$15,093,000	\$4,285,181	\$23,231,609	\$42,609,790
How much did the agency carry forward? (Total amount)	\$ 12,763,664	\$ 721,910		\$ 13,485,574	\$8,920,400	\$721,910	\$0	\$9,642,310	\$4,873,547	\$774,650	\$0	\$5,648,197	\$5,130,079	\$824,650	\$0	\$5,954,729
10% Carry forward (General Carry Forwards)	\$ 679,904			\$ 679,904	\$1,039,932			\$1,039,932	\$256,402			\$256,402	\$655,194			\$655,194
Special Carry forward	\$ 12,083,760	\$ 721,910		\$ 12,805,670	\$7,880,468	\$721,910		\$8,602,378	\$4,617,145	\$774,650		\$5,391,795	\$4,474,885	\$824,650		\$5,299,535
How much cash did the agency have at the end of the fiscal year that it was not authorized to spend?		\$ 3,517,608		\$ 3,517,608		\$2,797,882	\$0	\$2,797,882		\$2,589,062	\$0	\$2,589,062		\$2,441,105	\$0	\$2,441,105
If the agency received additional federal funds authorization, please note why and when the request was made.	The agency received additional federal authorization to cover the federal grants awarded through the Family First Corona Virus Relief Act and the CARES act as well as for supplemental discretionary grant awarded for ADRC. \$17,648,174.				February 2019 additional authorization was requested based on the funding being requested by the subrecipients and that HHS had changed the grant term from 3 years to 2 years necessitating the need to increase spending of federal funds.											
If the agency received additional other funds authorization, please note why and when the request was made.																
Please provide detail regarding why the agency has cash balances. Does the agency expect to spend down these balances?	2 million of the other funds cash balance is for permanent improvements and has been committed for senior center improvements. Much of that work was put on hold during COVID, but also these funds are not paid out until the center has spent their other funds to pay for this. Also the Eldercare trust funds and Bingo funds are restricted for use.				Other funds are are obligated to appropriate entities when cash is received or as assured by state statute. Bingo generated funds for PIP and funding to AAA under \$12-21-4200 and Eldercare Trust \$5-12-5060 and 43-21-120.											

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		1	
Item number			
Associated laws		Section 12-21-4200; Section 43-21-40 (k).	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>Senior Center Permanent Improvement Program (PIP) Grants provide permanent improvement grant funds to non-profits or governmental entities for senior center enhancements.</b> The Department on Aging administers the Permanent Improvement Project grant by issuing grant applications annually in February, evaluating grant applications, selecting grantees, dispersing funds, and monitoring for compliance. The funding for the Senior Center Permanent Improvement Program comes from state bingo tax revenues.	
Responsible organizational unit (primary)		<b>Administration</b>	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		Senior Center Permanent Improvement Program (PIP) Grants are awarded to provide funding to build or enhance multipurpose senior centers, which provide a space for seniors to socialize, receive nutritional services, and to remain active. Funding for PIP comes from state bingo tax revenues. The first nine hundred forty-eight thousand dollars of the total revenues derived from the provisions of this article which is collected from bingo within this State must be deposited monthly in twelve equal amounts into an account in the Office of the State Treasurer and called "Department on Aging Senior Citizen Centers Permanent Improvement Fund". All interest earned on monies in the Department on Aging Senior Citizen Centers Permanent Improvement Fund must be credited to this fund. Section 12-21-4200. Administer the Senior Citizens Center Permanent Improvement Fund established pursuant to Section 12-21-3441 and community services programs in accordance with Section 12-21-3590. Section 43-21-40(k). The Department on Aging understands that the purpose of this service is to provide funds to permanently enhance senior centers.	
Associated performance measure item numbers from the Performance Measures Chart, if any		1	
Customer Details			
Customer description		Non-profits and governmental entities making permanent improvements to senior centers with PIP grant funds.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	Union, Greenville	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	Union	
Number of customers served	2019-20	2	
	2018-19	1	
	2017-18	8	
	2016-17	5	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		One permanent improvement project grant award (in amounts up to \$350,000).	
Number of units provided	2019-20	1	
	2018-19	1	
	2017-18	8	
	2016-17	5	
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
If yes, provide law			
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.10	
	2018-19	0.10	
	2017-18	0.10	
	2016-17	0.10	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$397,022.24
\$47,358,048		2018-19	\$1,256,514.00
\$45,696,028		2017-18	\$625,183.00
\$42,605,728		2016-17	\$173,820.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.77%
\$51,874,830		2018-19	2.65%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$397,022.24
		2018-19	\$1,256,514.00
		2017-18	\$78,147.88
		2016-17	\$34,764.00
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		Section 43-21-40(k) makes reference to two code sections that are not active in the S.C. Code of Laws currently, specifically: S.C. Code Ann. § 12-21-3441 and § 12-21-3590. The agency will address its recommendations in the recommended law changes portion of the report.  Bingo funds provide \$948,000 annually for PIP program.  Grant applications are accepted annually in February and awards are made in the spring after a grant review process that includes a meeting with each applicant to discuss project details and to ensure that local funding obligations have been met. Grants are awarded with a two year grant period to complete construction. Payments are for reimbursements as work is completed.	



**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		2	
Item number			
Associated laws		Section 43-21-190.	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>The Silver Haired Legislature (SHL) is funded by the South Carolina Department on Aging (SCDOA) through a line item in the Department's budget. The Department performs no day-to-day coordination of the SHL and is strictly a pass through entity for funding purposes, and does not control or oversee how the SHL utilizes those funds.</b> When invited, representatives from the Department on Aging attend meetings of the SHL. The Silver Haired Legislature (SHL) is tasked with studying aging topics and issues. This model legislature shall: (1) identify issues, concerns, and possible solutions for problems facing the aging population in South Carolina; (2) make recommendations to the Governor and members of the General Assembly and to the Joint Legislative Committee on Aging; (3) arrange educational forums to explore issues related to older South Carolinians; (4) promote good government for all South Carolinians. The SHL provides legislative recommendations to the General Assembly.	
Responsible organizational unit (primary)		Administration	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The SHL identifies issues, concerns, and possible solutions for problems facing the aging population in South Carolina, promotes good government, organizes educational forums, and makes recommendations to the Governor, General Assembly, and to the Joint Legislative Committee on Aging. Section 43-21-190(1)-(4).	
Associated performance measure item numbers from the Performance Measures Chart, if any		2	
Customer Details			
Customer description		The Governor and members of the South Carolina General Assembly.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	All	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	All	
Number of customers served	2019-20	171	
	2018-19	171	
	2017-18	171	
	2016-17	171	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		The Silver Haired Legislature, which is funded by the Department on Aging, with a budget line item.	
Number of units provided	2019-20	4	
	2018-19	4	
	2017-18	4	
	2016-17	4	
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
If yes, provide law			
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.10	
	2018-19	0.10	
	2017-18	0.10	
	2016-17	0.10	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$18,841.24
\$47,358,048		2018-19	\$18,808.00
\$45,696,028		2017-18	\$19,522.00
\$42,605,728		2016-17	\$19,062.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.04%
\$51,874,830		2018-19	0.04%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$4,710.31
		2018-19	\$4,702.00
		2017-18	\$4,880.50
		2016-17	\$4,765.50
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		This is an independent committee funded through a line-item in the Department on Aging's budget. The SCDOA passes the funds on to the SHL. Apart from allocating and monitoring the funding, the Department does not coordinate or staff this committee. Our customer description reflects those members of the General Assembly who serve on the Joint Legislative Committee on Aging, which also receives recommendations from the Silver Haired Legislature, per the enabling statute.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

<b>Deliverable</b>		<b>3</b>	
Item number		<b>3</b>	
Associated laws		Section 43-21-10; Section 43-21-20	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<p><b>The South Carolina Advisory Council on Aging is coordinated and hosted by the Department on Aging.</b> The Department assists in organizing and hosting the meetings of the South Carolina Advisory Council on Aging. The Council is tasked with advising the Department on Aging and the Aging Network on matters related to aging. The Council provides advice only and does not serve as a governing entity for the department.</p>	
Responsible organizational unit (primary)		<b>Administration</b>	
<b>Results Sought</b>			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		<p>The Council advises the Department on Aging and the Aging Network on matters related to aging. Section 43-21-10, 2018 Act No. 261. The Department uses the advice provided by the Council to enhance the aging services provided. For example, the Council worked with the Department as a focus group to develop a new website.</p>	
Associated performance measure item numbers from the Performance Measures Chart, if any		3	
<b>Customer Details</b>			
Customer description		The South Carolina Advisory Council members who attend meetings coordinated and hosted by the South Carolina Department on Aging.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	All	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	All	
Number of customers served	2019-20		1
	2018-19		1
	2017-18		1
	2016-17		1
<b>Units Provided and Amounts Charged to Customers</b>			
Description of a single deliverable unit		Regularly scheduled meetings of the S.C. Advisory Council on Aging.	
Number of units provided	2019-20		4
	2018-19		4
	2017-18		4
	2016-17		4
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
Amount charged to customer per deliverable unit	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
<b>Costs</b>			
Total employee equivalents required (37.5 hour per week units)	2019-20		0.10
	2018-19		0.10
	2017-18		0.10
	2016-17		0.10
Spent on all deliverables	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$3,841.24
\$51,884,830		2018-19	\$3,808.32
\$47,358,048		2017-18	\$4,522.00
\$45,696,028		2016-17	\$4,062.00
\$42,605,728			
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.01%
\$51,874,830		2018-19	0.01%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$960.31
		2018-19	\$952.08
		2017-18	\$1,130.50
		2016-17	\$1,015.50
<b>Amount collected from providing deliverable</b>			
Total collected from charging customers	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Total collected from charging customers and non-state sources	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
<b>Agency Comments</b>			
Additional comments from agency (optional)		<p>This is an advisory council that meets quarterly. The council is member-driven and the Department on Aging assists in coordinating and hosting the meetings. Members of the Council are appointed by the Governor and represent the ten planning and service areas and five at-large members. Per S.C. Code Ann. § 43-21-10, "The members must be citizens of the State who have an interest in and a knowledge of the problems of an aging population. In making appointments to the council, consideration must be given to assure that the council is composed of appointees who are diverse in age, who are able and disabled, and who are active leaders in organizations and institutions that represent different concerns of older citizens and their families."</p>	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		4	
Item number			
Associated laws		SC Acts and Joint Resolutions 2018, Act No. 291.	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>The Palliative Care and Quality of Life Study Committee was coordinated and staffed by the South Carolina Department on Aging for the one year period it was mandated to meet by the General Assembly.</b> The Department on Aging provided staff support to the SC Palliative Care and Quality of Life Study Committee, which included coordinating meetings, receiving policy recommendations, and publishing information and resources recommended by the Committee on its website. The Study Committee received policy recommendations from committee members; published information for the public and healthcare providers concerning the provision of palliative care; submitted to the Governor and the General Assembly a report on the state of palliative care in South Carolina with findings and recommendations. The South Carolina Palliative Care and Quality of Life Study Committee was authorized by the General Assembly to meet for a period of one year and to consult and advise the Department on Aging on matters related to the establishment, maintenance, operation, and outcomes evaluation of palliative care initiatives in this State, including needed state policies or responses and ways to provide clear and coordinated services to support and enhance the delivery of palliative care. After providing a report to the General Assembly and the Governor on the state of palliative care in South Carolina with findings and recommendations on December 31, 2019 as required, the committee dissolved.	
Responsible organizational unit (primary)		Administration	
Results Sought			
Does the legislature state intent, findings, or purpose?		Consult and advise the Division on Aging on matters related to the establishment, maintenance, operation, and outcomes evaluation of palliative care initiatives in this State, including needed state policies or responses and ways to provide clear and coordinated services to support and enhance the delivery of palliative care. Act 291(B); Act 291(C) (2018). The Study Committee was legislatively mandated to draft a report of recommendations for the General Assembly to address Palliative Care concerns and policies.	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?			
Associated performance measure item numbers from the Performance Measures Chart, if any		4	
Customer Details			
Customer description		The SC Palliative Care and Quality of Life Study Committee.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	All	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	All	
Number of customers served	2019-20	0	
	2018-19	1	
	2017-18	0	
	2016-17	0	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		A final report on the state of palliative care in South Carolina with findings and recommendations presented to the Governor and the General Assembly.	
Number of units provided	2019-20	15	
	2018-19	1	
	2017-18	0	
	2016-17	0	
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
If yes, provide law			
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.10	
	2018-19	0.10	
	2017-18	0.00	
	2016-17	0.00	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$0.00
\$47,358,048		2018-19	\$3,808.32
\$45,696,028		2017-18	\$0.00
\$42,605,728		2016-17	\$0.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.00%
\$51,874,830		2018-19	0.00%
\$47,361,857		2017-18	0.00%
#REF!		2016-17	0.00%
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$0.00
		2018-19	\$3,808.32
		2017-18	Insufficient data provided.
		2016-17	Insufficient data provided.
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		This is a committee authorized to meet for one year in 2019 and to make a report to the General Assembly and Governor. The Department on Aging was tasked by the legislation to coordinate the meetings. The report was released at a press conference conducted by Senator Brad Hutto on February 20, 2020. The report can be found on the Department on Aging website.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		5	
Item number		5	
Associated laws		Section 43-21-130; Section 43-21-140; and Section 43-21-150	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>The South Carolina Department on Aging is tasked by statute to coordinate the Long Term Care Council.</b> The Director of the Department serves on the Council. Proviso 40.4 has suspended the meetings of the Council. The Long Term Care Council, which is comprised of various agency heads, members of the public, healthcare providers, and political designees, is mandated to identify and make recommendations concerning the costs and benefits of: adult day care centers, in-home and institutional respite care, adult foster homes, incentives for families to provide in-home care, such as cash assistance, tax credits or deductions, and home-delivered services to aid families caring for chronically impaired elderly relatives. The Long Term Care Council had the discretion to conduct research and demonstration activities related to these issues. Through close coordination of each member agency's planning efforts, the council develops recommendations for a statewide service delivery system for all health-impaired elderly or disabled persons, regardless of the persons' resources or source of payment. Section 43-21-140(1)-(5) mandated for certain provisions in the service delivery system. These recommendations must be updated annually as needed. Section 43-21-140.	
Responsible organizational unit (primary)		Administration	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The council, through its member agencies, shall study and make recommendations concerning the costs and benefits of: adult day care centers, in-home and institutional respite care, adult foster homes, incentives for families to provide in-home care, such as cash assistance, tax credits or deductions, and home-delivered services to aid families caring for chronically impaired elderly relatives. Section 43-21-140	
Associated performance measure item numbers from the Performance Measures Chart, if any		None	
Customer Details			
Customer description		Council members	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	All	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	All	
Number of customers served	2019-20	12 members	
	2018-19	12 members	
	2017-18	12 members	
	2016-17	12 members	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		A meeting of the Long Term Care Council.	
Number of units provided	2019-20	0	
	2018-19	0	
	2017-18	0	
	2016-17	0	
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
If yes, provide law			
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.00	
	2018-19	0.00	
	2017-18	0.00	
	2016-17	0.00	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$0.00
\$47,358,048		2018-19	\$0.00
\$45,696,028		2017-18	\$0.00
\$42,605,728		2016-17	\$0.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.00%
\$51,874,830		2018-19	0.00%
\$47,361,857		2017-18	0.00%
#REF!		2016-17	0.00%
#REF!	Agency expenditures per unit of the deliverable	2019-20	Insufficient data provided.
		2018-19	Insufficient data provided.
		2017-18	Insufficient data provided.
		2016-17	Insufficient data provided.
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		The Long Term Council is suspended by Proviso 40.4 (Fiscal Years 2016-17, 2017-18, 2018-19, 2019-20, 2020-21), which states "[the] duties and responsibilities, including the statutory requirement to hold meetings of the Coordinating Council established pursuant to Section 43-21-120 and of the Long Term Care Council established pursuant to Section 43-21-130, both under the Department on Aging, are suspended for the current fiscal year." Despite the suspension, it is important to note that, per Section 43-21-140, the council has no authority to direct or require any implementing action from any member agency.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

<b>Deliverable</b>		<b>6</b>	
Item number		<b>6</b>	
Associated laws		Section 43-21-120	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<p><b>The South Carolina Department on Aging is tasked by statute to coordinate the Coordinating Council.</b> Proviso 40.4 has suspended the meetings of the Council. The Director of the Department on Aging serves as the Secretary of the Council. The Council works with the Department on Aging on the coordination of programs related to the field of aging, and to advise and make pertinent recommendations. Section 43-21-120. The council is comprised of directors of state agencies and non-profit organizations.</p>	
Responsible organizational unit (primary)		Administration	
<b>Results Sought</b>			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The Coordinating Council works with the department on the coordination of programs related to the field of aging, and to advise and make pertinent recommendations. Section 43-21-120	
Associated performance measure item numbers from the Performance Measures Chart, if any		None	
<b>Customer Details</b>			
Customer description		Department on Aging	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	All	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	All	
Number of customers served	2019-20	1	
	2018-19	1	
	2017-18	1	
	2016-17	1	
<b>Units Provided and Amounts Charged to Customers</b>			
Description of a single deliverable unit		A meeting of the Coordinating Council.	
Number of units provided	2019-20	0	
	2018-19	0	
	2017-18	0	
	2016-17	0	
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
<b>Costs</b>			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.00	
	2018-19	0.00	
	2017-18	0.00	
	2016-17	0.00	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$0.00
\$47,358,048		2018-19	\$0.00
\$45,696,028		2017-18	\$0.00
\$42,605,728		2016-17	\$0.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.00%
\$51,874,830		2018-19	0.00%
\$47,361,857		2017-18	0.00%
#REF!		2016-17	0.00%
#REF!	Agency expenditures per unit of the deliverable	2019-20	Insufficient data provided.
		2018-19	Insufficient data provided.
		2017-18	Insufficient data provided.
		2016-17	Insufficient data provided.
<b>Amount collected from providing deliverable</b>			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
<b>Agency Comments</b>			
Additional comments from agency (optional)		<p>The Coordinating Council is suspended by Proviso 40.4 (Fiscal years 2016-17, 2017-18, 2018-19, 2019-20, 2020-21), which states, "[The] duties and responsibilities, including the statutory requirement to hold meetings of the Coordinating Council established pursuant to Section 43-21-120 and of the Long Term Care Council established pursuant to Section 43-21-130, both under the Department on Aging, are suspended for the current fiscal year." In addition, the statute needs to be amended to reflect the current name of the Department and remove reference to the Lieutenant Governor in Section 43-21-130.</p>	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

<b>Deliverable</b>		7	
Item number		7	
Associated laws		Section 30-4-10 et. seq.	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		Freedom of Information Act Requests - The Department on Aging manages, processes, and responds to all Freedom of Information Act requests within the time periods prescribed by the South Carolina Freedom of Information Act, S.C. Code Ann. 30-4-10 et. seq.	
Responsible organizational unit (primary)		Administration	
<b>Results Sought</b>			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The General Assembly finds that it is vital in a democratic society that public business be performed in an open and public manner so that citizens shall be advised of the performance of public officials and of the decisions that are reached in public activity and in the formulation of public policy. Toward this end, provisions of this chapter must be construed so as to make it possible for the citizens, or their representatives, to learn and report fully the activities of their public officials at a minimum cost or delay to the persons seeking access to public documents or meetings. S.C. Code Ann. §30-4-15 (Supp. 2017).	
Associated performance measure item numbers from the Performance Measures Chart, if any		None	
<b>Customer Details</b>			
Customer description		Members of the public and press who submit Freedom of Information Act requests.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	Aiken; Anderson; Barnwell; Charleston; Darlington; Florence; Georgetown; Greenville; Richland	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	Charleston; Darlington; Florence; Lexington; Richland	
Number of customers served	2019-20		17
	2018-19		13
	2017-18		3
	2016-17		0
<b>Units Provided and Amounts Charged to Customers</b>			
Description of a single deliverable unit		A single unit encompasses both a Notice of Determination letter issued by the agency to the requesting party, as well as a final letter denoting what documents are being produced unless an exemption or privilege applies.	
Number of units provided	2019-20		17
	2018-19		13
	2017-18		3
	2016-17		0
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
Amount charged to customer per deliverable unit	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
<b>Costs</b>			
Total employee equivalents required (37.5 hour per week units)	2019-20		0.15
	2018-19		0.15
	2017-18		0.05
	2016-17		0.00
<b>Spent on all deliverables</b>			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$5,762.00
\$47,358,048		2018-19	\$5,712.00
\$45,696,028		2017-18	\$2,261.00
\$42,605,728		2016-17	
<b>Total agency spending</b>	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.01%
\$51,874,830		2018-19	0.00%
\$47,361,857		2017-18	0.00%
#REF!		2016-17	0.00%
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$338.94
		2018-19	\$439.38
		2017-18	\$753.67
		2016-17	Insufficient data provided.
<b>Amount collected from providing deliverable</b>			
Total collected from charging customers	2019-20		
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Total collected from charging customers and non-state sources	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
<b>Agency Comments</b>			
Additional comments from agency (optional)		The agency has not, to date, charged fees to those parties requesting information under the S.C. Freedom of Information Act. This is primarily for the following reasons: 1) prior to FY 2017-2018, the agency did not receive any Freedom of Information Act requests; 2) certain FOIAs were submitted by staff members and requested information that they already had access to as an agency employee (e.g., the information sought was contained in a policy manual); 3) most of the requests have sought information that is readily accessible and therefore it has not taken a long time to locate and produce the documents; and 4) the agency's published fee schedule permits the Director to waive costs at their discretion, and the two previous directors for the years in which information has been sought using FOIA have exercised their ability to waive the associated fees.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

<b>Deliverable</b>		<b>8</b>	
Item number		<b>8</b>	
Associated laws		Rule 45, SCRCP.	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		Subpoenas - The Department on Aging receives, processes, and responds to subpoenas received by the agency and the Long-Term Care Ombudsman Program.	
Responsible organizational unit (primary)		Administration	
<b>Results Sought</b>			
Does the legislature state intent, findings, or purpose?		No	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		We provide responses to subpoenas that request documentary or testimonial evidence in the possession, custody, or control of the agency and/or the Long-Term Care Ombudsman Program at the time and place specified in the subpoena unless there are grounds to move to quash the subpoena as outlined in Rule 45(c)(3), SCRCP.	
Associated performance measure item numbers from the Performance Measures Chart, if any		None	
<b>Customer Details</b>			
Customer description		Law firms representing clients, or pro se litigants, who were themselves or those who have/had a family member who was a resident of a long-term care facility that are seeking Ombudsman records, or are otherwise seeking information from the agency in connection with discovery and/or litigation.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	Anderson; Charleston; Richland	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	Charleston; Richland	
Number of customers served	2019-20	4	
	2018-19	3	
	2017-18	0	
	2016-17	0	
<b>Units Provided and Amounts Charged to Customers</b>			
Description of a single deliverable unit		A single unit is production of the subpoenaed documents to the requesting party, or providing testimonial evidence at the date/time specified in the subpoena.	
Number of units provided	2019-20	4	
	2018-19	3	
	2017-18	0	
	2016-17	0	
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
<b>Costs</b>			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.05	
	2018-19	0.05	
	2017-18	0.00	
	2016-17	0.00	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$1,920.00
\$47,358,048		2018-19	\$1,904.00
\$45,696,028		2017-18	
\$42,605,728		2016-17	
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.00%
\$51,874,830		2018-19	0.00%
\$47,361,857		2017-18	0.00%
#REF!		2016-17	0.00%
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$480.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
<b>Amount collected from providing deliverable</b>			
Total collected from charging customers	2019-20		
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
<b>Agency Comments</b>			
Additional comments from agency (optional)		The Department on Aging became a cabinet level agency within the Executive Branch as of January 1, 2019. Prior to that date, the office was located within the Lieutenant Governor's office during the fiscal years for which information is sought in connection with this study. During those years, the agency utilized former Lieutenant Governor Kevin Bryant's counsel and, upon review and diligent search, no subpoenas were received by the agency until late 2018.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		9	10	
Item number				
Associated laws	42 U.S.C. § 3026(a)(2)(C); 42 U.S.C. § 3027(a)(11); 42 U.S.C. § 3027(a)(13); 42 U.S.C. § 3027(a)(24); 42 U.S.C. § 3030d(a)(16); 42 U.S.C. § 3032(a)-c; 42 U.S.C. § 3058		State Constitution Article 4, Section 8; Section 1-3-120; Section 1-3-620	
Does state or federal law specifically require this deliverable?	Yes		Yes	
Deliverable description	<b>Legal Services</b> - The Department on Aging manages the provision of legal services in priority case areas enumerated in the Older Americans Act to seniors across South Carolina. Under the Older Americans Act, priority case areas are: income; health care; long-term care; nutrition; housing; utilities; protective services; defense of guardianship; abuse; neglect; and age discrimination.		<b>Constitutional Office, Administer</b> - The Lieutenant Governor's Office administers the duties of the Lieutenant Governor as provided in the S.C. State Constitution. Up until January 1, 2019, the S.C. Department on Aging was within the Lieutenant Governor's office. The office provided support and oversight as needed to the S.C. Department on Aging while the agency was under the auspices of the Lieutenant Governor.	
Responsible organizational unit (primary)	<b>Administration</b>		<b>Lieutenant Governor's Office</b>	
<b>Results Sought</b>				
Does the legislature state intent, findings, or purpose?	Yes		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?	Through the provision of supportive services such as legal assistance, seniors are able to maintain adequate income, optimize their mental and physical health without regard to their economic status, maintain independent housing, avoid age discrimination in the workplace, retire with honor and dignity after years of service to their communities, participate and contribute meaningfully in civic life, access efficient community services, and be free to exercise initiative in their own lives. Consistent with 42 U.S.C. § 3027(a)(11), priority for legal assistance is given in the following areas of law: income, long-term care, protective services, nutrition, housing, utilities, defense of guardianship, abuse and neglect, and age discrimination. 42 U.S.C. § 3001 (2016).		The duties of the Lieutenant Governor are that of a part-time constitutional officer, and serves as the first in the line of succession if the sitting Governor is unable to fulfill their constitutional duties, whether temporarily or permanently.	
Associated performance measure item numbers from the Performance Measures Chart, if any	None		None	
<b>Customer Details</b>				
Customer description	Seniors aged 60 and older, who are seeking legal services for themselves, and who have cases falling into one of the priority case areas enumerated in the Older Americans Act.		The S.C. Department on Aging, formerly the Lieutenant Governor's Office on Aging.	
Does the agency evaluate customer satisfaction?	2019-20 No		No	
Counties served in last completed fiscal year	2019-20 All		None	
Does the agency evaluate customer satisfaction?	2018-19 No		No	
Counties served in last completed fiscal year	2018-19 All		All	
Number of customers served				
	2019-20	1,331	0	
	2018-19	1,209	1	
	2017-18	1,084	1	
	2016-17	1,075	1	
<b>Units Provided and Amounts Charged to Customers</b>				
Description of a single deliverable unit	One hour of legal advice, counseling, and representation by an attorney or other person acting under the supervision of an attorney. Legal assistance includes casework; it does not include time spent by the legal assistance provider on community education and training, one-time phone referral to another agency and outreach activities.		Provide support and oversight to the S.C. Department on Aging, formerly the Lieutenant Governor's Office on Aging, while the agency was included within the Lieutenant Governor's office.	
Number of units provided				
	2019-20	7,868	0	
	2018-19	7,034	1	
	2017-18	7,210	1	
	2016-17	7,025	1	
Does law prohibit charging the customer for the deliverable?	2019-20 Yes		No	
If yes, provide law	42 U.S.C. § 3030c-2(a)(2)(B)			
2018-19 Yes			No	
If yes, provide law	42 U.S.C. § 3030c-2(a)(2)(B)			
2017-18 Yes			No	
If yes, provide law	42 U.S.C. § 3030c-2(a)(2)(B)			
2016-17 Yes			No	
If yes, provide law	42 U.S.C. § 3030c-2(a)(2)(B)			
Amount charged to customer per deliverable unit				
	2019-20	\$0.00	\$0.00	
	2018-19	\$0.00	\$0.00	
	2017-18	\$0.00	\$0.00	
	2016-17	\$0.00	\$0.00	
<b>Costs</b>				
Total employee equivalents required (37.5 hour per week units)				
	2019-20	0.25	0.00	
	2018-19	0.25	0.00	
	2017-18	0.50	6.00	
	2016-17	1.00	7.00	
Spent on all deliverables				
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$9,603.00	\$0.00
\$47,358,048		2018-19	\$9,521.00	\$267,092.00
\$45,696,028		2017-18	\$22,611.00	\$399,677.00
\$42,605,728		2016-17	\$20,311.00	\$606,644.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures			
\$51,874,830		2019-20	0.02%	0.00%
\$47,361,857		2018-19	0.00%	0.56%
#REF!		2017-18	0.00%	Insufficient data provided.
#REF!		2016-17	0.00%	Insufficient data provided.
Agency expenditures per unit of the deliverable				
		2019-20	\$1.22	\$0.00
		2018-19	\$1.35	\$267,092.00
		2017-18	\$3.14	\$399,677.00
		2016-17	\$2.89	\$606,644.00
<b>Amount collected from providing deliverable</b>				
Total collected from charging customers				
	2019-20	\$0.00	\$0.00	
	2018-19	\$0.00	\$0.00	
	2017-18	\$0.00	\$0.00	
	2016-17	\$0.00	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)				
	2019-20	\$0.00	\$0.00	
	2018-19	\$0.00	\$0.00	
	2017-18	\$0.00	\$0.00	
	2016-17	\$0.00	\$0.00	
Total collected from charging customers and non-state sources				
	2019-20	\$0.00	\$0.00	
	2018-19	\$0.00	\$0.00	
	2017-18	\$0.00	\$0.00	
	2016-17	\$0.00	\$0.00	
<b>Agency Comments</b>				
Additional comments from agency (optional)			The total FTE equivalent for FY2018-19 reflects the change in administration at the start of 2019 due to the elections, as well as the effect of the S.C. Department on Aging gaining cabinet agency status as of January 1, 2019.	



**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		11	
Item number		11	
Associated laws		Section 43-35-220(A); Section 43-35-45(C)	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<p><b>Vulnerable Adult Guardian Ad Litem, Represent vulnerable adults</b> - Provide trained, non-attorney, guardians ad litem to represent the best interests of a vulnerable adult by advocating for the welfare and rights of a vulnerable adult involved in an abuse, neglect, or exploitation hearing. Each Guardian ad Litem is represented by one of the program's private contract attorneys during vulnerable adult abuse, neglect, and exploitation hearings in Family Court.</p>	
Responsible organizational unit (primary)		Vulnerable Adult Guardian ad Litem Program	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		<p>The duties and responsibilities of a guardian ad litem include, but are not limited to: (1) representing the best interests of the vulnerable adult by advocating for the welfare and rights of a vulnerable adult involved in an abuse, neglect, or exploitation proceeding; (2) conducting an independent, balanced, and impartial assessment of the facts and the needs of the vulnerable adult relevant to his or her situation; (3) maintaining accurate, written case records, including case notes, which are a guardian ad litem's work product and not subject to subpoena; (4) providing the family court, and all parties, with written reports including, but not limited to, a comprehensive final report regarding the best interests of the vulnerable adult. The final report must be consistent with the rules of evidence and the rules of the court, and must include, but is not limited to, evaluation and assessment of the issues brought here before the court, the wishes of the vulnerable adult, and recommendations for the case plan and the disposition of the case; and (5) attending all court hearings to protect and promote the best interests of the vulnerable adult until formally relieved of the responsibility by the family court. The guardian ad litem is authorized through counsel to introduce, examine, and cross-examine witnesses in any proceeding involving the vulnerable adult, participate in the proceedings to any degree necessary to represent the vulnerable adult adequately, participate on a multidisciplinary evaluation team concerning the vulnerable adult, and make motions necessary to enforce the orders of the court, seek judicial review, or petition the court for relief on behalf of the vulnerable adult. Section 43-35-220(A).</p>	
Associated performance measure item numbers from the Performance Measures Chart, if any			5
Customer Details			
Customer description		Vulnerable adult	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	All	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19		46
Number of customers served	2019-20		701
	2018-19		672
	2017-18		623
	2016-17		589
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		A hearing, which includes assessments, in-person visits, phone calls, record reviews, report of findings, and court appearance.	
Number of units provided	2019-20		1,129
	2018-19		1,163
	2017-18		872
	2016-17		765
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
If yes, provide law			
Amount charged to customer per deliverable unit	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20		8.00
	2018-19		6.75
	2017-18		4.50
	2016-17		4.50
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$952,950.35
\$47,358,048		2018-19	\$951,782.00
\$45,696,028		2017-18	\$706,708.00
\$42,605,728		2016-17	\$597,557.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.00%
\$51,874,830		2018-19	0.00%
\$47,361,857		2017-18	0.00%
#REF!		2016-17	0.00%
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$844.07
		2018-19	\$818.39
		2017-18	\$810.44
		2016-17	\$781.12
Amount collected from providing deliverable			
Total collected from charging customers	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Total collected from charging customers and non-state sources	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Agency Comments			
Additional comments from agency (optional)		<p>The number of hearings in fiscal year 2017 is an estimate based on the number of open cases during that year. Information on the number of hearings was not collected prior to this point. The number of hearings in fiscal year 2020 is down because the program received fewer requests for guardians ad litem during the COVID-19 pandemic.</p>	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		12	
Item number		12	
Associated laws		Section 43-35-200(A); Section 43-35-220; Section 43-35-230	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>Vulnerable Adult Guardian Ad Litem, manage volunteers</b> - Recruit, train, and supervise volunteers to serve as court-appointed guardians ad litem in abuse, neglect, and exploitation proceedings in family court. Conduct outreach events to recruit volunteers. Provide training for new volunteers and continuing education training for current volunteers. Provide ongoing supervision and support to volunteers who have open cases.	
Responsible organizational unit (primary)		<b>Vulnerable Adult Guardian ad Litem Program</b>	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		There is created the Vulnerable Adult Guardian ad Litem Program in the Office on Aging to serve as a statewide system to recruit, train, and supervise volunteers to serve as court-appointed guardians ad litem for vulnerable adults in abuse, neglect, and exploitation proceedings within the family court, pursuant to 43-35-45(C). Section 43-35-200(A).	
Associated performance measure item numbers from the Performance Measures Chart, if any		6, 7	
Customer Details			
Customer description		Volunteer who has been recruited, trained, and served as a guardian ad litem for one or more vulnerable adults in family court.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20		
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	46	
Number of customers served	2019-20	20	
	2018-19	25	
	2017-18	22	
	2016-17	24	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		New case assigned to a volunteer during the fiscal year. Recruitment, training, and supervision required for a volunteer to manage a case.	
Number of units provided	2019-20	64	
	2018-19	96	
	2017-18	78	
	2016-17	43	
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
If yes, provide law			
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	2.00	
	2018-19	2.25	
	2017-18	1.50	
	2016-17	1.50	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$259,844.58
\$47,358,048		2018-19	\$247,578.00
\$45,696,028		2017-18	\$192,250.00
\$42,605,728		2016-17	\$142,176.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.00%
\$51,874,830		2018-19	0.00%
\$47,361,857		2017-18	0.00%
#REF!		2016-17	0.00%
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$4,060.07
		2018-19	\$2,878.94
		2017-18	\$2,464.74
		2016-17	\$3,306.42
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		The number of cases assigned to new volunteers during fiscal year 2020 is down due to the COVID-19 pandemic. To protect vulnerable adults and our volunteers, no new cases were assigned to volunteers after March 11, 2020.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		13	
Item number		13	
Associated laws		42 U.S.C. § 3030d	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>Supportive Services Funding Administration</b> - The Department on Aging provides federal and state funds for senior supportive services to the ten Area Agencies on Aging (AAA) in the state. Additionally the agency provides the Area Agencies on Aging technical assistance, monitors implementation, and communicates directives from the federal level. The Area Agencies on Aging are responsible for implementing the supportive services in each region. The precise supportive services encompassed in this deliverable, as well as the funding, are addressed in the agency comments below.	
Responsible organizational unit (primary)		<b>Community Resources</b>	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		Through the provision of supportive services mandated by the Older Americans Act, seniors are able to maintain adequate income, optimize their mental and physical health without regard to their economic status, maintain independent housing, avoid age discrimination in the workplace, retire with honor and dignity after years of service to their communities, participate and contribute meaningfully in civic life, access efficient community services, and be free to exercise initiative in their own lives. 42 U.S.C. § 3001. To achieve the objectives laid out by Congress, the Department on Aging provides funds to the sub-recipients (AAAs) for support services for the population aged 60 and over to provide a network of community resources so seniors may live independently in their homes and communities.	
Associated performance measure item numbers from the Performance Measures Chart, if any		10; 11; 12; 13; 14; 29; 30; 31; 37; 38; 39	
Customer Details			
Customer description		South Carolina older adults aged 60 and above.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	All	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	All	
Number of customers served	2019-20	161,384	
	2018-19	67,807	
	2017-18	96,146	
	2016-17	83,192	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		Supportive Services Units include: Information and Referral - Count of contacts; Assessments - Count of completed assessments; Home Repair - Amount of dollars spent; Transportation - Count of miles; Adult Day Care - Count of hours; Outreach - Count of events; Homemaker and Chore - Count of hours; Personal Care - Count of hours; Care Calls - Count of contacts; Groceries/Supplies - Count of dollars; PPE - Count of dollars	
Number of units provided	2019-20	2,796,217	
	2018-19	1,146,210	
	2017-18	1,089,041	
	2016-17	2,972,508	
Does law prohibit charging the customer for the deliverable?	2019-20	Yes	
If yes, provide law	2019-20	42 U.S.C. § 3030c-2(a)(2)(B)	
	2018-19	Yes	
If yes, provide law	2018-19	42 U.S.C. § 3030c-2(a)(2)(B)	
	2017-18	Yes	
If yes, provide law	2017-18	42 U.S.C. § 3030c-2(a)(2)(B)	
	2016-17	Yes	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	3.00	
	2018-19	2.00	
	2017-18	3.00	
	2016-17	2.35	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$14,772,706.86
\$47,358,048		2018-19	\$14,120,059.00
\$45,696,028		2017-18	\$13,675,000.00
\$42,605,728		2016-17	\$12,663,328.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	28.48%
\$51,874,830		2018-19	29.81%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$5.28
		2018-19	\$12.32
		2017-18	\$12.56
		2016-17	\$4.26
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		Title III-B Supportive Services provides sub-grantee funds to the ten Area Agencies on Aging regions in SC to carry out a program for supportive services to seniors aged 60 and older in the state. Mandated by the federal Older Americans Act, Area Agencies on Aging (AAAs) are organizations designated by the State Unit on Aging to provide planning and administrative oversight for a multi-county planning and service area. The Area Agencies on Aging assess and prioritize the needs of older adults within their planning and service areas and allocate federal and state funding to provide services that meet those needs. South Carolina has 10 Area Agencies on Aging. Seven of the Area Agencies on Aging are public entities, housed within regional planning councils. The remaining three Area Agencies on Aging are private non-profit organizations: two are freestanding (Region III Catawba and Region IX Trident), and one is part of a community health organization (Region VIII Vantage Point). Each Area Agency on Aging contracts with providers of aging services. Service providers receive federal, local (city and county), and state funding through performance-based contracts, i.e., the provider agrees to provide a specified amount of a specific service at an agreed-upon unit rate. Supportive services include: Information and Referral and Assistance, GetCareSC, Assessment, Home Repair, Homemaker, Transportation, some Adult Day Care, Senior Day, and Outreach. GetCareSC is a website where anyone can visit to search a database of programs and services available to older adults, caregivers, and those who serve them in South Carolina. Senior Day is the event hosted by the Department on Aging to celebrate Older Americans Month. In FY20, as part of COVID-19 response, the aging network added, expanded, and amended services to meet unique needs and requests during unprecedented times. Some added services included Care Calls to combat social isolation and to do wellness checks; Groceries and Supplies were able to be purchased and/or delivered to a seniors home if there was an issue with access to basic needs; PPE was able to be purchased to distribute to clients and Aging Network sites. The number of people served will be an undercount as demographic data was not being captured for many meals and services during COVID, so unique clients cannot be determined, the known client count is what is used.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		Item number	14
Associated laws		42 U.S.C. 3030d-21; 42 U.S.C. § 3030e; 42 U.S.C. § 3030f; 42 U.S.C. § 3030g; 42 U.S.C. § 3030g-21; 42 U.S.C. § 3030g-22	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<p><b>Nutrition Services Funding Administration</b> - The Department on Aging provides federal and state funds for senior nutrition services to the ten Area Agencies on Aging (AAA) in the state. Additionally the agency provides the Area Agencies on Aging technical assistance, monitors implementation, and communicates directives from the federal level. The Area Agencies on Aging are responsible for implementing the nutrition services in each region. The precise nutrition services encompassed in this deliverable, as well as the funding, are addressed in the agency comments below. The number of people served will be an undercount as demographic data was not being captured for many meals and services during COVID, so unique clients cannot be determined, the known client count is what is used.</p>	
Responsible organizational unit (primary)		Community Resources	
Results Sought		Yes	
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		<p>The purposes of this part are - (1) to reduce hunger and food insecurity; (2) to promote socialization of older individuals; and (3) to promote the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior. 42 U.S.C. § 3030d-21. The Department on Aging provides funds to the sub-recipients (AAAs) for the provision of nutritional meals, nutritional education, and socialization for the population aged 60 and over to promote adequate health and preventing disease, and isolation as required by OAA.</p>	
Associated performance measure item numbers from the Performance Measures Chart, if any		8,9	
Customer Details			
Customer description		South Carolina older adults aged 60 and above.	
Does the agency evaluate customer satisfaction?		2019-20	No
Counties served in last completed fiscal year		2019-20	All
Does the agency evaluate customer satisfaction?		2018-19	No
Counties served in last completed fiscal year		2018-19	All
Number of customers served		2019-20	25181+
		2018-19	21,010
		2017-18	19,974
		2016-17	20,696
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		Nutrition Service Units include: Congregate Meals - Count of meals served; Home Delivered Meals - Count of meals served	
Number of units provided		2019-20	2,949,711
		2018-19	2,627,667
		2017-18	2,221,592
		2016-17	2,630,119
Does law prohibit charging the customer for the deliverable?		2019-20	Yes
If yes, provide law		2019-20	42 U.S.C. § 3030c-2(a)(2)(B)
If yes, provide law		2018-19	Yes
If yes, provide law		2017-18	42 U.S.C. § 3030c-2(a)(2)(B)
If yes, provide law		2016-17	42 U.S.C. § 3030c-2(a)(2)(B)
If yes, provide law		2016-17	42 U.S.C. § 3030c-2(a)(2)(B)
If yes, provide law		2016-17	42 U.S.C. § 3030c-2(a)(2)(B)
Amount charged to customer per deliverable unit		2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
Costs			
Total employee equivalents required (37.5 hour per week units)		2019-20	1.00
		2018-19	1.10
		2017-18	1.10
		2016-17	1.00
Spent on all deliverables			
Total deliverable expenditures each year (operational and employee salary/fringe)		2019-20	\$21,845,651.44
		2018-19	\$16,860,211.00
		2017-18	\$16,055,100.00
		2016-17	\$14,649,548.00
Total agency spending			
Total deliverable expenditures as a percentage of total agency expenditures		2019-20	42.11%
		2018-19	35.60%
		2017-18	Insufficient data provided.
		2016-17	Insufficient data provided.
Agency expenditures per unit of the deliverable			
		2019-20	\$7.41
		2018-19	\$6.42
		2017-18	\$7.23
		2016-17	\$5.57
Amount collected from providing deliverable			
Total collected from charging customers		2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)		2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
Total collected from charging customers and non-state sources		2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
Agency Comments			
Additional comments from agency (optional)		<p>Title III C1 and C2 Nutrition Services provides sub-grantee funds to the ten Area Agencies on Aging regions in SC to carry out a program for nutrition services to seniors aged 60 and older in the state. Mandated by the federal Older Americans Act, Area Agencies on Aging (AAAs) are organizations designated by the State Unit on Aging to provide planning and administrative oversight for a multi-county planning and service area. The Area Agencies on Aging assess and prioritize the needs of older adults within their planning and service areas and allocate federal and state funding to provide services that meet those needs. South Carolina has 10 Area Agencies on Aging. Seven of the Area Agencies on Aging are public entities, housed within regional planning councils. The remaining three Area Agencies on Aging are private non-profit organizations: two are freestanding (Region III Catawba and Region IX Trident), and one is part of a community health organization (Region VIII Vantage Point). Each Area Agency on Aging contracts with providers of aging services. Service providers receive federal, local (city and county), and state funding through performance-based contracts, i.e., the provider agrees to provide a specified amount of a specific service at an agreed-upon unit rate. Nutrition services include: congregate meals and home delivered meals. For FY20, the number of people served will be an undercount as demographic data was not being captured for many meals and services during COVID, so unique clients cannot be determined, the known client count is what is used.</p>	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		15	
Item number			
Associated laws		42 U.S.C. § 3030m; 42 U.S.C. § 3030n	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>Evidence-Based Disease Prevention and Health Promotion Funding Administration</b> - The Department on Aging provides federal and state funds for senior evidence-based programs to the ten Area Agencies on Aging (AAA) in the state. Additionally the agency provides the Area Agencies on Aging technical assistance, monitors implementation, and communicates directives from the federal level. The Area Agencies on Aging are responsible for implementing the evidence-based services in each region. The precise evidence-based services encompassed in this deliverable, as well as the funding, are addressed in the agency comments below.	
Responsible organizational unit (primary)		<b>Community Resources</b>	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The Assistant Secretary shall carry out a program for making grants to States under State plans approved under Section 307 to provide evidence-based disease prevention and health promotion services and information at multipurpose senior centers, at congregate meal sites, through home delivered meals programs, or at other appropriate sites. In carrying out such program, the Assistant Secretary shall consult with the Directors of the Centers for Disease Control and Prevention and the National Institute on Aging. 42 U.S.C. § 3030m(a). The Department on Aging provides funds to the sub-recipients (AAAs) for the provision of demonstrated EBP that mitigate the negative impact of chronic diseases and related injuries for the population aged 60 and over to support healthy lifestyles and promote healthy behaviors as required by OAA.	
Associated performance measure item numbers from the Performance Measures Chart, if any		24	
Customer Details			
Customer description		South Carolina older adults aged 60 and above.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	All	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	All	
Number of customers served	2019-20	110,836	
	2018-19	91,718	
	2017-18	220	
	2016-17	3,051	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		Health and Wellness Service Units include: Classes - Count of classes	
Number of units provided	2019-20	5,501	
	2018-19	91,718	
	2017-18	220	
	2016-17	3,051	
Does law prohibit charging the customer for the deliverable?	2019-20	Yes	
If yes, provide law	2019-20	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2018-19	Yes	
If yes, provide law	2017-18	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	1.00	
	2018-19	1.00	
	2017-18	1.00	
	2016-17	1.00	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$409,508.44
\$47,358,048		2018-19	\$386,112.00
\$45,696,028		2017-18	\$267,517.00
\$42,605,728		2016-17	\$314,452.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.79%
\$51,874,830		2018-19	0.82%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$74.44
		2018-19	\$4.21
		2017-18	\$1,215.99
		2016-17	\$103.07
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		Title III-D Evidence-Based Disease Prevention and Health Promotion Services provides sub-grantee funds to the ten Area Agencies on Aging regions in SC to carry out a program for evidence-based services to seniors aged 60 and older in the state. Mandated by the federal Older Americans Act, Area Agencies on Aging (AAAs) are organizations designated by the State Unit on Aging to provide planning and administrative oversight for a multi-county planning and service area. The Area Agencies on Aging assess and prioritize the needs of older adults within their planning and service areas and allocate federal and state funding to provide services that meet those needs. South Carolina has 10 Area Agencies on Aging. Seven of the Area Agencies on Aging are public entities, housed within regional planning councils. The remaining three Area Agencies on Aging are private non-profit organizations: two are freestanding (Region III Catawba and Region IX Trident), and one is part of a community health organization (Region VIII Vantage Point). Each Area Agency on Aging contracts with providers of aging services. Service providers receive federal, local (city and county), and state funding through performance-based contracts, i.e., the provider agrees to provide a specified amount of a specific service at an agreed-upon unit rate. Evidence-Based Disease Prevention and Health Promotion services include these examples: Chronic Disease Self-Management Program; A Matter of Balance; Diabetes Prevention Program; Walk with Ease; Enhance Fitness; Tai Chi for Arthritis; and Arthritis Foundation Exercise Program.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		Item number	16
Associated laws		42 U.S.C. § 3030s; 42 U.S.+T6C. § 3030s-1; 42 U.S.C. § 3030s-2T6;V20T6-V24T8T6-V13T6-V28T6-V24+T6-V24U13T6-V18U13T6-V18	
Does state or federal law specifically require this deliverable?			Yes
Deliverable description		<p><b>Family Caregiver Support Funding Administration</b> - The Department on Aging provides federal and state funds for Family Caregiver Support services to the ten Area Agencies on Aging (AAA) in the state. Additionally the agency provides the Area Agencies on Aging technical assistance, monitors implementation, and communicates directives from the federal level. The Area Agencies on Aging are responsible for implementing the supportive services in each region. The precise Family Caregiver Support services encompassed in this deliverable, as well as the funding, are addressed in the agency comments below.</p>	
Responsible organizational unit (primary)		Community Resources	
Results Sought			
Does the legislature state intent, findings, or purpose?			Yes
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		<p>The Assistant Secretary shall carry out a program for making grants to States with State plans approved under Section 307, to pay for the Federal share of the cost of carrying out State programs, to enable area agencies on aging, or entities that such area agencies on aging contract with, to provide multifaceted systems of support services for family caregivers; and for older relative caregivers. The services provided, in a State program under subsection (a), by an area agency on aging, or entity that such agency has subcontracted with, shall include (1) information to caregivers about available services; (2) assistance to caregivers in gaining access to the services; (3) individual counseling, organization of support groups, and caregiver training to assist the caregivers in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems related to their caregiver roles; (5) supplemental services, on a limited basis, to complement the care provided by caregivers. 42 U.S.C. § 3030s-1(a)-(b). The Department on Aging provides funds to sub-recipients (AAAs and SC Respite Coalition) for the provision of respite, supports, and assistance to family and informal caregivers to allow their aged or disabled family member to remain at home.</p>	
Associated performance measure item numbers from the Performance Measures Chart, if any		17; 18; 19; 32	
Customer Details			
Customer description		South Carolina caregivers of Department on Aging's targeted populations.	
Does the agency evaluate customer satisfaction?		2019-20	No
Counties served in last completed fiscal year		2019-20	All
Does the agency evaluate customer satisfaction?		2018-19	No
Counties served in last completed fiscal year		2018-19	All
Number of customers served		2019-20	12,886
		2018-19	19,301
		2017-18	11,327
		2016-17	22,548
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		Caregiver Service Units include: Access Assistance - Count of contacts; Respite Services - Count of hours; Support Groups/Trainings - Count of hours/events; Supplemental Services - Count of dollars; Outreach - Count of events	
Number of units provided		2019-20	4,125,544
		2018-19	352,672
		2017-18	311,286
		2016-17	146,570
Does law prohibit charging the customer for the deliverable?		2019-20	Yes
If yes, provide law		2019-20	42 U.S.C. § 3030c-2(a)(2)(B)
		2018-19	Yes
If yes, provide law		2018-19	42 U.S.C. § 3030c-2(a)(2)(B)
		2017-18	Yes
If yes, provide law		2017-18	42 U.S.C. § 3030c-2(a)(2)(B)
		2016-17	Yes
If yes, provide law		2016-17	42 U.S.C. § 3030c-2(a)(2)(B)
Amount charged to customer per deliverable unit		2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
Costs			
Total employee equivalents required (37.5 hour per week units)		2019-20	1.00
		2018-19	1.00
		2017-18	1.00
		2016-17	1.00
Spent on all deliverables			
Total deliverable expenditures each year (operational and employee salary/fringe)		2019-20	\$5,938,248.44
		2018-19	\$6,626,161.00
		2017-18	\$6,110,492.00
		2016-17	\$5,009,171.00
Total agency spending			
Total deliverable expenditures as a percentage of total agency expenditures		2019-20	11.45%
		2018-19	13.99%
		2017-18	Insufficient data provided.
		2016-17	Insufficient data provided.
Agency expenditures per unit of the deliverable			
		2019-20	\$1.44
		2018-19	\$18.79
		2017-18	\$19.63
		2016-17	\$34.18
Amount collected from providing deliverable			
Total collected from charging customers		2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)		2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
Total collected from charging customers and non-state sources		2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
Agency Comments			
Additional comments from agency (optional)		<p>Title III-E Family Caregiver Support Services provides sub-grantee funds to the ten Area Agencies on Aging regions in SC to carry out a program for Family Caregiver Support services to seniors aged 60 and older in the state. Mandated by the federal Older Americans Act, Area Agencies on Aging (AAAs) are organizations designated by the State Unit on Aging to provide planning and administrative oversight for a multi-county planning and service area. The Area Agencies on Aging assess and prioritize the needs of older adults within their planning and service areas and allocate federal and state funding to provide services that meet those needs. South Carolina has 10 Area Agencies on Aging. Seven of the Area Agencies on Aging are public entities, housed within regional planning councils. The remaining three Area Agencies on Aging are private non-profit organizations: two are freestanding (Region III Catawba and Region IX Trident), and one is part of a community health organization (Region VIII Vantage Point). Each Area Agency on Aging contracts with providers of aging services. Service providers receive federal, local (city and county), and state funding through performance-based contracts, i.e., the provider agrees to provide a specified amount of a specific service at an agreed-upon unit rate. Family Caregiver Support services include: Respite, Information and assistance in accessing existing community services, support and counseling, and caregiver training. There have also been multiple systemic data tracking changes. For FY20, the number of people served will be an undercount as demographic data was not being captured for many meals and services during COVID, so unique clients cannot be determined, the known client count is what is used.</p>	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		17	
Item number			
Associated laws		42 U.S.C. §§ 300ii - 300ii-4	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>Lifespan Respite Funding Administration</b> - The Department on Aging provides federal and state funds for Lifespan Respite to the SC Respite Coalition. The SC Department on Aging provides the SC Respite Coalition technical assistance, monitors implementation, and communicates directives from the federal level. The SC Respite Coalition is responsible for implementing the Lifespan Respite services in the state. The precise Lifespan Respite services encompassed in this deliverable, as well as the funding, are addressed in the agency comments below.	
Responsible organizational unit (primary)		<b>Community Resources</b>	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purposes of this section are - (1) to expand and enhance respite care services to family caregivers; (2) to improve the statewide dissemination and coordination of respite care; and (3) to provide, supplement, or improve access and quality of respite care services to family caregivers, thereby reducing family caregiver strain. 42 U.S.C. § 300ii-1. The Department on Aging provides funds to the sub-recipient (SC Respite Coalition) for the provision of respite, supports, and assistance to family and informal caregivers to allow their aged or disabled family member to remain at home.	
Associated performance measure item numbers from the Performance Measures Chart, if any		23; 33; 34	
Customer Details			
Customer description		South Carolina caregivers of Department on Aging's targeted populations.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	Abbeville, Aiken, Anderson, Bamberg, Barnwell, Berkeley, Calhoun, Charleston, Cherokee, Chester, Chesterfield, Clarendon, Colleton, Darlington, Dorchester, Edgefield, Fairfield, Florence, Georgetown, Greenville, Greenwood, Horry, Kershaw, Lancaster, Laurens, Lee, Lexington, Marion, Newberry, Oconee, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Sumter, and York	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	<b>Family Caregiver Support-U21rt Funding Administration</b> - The Department on Aging provides federal and state funds for Family Caregiver Support services to the ten Area Agencies on Aging (AAA) in the state. Additionally the agency provides the Area Agencies on Aging technical assistance, monitors implementation, and communicates directives from the federal level. The Area Agencies on Aging are responsible for implementing the supportive services in each region. The precise Family Caregiver Support services encompassed in this deliverable, as well as the funding, are addressed in the agency comments below. T6.V28	
Number of customers served	2019-20	2,239	
	2018-19	691	
	2017-18	4,249	
	2016-17	7,757	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		Lifespan Respite Service Units include: Respite - Count of hours; Breakrooms - Count of breakroom locations/grants awarded; Trainings and Education - Count of hours/events	
Number of units provided	2019-20	60,047	
	2018-19	34,520	
	2017-18	31,477	
	2016-17	12,057	
Does law prohibit charging the customer for the deliverable?	2019-20	Yes	
If yes, provide law	2019-20	42 U.S.C. § 3030c-2(a)(2)(B)	
	2018-19	Yes	
If yes, provide law	2018-19	42 U.S.C. § 3030c-2(a)(2)(B)	
	2017-18	Yes	
If yes, provide law	2017-18	42 U.S.C. § 3030c-2(a)(2)(B)	
	2016-17	Yes	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.80	
	2018-19	0.80	
	2017-18	0.80	
	2016-17	0.80	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$455,292.95
\$47,358,048		2018-19	\$255,283.00
\$45,696,028		2017-18	\$218,960.00
\$42,605,728		2016-17	\$128,914.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.88%
\$51,874,830		2018-19	0.54%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$7.58
		2018-19	\$7.40
		2017-18	\$6.96
		2016-17	\$10.69
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		Lifespan Respite Services include respite vouchers, trainings for caregivers, breakrooms, and local resources that are community-based to provide relief from caregiving for family caregivers of adults, seniors and children with special needs. The Department on Aging contracts with SC Respite Coalition to provide the much needed services as described.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		18	
Item number			
Associated laws		42 U.S.C. §§ 3056-3056p; 42 U.S.C. § 3030d(a)(12)	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<p><b>Senior Community Service Employment (SCSEP) Funding Administration</b> – The Department on Aging provides a community service employment through a sub-recipient (Goodwill) for eligible seniors in South Carolina. Senior Community Service Employment is a job training program where older South Carolina adults gain work experience in a variety of community service activities at non-profit and public facilities. Participants must be at least 55, unemployed, and have a family income of no more than 125% of the federal poverty level. Enrollment priority is given to veterans and qualified spouses, then to individuals who are over 65, have a disability, have low literacy skills or limited English proficiency, reside in a rural area, are homeless or at risk of homelessness, have low employment prospects, or have failed to find employment after using the American Job Center system.</p>	
Responsible organizational unit (primary)		Community Resources	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		<p>To foster individual economic self-sufficiency and promote useful opportunities in community service activities (which shall include community service employment) for unemployed low-income persons who are age 55 or older, particularly persons who have poor employment prospects, and to increase the number of persons who may enjoy the benefits of unsubsidized employment in both the public and private sectors, the Secretary of Labor (referred to in this title as the "Secretary") may establish an older American community service employment program. 42 U.S.C. § 3056(a)(1) The Department on Aging provides grant funds to the sub-recipient(s) to provide on the job training and employment opportunities for those seniors 55 and older who are low income and seek to enhance their job skills and abilities.</p>	
Associated performance measure item numbers from the Performance Measures Chart, if any			20
Customer Details			
Customer description		South Carolina older adults who are at least 55, unemployed, and have a family income of no more than 125% of the federal poverty level.	
Does the agency evaluate customer satisfaction?	2019-20		
Counties served in last completed fiscal year	2019-20	Anderson, Cherokee, Greenville, Pickens, Spartanburg, Lexington, Richland, Kershaw, Sumter, Chesterfield, Darlington, Dillon, Florence, Marion, Georgetown, and Horry	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	Anderson, Cherokee, Greenville, Pickens, Spartanburg, Lexington, Richland, Kershaw, Sumter, Chesterfield, Darlington, Dillon, Florence, Marion, Georgetown, and Horry	
Number of customers served	2019-20		112
	2018-19		111
	2017-18		111
	2016-17		121
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		Senior Community Service Employment Program (SCSEP) Units include: SCSEP slots - Count of slots given by Department of Labor. Services are provided by sub-recipients.	
Number of units provided	2019-20		112
	2018-19		111
	2017-18		111
	2016-17		121
Does law prohibit charging the customer for the deliverable?	2019-20	Yes	
If yes, provide law	2019-20	42 U.S.C. § 3030c-2(a)(2)(B)	
	2018-19	Yes	
If yes, provide law	2018-19	42 U.S.C. § 3030c-2(a)(2)(B)	
	2017-18	Yes	
If yes, provide law	2017-18	42 U.S.C. § 3030c-2(a)(2)(B)	
	2016-17	Yes	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
Amount charged to customer per deliverable unit	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20		1.00
	2018-19		1.00
	2017-18		1.00
	2016-17		1.00
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$1,124,867.44
\$47,358,048		2018-19	\$1,157,443.00
\$45,696,028		2017-18	\$1,146,359.00
\$42,605,728		2016-17	\$1,051,604.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	2.17%
\$51,874,830		2018-19	2.44%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$10,043.46
		2018-19	\$10,427.41
		2017-18	\$10,237.56
		2016-17	\$8,690.94
Amount collected from providing deliverable			
Total collected from charging customers	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Total collected from charging customers and non-state sources	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Agency Comments			
Additional comments from agency (optional)		Title V Senior Community Service Employment Program is for low-income (family income at or below 125% of the federal poverty level) seniors 55 and older who qualify for the work program in their local communities. The number of slots available are dictated by the Department of Labor.	



**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		19	
Item number			
Associated laws		42 U.S.C. § 1395b-4; 42 U.S.C. § 3012(b)(8)(E); 42 U.S.C. §3030(d)(a)(6)(A); 42 U.S.C. 3030d(a)(9)	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>State Health Insurance Assistance Program (SHIP) Funding Administration</b> - The Department on Aging provides federal and state funds for State Health and Insurance Assistance services to the ten Area Agencies on Aging (AAA) in the state. Additionally the agency provides the Area Agencies on Aging technical assistance, monitors implementation, and communicates directives from the federal level. The Area Agencies on Aging are responsible for implementing the State Health and Insurance services in each region. The precise State Health and Insurance Assistance services encompassed in this deliverable, as well as the funding, are addressed in the agency comments below.	
Responsible organizational unit (primary)		<b>Community Resources</b>	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The Secretary of Health and Human Services (in this section referred to as the "Secretary") shall make grants to States, with approved state regulatory programs under section 1935ss of this title, that submit applications to the Secretary that meet the requirements of this section for the purpose of providing information, counseling, and assistance relating to the procurement of adequate and appropriate health insurance coverage to individuals who are eligible to receive benefits under this subchapter (in this section referred to as "eligible individuals"). The Secretary shall prescribe regulations to establish a minimum level of funding for a grant issued under this section. 42 U.S.C. § 1395b-4(a). The Department on Aging, along with the AAAs, provide insurance counseling, assistance, referral and education to assist Medicare Beneficiaries. They also take calls to report Medicare fraud.	
Associated performance measure item numbers from the Performance Measures Chart, if any		15; 16; 35; 36	
Customer Details			
Customer description		South Carolina older adults who qualify for Medicare or are planning for Medicare.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	All	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	All	
Number of customers served	2019-20	151,281	
	2018-19	60,176	
	2017-18	49,409	
	2016-17	58,080	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		State Health Insurance Assistance Program (SHIP) Units include: SHIP and Senior Medicare Patrol (SMP) Contacts - Count of contacts; SHIP and SMP Outreach - Count of events	
Number of units provided	2019-20	32,653	
	2018-19	38,609	
	2017-18	31,172	
	2016-17	40,152	
Does law prohibit charging the customer for the deliverable?	2019-20	Yes	
If yes, provide law	2018-19	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2017-18	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	2.15	
	2018-19	2.15	
	2017-18	2.15	
	2016-17	2.15	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$1,657,755.74
\$47,358,048		2018-19	\$1,698,211.00
\$45,696,028		2017-18	\$1,506,148.00
\$42,605,728		2016-17	\$1,480,463.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	3.20%
\$51,874,830		2018-19	3.59%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$50.77
		2018-19	\$43.98
		2017-18	\$48.32
		2016-17	\$36.87
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		The Department on Aging oversees the administration of the State Health Insurance Assistance Program (SHIP) grant; the mission of this grant is to empower, educate and assist Medicare-eligible individuals, their families, and caregivers through objective outreach, counseling and training to make informed health care decisions to optimize access to care and benefits. Individuals working under this grant provide free, in-depth, unbiased, and private insurance counseling and assistance to Medicare beneficiaries, their families, and caregivers. Individuals working under this grant at the Department on Aging also provide training to volunteers and in-kind counselors to build capacity and provide program services. The State Health and Insurance Assistance program provides state and federal funding to the Regional Area Agencies on Aging and are assisted by State Health and Insurance Assistance certified counselors for the State Health Insurance Assistance Program, Senior Medicare Patrol, and Medicare Improvements for Patients Providers Act. State Health and Insurance counselors provide answers about Medicare Options, Medicare Part C, D, and help those with limited income pay for health care and assist Medicare beneficiaries report suspected health care fraud.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		20	
Item number			
Associated laws		Section 44-36-310; Section 44-36-320	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>The Alzheimer's Resource Coordination Center Funding Administration</b> - The Department on Aging provides state seed grant funding to the sub recipients awarded to local centers to assist persons with Alzheimer's disease and related disorders and their families. Additionally the agency provides the Alzheimer's Resource Coordination Centers technical assistance, monitors implementation, and communicates directives from the state and or federal level. The precise Alzheimer's Resource Coordination Center services encompassed in this deliverable, as well as the funding, are addressed in the agency comments below.	
Responsible organizational unit (primary)		<b>Community Resources</b>	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		In the Department on Aging, there is created the Alzheimer's Disease and Related Disorders Resource Coordination Center to provide statewide coordination, service system development, information and referral, and caregiver support services to individuals with Alzheimer's disease and related disorders, their families, and caregivers. Section 44-36-310. The center shall: (1) initiate the development of systems which coordinate the delivery of programs and services; (2) facilitate the coordination and integration of research, program development, planning, and quality assurance; (3) identify potential users of services and gaps in the service delivery system and expand methods and resources to enhance statewide services; (4) serve as a resource for education, research, and training to provide information and referral services; (5) provide technical assistance for the development of support groups and other local initiatives to serve individuals, families, and caregivers; (6) recommend public policy concerning Alzheimer's disease and related disorders to state policymakers; (7) submit an annual report to the Chairman of the Medical Affairs Committee of the Senate and the Chairman of the Medical, Military and Municipal Affairs Committee of the House of Representatives in addition to publishing the report on the Governor's website; and (8) facilitate the coordination and integration of educational initiatives for health care providers on the importance and value of early detection and timely diagnosis of cognitive impairment, validated cognitive assessment tools, and increasing understanding and awareness of early warning signs of Alzheimer's disease and other types of dementia and how to reduce the risk of cognitive decline. The Department on Aging serves as a statewide focal point for coordination, service development, information, and education to assist persons with Alzheimer's disease and related disorders (ADRD) and their families.	
Associated performance measure item numbers from the Performance Measures Chart, if any		21; 22	
Customer Details			
Customer description		Public and private nonprofit agencies and organizations that want to establish programs and services to assist persons with Alzheimer's disease and related disorders and their families.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	All	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	All	
Number of customers served	2019-20	5,839	
	2018-19	7,702	
	2017-18	8,328	
	2016-17	4,840	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		Alzheimer's Resource Coordination Center (ARCC) Units include: Education, Training, and Outreach - Count of events	
Number of units provided	2019-20	127	
	2018-19	308	
	2017-18	354	
	2016-17	258	
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
If yes, provide law			
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.25	
	2018-19	0.25	
	2017-18	0.25	
	2016-17	0.25	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$109,453.09
\$47,358,048		2018-19	\$181,143.00
\$45,696,028		2017-18	\$167,837.00
\$42,605,728		2016-17	\$146,808.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.21%
\$51,874,830		2018-19	0.38%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$861.84
		2018-19	\$588.13
		2017-18	\$474.13
		2016-17	\$569.02
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		The Alzheimer's Resource Coordination Center receives \$150,000 of state appropriations each year to award Dementia specific grants for Respite or Education programs for caregivers. The first cycle is a competitive award of \$20,000 and the 2nd year is a non-competitive award of \$10,000. Grants are awarded on a two year cycle. The Alzheimer's Resource Coordination Center services include respite care programs that are dementia specific to support caregivers and families to promote a higher quality of life for the person with Alzheimer's and related disorders, and to provide new or expanded educational programs for families and caregivers of persons with dementia and community service providers.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		21	
Item number			
Associated laws		Section 43-21-160	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>The Eldercare Trust Fund Administration</b> - The Department on Aging administers the Eldercare Trust Fund by: assessing the needs of the frail elderly to establish priorities for meeting the needs; receiving gifts, bequests, devises and voluntary contributions through the Department on Revenue's Check the Box Program for deposit into the fund; soliciting proposals for programs identified to meet the service needs; providing technical assistance to those submitting proposals to meet the needs of the program; and entering into contracts for awarding grants to public and private nonprofit organizations.	
Responsible organizational unit (primary)		<b>Community Resources</b>	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		These funds must be used to award grants to public and private nonprofit agencies and organizations to establish and administer innovative programs and services that assist older persons to remain in their homes and communities with maximum independence and dignity. S.C. Code Ann. § 43-21-160(C).	
Associated performance measure item numbers from the Performance Measures Chart, if any		25	
Customer Details			
Customer description		Public and private nonprofit agencies and organizations that want to establish and administer innovative programs and services that assist older persons to remain in their homes and communities.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	Charleston, Dorchester, Berkeley, Anderson, Beaufort, Fairfield, and Lexington	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	Charleston, Dorchester, Berkeley, Anderson, Beaufort, Fairfield, and Lexington	
Number of customers served	2019-20	5	
	2018-19	3	
	2017-18	3	
	2016-17	2	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		Eldercare Trust Fund Units include: Grant Recipients - Count of dollars awarded	
Number of units provided	2019-20	23,000	
	2018-19	13,000	
	2017-18	19,000	
	2016-17	20,000	
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.10	
	2018-19	0.10	
	2017-18	0.10	
	2016-17	0.10	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$22,122.24
\$47,358,048		2018-19	\$16,792.32
\$45,696,028		2017-18	\$21,626.00
\$42,605,728		2016-17	\$13,062.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.04%
\$51,874,830		2018-19	0.04%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$0.96
		2018-19	\$1.29
		2017-18	\$1.14
		2016-17	\$0.65
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		The Eldercare Trust Fund of South Carolina is administered by the South Carolina Department on Aging; monies for the Trust are received through voluntary contributions established in S.C. Code Ann. § 12-7-2419 (SC Department on Revenue Check the Box Program), as well as other contributions, gifts, or bequests. Those monies received are must on deposit with the S.C. State Treasurer in an interest-bearing account. These funds are used to award grants to public and private nonprofit agencies and organizations to establish and administer innovative programs and services that assist older persons to remain in their homes and communities with maximum independence and dignity. The Trust is supplemental in nature to other programs and services provided by or through state agencies, and does not take the place of other programs and services. Per S.C. Code Ann. § 43-21-180, monies deposited in the Trust Fund and all earnings from the investment of these funds, after allowances for operating expenses, are available for disbursement upon authorization of the department. However, if there is a year in which more than two hundred thousand dollars is deposited in the trust fund, twenty-five percent of the amount over two hundred thousand dollars and earnings from the investment of these funds must be placed in a separate account. When the assets of this separate account exceed five million dollars, no further deposits are required to be made to the separate account and all future earnings from the investment of the monies in this separate account also are available for distribution upon authorization of the department. The Department on Aging administers the Eldercare Trust Fund by: assessing the needs of the frail elderly to establish priorities for meeting the needs; receiving gifts, bequests, devises and voluntary contributions through the Check the Box Program for deposit into the fund; soliciting proposals for programs identified to meet the service needs; providing technical assistance to those submitting proposals to meet the needs of the program; and entering into contracts for awarding grants to public and private nonprofit organizations. In addition to the above information, the program was established in 1992 funded solely through taxpayer's contributions by checking the box on the SC state income tax form. So far, over \$400,000 to has been given to more than 30 non-profit organizations.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

<b>Deliverable</b>		<b>22</b>	
Item number		<b>22</b>	
Associated laws		Section 43-21-200	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<p><b>The Geriatric Physician Loan Forgiveness Program Funding Administration</b> - The Department on Aging administers the Geriatric Physician Loan Forgiveness Program which provide state funds to repay loans incurred by physicians licensed to practice in the State of South Carolina who have completed a fellowship training program or who are in the process of completing a training program in geriatrics or geriatric psychiatry accredited by the Accreditation Council for Graduate Medical Education. The Department on Aging executes a contract with physicians who agree to practice in the state for no less than five years immediately following completion of his/her fellowship; agree to accept Medicare and Medicaid patients; accept reimbursement or contractually binding rates and not to discriminate against patients based on their ability to pay.</p>	
Responsible organizational unit (primary)		Community Resources	
<b>Results Sought</b>			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		<p>There is established within the Department of Aging the State Loan Repayment Program to reimburse student loan payments of a physician licensed or certified to practice in this State, who has completed a fellowship training program in geriatrics or geropsychiatry accredited by the Accreditation Council for Graduate Medical Education, is accepted into the program, and contracts with the department as provided in Subsection (C) of this section. Section 43-21-200(A)</p>	
Associated performance measure item numbers from the Performance Measures Chart, if any			28
<b>Customer Details</b>			
Customer description		Geriatric Fellows and Geriatric Psychiatry Fellows	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	Charleston	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	Charleston	
Number of customers served	2019-20		1
	2018-19		1
	2017-18		1
	2016-17		1
<b>Units Provided and Amounts Charged to Customers</b>			
Description of a single deliverable unit		Geriatric Physician Loan Forgiveness Units include: Physician Recipients - Count of dollars awarded	
Number of units provided	2019-20		35,000
	2018-19		35,000
	2017-18		35,000
	2016-17		35,000
Does law prohibit charging the customer for the deliverable?	2019-20	No	
If yes, provide law	2018-19	No	
If yes, provide law	2017-18	No	
If yes, provide law	2016-17	No	
If yes, provide law		No	
Amount charged to customer per deliverable unit	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
<b>Costs</b>			
Total employee equivalents required (37.5 hour per week units)	2019-20		0.10
	2018-19		0.10
	2017-18		0.10
	2016-17		0.10
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$38,841.24
\$47,358,048		2018-19	\$38,808.00
\$45,696,028		2017-18	\$39,522.00
\$42,605,728		2016-17	\$39,062.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.07%
\$51,874,830		2018-19	0.08%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$1.11
		2018-19	\$1.11
		2017-18	\$1.13
		2016-17	\$1.12
<b>Amount collected from providing deliverable</b>			
Total collected from charging customers	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
Total collected from charging customers and non-state sources	2019-20		\$0.00
	2018-19		\$0.00
	2017-18		\$0.00
	2016-17		\$0.00
<b>Agency Comments</b>			
Additional comments from agency (optional)		<p>The Geriatric Physician Loan Forgiveness Program is administered by the South Carolina Department on Aging; the department executes a contract with physicians who agree to practice in the state for no less than five years immediately following completion of his/her fellowship; agree to accept Medicare and Medicaid patients; accept reimbursement or contractually binding rates and not to discriminate against patients based on their ability to pay. The program has awarded over \$600,000 to more than 20 geriatric physicians and psychiatrists serving over 15,000 SC seniors.</p>	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

<b>Deliverable</b>		23	
Item number			
Associated laws		42 U.S.C. § 3001 et. seq.	
Does state or federal law specifically require this deliverable?		no	
Deliverable description		<b>The Veterans Directed Care Program</b> (No Longer in Existence in SC) was a consumer choice program that was the result of a partnership between the Administration for Community Living/SCDOA on behalf of the Department of Health and Human Services and the Veterans Health Administration. The program served veterans of all ages who were at risk of nursing home placement. Services available were home and community based.	
Responsible organizational unit (primary)		<b>Community Resources</b>	
<b>Results Sought</b>			
Does the legislature state intent, findings, or purpose?		No	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The Veterans Directed Care Program provided veterans with opportunities to self-direct their long-term service and supports system and continue living independently at home. Eligible veterans managed their own flexible budgets, decided what combination of goods and services best met their needs, and hired/supervised their own workers. Through an options counselor, the Aging and Disability network provided facilitated assessment and care/service planning, arranged fiscal management services, and provided ongoing counseling and support to veterans, their families, and caregivers.	
Associated performance measure item numbers from the Performance Measures Chart, if any		26	
<b>Customer Details</b>			
Customer description		Veterans of any age who were at risk of institutional placement.	
Does the agency evaluate customer satisfaction?	2019-20	No	
Counties served in last completed fiscal year	2019-20	Not applicable	
Does the agency evaluate customer satisfaction?	2018-19	No	
Counties served in last completed fiscal year	2018-19	0	
Number of customers served	2019-20	0	
	2018-19	0	
	2017-18	0	
	2016-17	88	
<b>Units Provided and Amounts Charged to Customers</b>			
Description of a single deliverable unit		Veterans Directed Care Units Include: Veterans - Count of individuals served	
Number of units provided	2019-20	0	
	2018-19	0	
	2017-18	0	
	2016-17	88	
Does law prohibit charging the customer for the deliverable?	2019-20		
If yes, provide law	2019-20	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2018-19	Yes	
If yes, provide law	2017-18	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2016-17	Yes	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
Amount charged to customer per deliverable unit	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
<b>Costs</b>			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.00	
	2018-19	0.00	
	2017-18	0.50	
	2016-17	0.75	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$0.00
\$47,358,048		2018-19	\$0.00
\$45,696,028		2017-18	\$1,460,767.00
\$42,605,728		2016-17	\$2,463,995.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.00%
\$51,874,830		2018-19	0.00%
\$47,361,857		2017-18	0.00%
#REF!		2016-17	0.00%
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
<b>Amount collected from providing deliverable</b>			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
<b>Agency Comments</b>			
Additional comments from agency (optional)		VA Dorn decided to end this program mid-year 2017 and direct those funds within their organization.	

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		24	25
Item number			
Associated laws		The Emergency Rental Assistance Program (Program No Longer Exists)	42 U.S.C. 3032(a)(11)(B)
Does state or federal law specifically require this deliverable?		No	No
Deliverable description		<b>The Emergency Rental Assistance Program</b> provided temporary emergency rental assistance to older South Carolinians who were experiencing an emergency financial hardship.	<b>The Alzheimer's Disease Programs Initiative</b> supports the development and expansion of dementia-capable home and community-based service (HCBS) systems in states and communities. In South Carolina, the grant is targeted at 16 counties with a high number of rural and minority populations to increase access to aging services for caregivers and individuals with Alzheimer's disease and related disorders (ADRD). The project will work with the faith-based community and with federally qualified health centers (FQHCs) to provide referrals to the state aging network, increase knowledge and understanding of ADRD, and aid families in finding supportive services. The project will train class leaders to implement Powerful Tools for Caregivers - an evidence based caregiver training and will supply respite vouchers to caregivers to attend these classes. This is a new award and is at the beginning stage of implementation after recently receiving approval to move out of the planning phase.
Responsible organizational unit (primary)		<b>Community Resources</b>	<b>Community Resources</b>
<b>Results Sought</b>			
Does the legislature state intent, findings, or purpose?		No	Yes
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?			The purpose of this grant is to support states in meeting two primary objectives: (1) Create, expand and sustain a dementia-capable state HCBS system that includes Single Entry Point/No Wrong Door (SEP/NWD) access for people with dementia and their family caregivers. (2) Ensure access to a comprehensive, sustainable set of quality state HCBSs that are dementia-capable and provide innovative services to the population with dementia and their caregivers. The Department on Aging will work with several key partners to increase services for ADRD patients and their caregivers in rural counties with high minority populations (16 targeted counties). This is a bridge-building effort with the faith community and FQHCs to increase access and awareness of aging services in rural and African American communities where health disparities are increased.
Associated performance measure item numbers from the Performance Measures Chart, if any		27	None
<b>Customer Details</b>			
Customer description		South Carolina older adults aged 60 and above.	South Carolina caregivers of Department on Aging's targeted populations.
Does the agency evaluate customer satisfaction?	2019-20	No	No
Counties served in last completed fiscal year	2019-20	Not applicable	Abbeville, Beaufort, Chesterfield, Colleton, Darlington, Dillon, Edgefield, Florence, Greenwood, Hampton, Jasper, Laurens, Marion, Marlboro, McCormick, and Saluda
Does the agency evaluate customer satisfaction?	2018-19	No	No
Counties served in last completed fiscal year	2018-19	Not applicable	Not applicable
Number of customers served	2019-20		0
	2018-19		0
	2017-18		0
	2016-17		252
<b>Units Provided and Amounts Charged to Customers</b>			
Description of a single deliverable unit		Emergency Rental Assistance Units include: Rental Assistance - Count of rental assistance requests approved	Not applicable
Number of units provided	2019-20		0
	2018-19		0
	2017-18		0
	2016-17		252
Does law prohibit charging the customer for the deliverable?	2019-20		Yes
If yes, provide law	2018-19		42 U.S.C. § 3030c-2(a)(2)(B)
If yes, provide law	2017-18		No
If yes, provide law	2016-17		No
If yes, provide law	2015-16		No
Amount charged to customer per deliverable unit	2019-20	\$0.00	\$0.00
	2018-19	\$0.00	\$0.00
	2017-18	\$0.00	\$0.00
	2016-17	\$0.00	\$0.00
<b>Costs</b>			
Total employee equivalents required (37.5 hour per week units)	2019-20	0	0.6
	2018-19	0	0
	2017-18	0	0
	2016-17	0.5	0
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	0
\$47,358,048		2018-19	\$70,235.03
\$45,696,028		2017-18	-
\$42,605,728		2016-17	3,121
			270,222
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.00%
\$51,874,830		2018-19	0.00%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
<b>Amount collected from providing deliverable</b>			
Total collected from charging customers	2019-20	\$0.00	\$0.00
	2018-19	\$0.00	\$0.00
	2017-18	\$0.00	\$0.00
	2016-17	\$0.00	\$0.00
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	\$0.00
	2018-19	\$0.00	\$0.00
	2017-18	\$0.00	\$0.00
	2016-17	\$0.00	\$0.00
Total collected from charging customers and non-state sources	2019-20	\$0.00	\$0.00
	2018-19	\$0.00	\$0.00
	2017-18	\$0.00	\$0.00
	2016-17	\$0.00	\$0.00
<b>Agency Comments</b>			
Additional comments from agency (optional)		SCDOA has not received funding from Housing since FY17 to continue this program.	More than 5 million Americans are currently living with Alzheimer's disease or related dementias (ADRD). As the population of older adults increases, researchers anticipate the number of people living with ADRD will nearly triple by 2050. Research shows that health disparities are highest among African American communities in rural areas. In order to make sure that the aging network in South Carolina is actively reaching underserved populations, SCDOA is targeting 16 counties through the ADPI project. The program is dedicated to meeting these challenges by developing dementia capability in our state and expanding it sustainable ways. Cooperation with several key partners including the Women's Missionary Society of the 7th Episcopal District AME Church, the SC Alzheimer's Association, AARP, The ARK of SC and The Christian Action Council, are engaged in a range of activities designed to meet the needs of the communities and people we serve. The ADPI project promotes long-term services and supports to people living with ADRD, as well as paid and unpaid caregivers through respite, education, referrals and other supportive services. Activities are specifically designed to be culturally competent, targeted and relevant in rural, low-income and minority communities. The ADPI project is designed for people with ADRD who live alone, and people living with intellectual and developmental disabilities who are at risk of developing dementia and their caregivers.

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		26	
Item number		26	
Associated laws		42 U.S.C. § 3058g(a)(3)(A); Section 43-35-15(B); Section 43-35-20; Section 43-35-40; Section 43-38-10 et. seq.	
Does state or federal law specifically require this deliverable?		Yes	
Deliverable description		<b>Long Term Care Ombudsman Program (LTCOP)</b> In the Department on Aging provides programmatic guidance, technical assistance, and training for representatives of the program. Representatives of the LTCOP advocate for or on behalf of residents of long term care facilities. Ombudsmen work to resolve problems/complaints residents face and advocate to improve quality of care. Representatives of the program identify, investigate, and resolve complaints that are made by, or on behalf of, residents of long term care facilities. Complaints, resolution, and long term care facilities are further defined/explained in the additional comments row.	
Responsible organizational unit (primary)		<b>Office of the State Long Term Care Ombudsman</b>	
Results Sought			
Does the legislature state intent, findings, or purpose?		Yes	
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The State Long Term Care Ombudsman shall serve on a full-time basis, and shall, personally or through representatives of the Office - identify, investigate, and resolve complaints that are made by or on behalf of, residents, including residents with limited or no decision making capacity and who have no known legal representative, and if such a resident is unable to communicate consent for an Ombudsman to work on a complaint directly involving the resident, the Ombudsman shall seek evidence to indicate what outcome the resident would have communicated (and, in absence of evidence to the contrary, shall assume that the resident wishes to have the resident's health, safety, welfare, and rights protected) and shall work to accomplish that outcome; and relate to the action, inaction, or decisions, that may adversely affect the health, safety, welfare or rights of the residents (including the welfare and rights of the residents with respect to the appointment and activities of guardians and representative payees), of providers, or representatives of providers of long-term care services; public agencies; or health and social service agencies. 42 U.S.C. § 3058g(a)(3)(A).	
Associated performance measure item numbers from the Performance Measures Chart, if any		40	
Customer Details			
Customer description		Residents of long term care facilities.	
Does the agency evaluate customer satisfaction?	2019-20	Yes	
Counties served in last completed fiscal year	2019-20	Yes	
Does the agency evaluate customer satisfaction?	2018-19	Yes	
Counties served in last completed fiscal year	2018-19	All	
Number of customers served	2019-20	2181	
	2018-19	4,180	
	2017-18	3,664	
	2016-17	4,294	
Units Provided and Amounts Charged to Customers			
Description of a single deliverable unit		Cases opened in response to a complaint brought to the attention of a long-term care ombudsman and to which the ombudsman responds in order to address the adverse effect on residents (seniors and vulnerable adults residing in long-term care facilities) where it affects a resident's health, safety, welfare, or rights.	
Number of units provided	2019-20	2181	
	2018-19	4,180	
	2017-18	3,664	
	2016-17	4,294	
Does law prohibit charging the customer for the deliverable?	2019-20	Yes	
If yes, provide law	2019-20	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2018-19	Yes	
If yes, provide law	2017-18	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
If yes, provide law	2016-17	Yes	
If yes, provide law	2016-17	42 U.S.C. § 3030c-2(a)(2)(B)	
Amount charged to customer per deliverable unit	2019-20		
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Costs			
Total employee equivalents required (37.5 hour per week units)	2019-20	1.75	
	2018-19	2.75	
	2017-18	2.75	
	2016-17	2.75	
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$1,663,311.00
\$47,358,048		2018-19	\$1,424,464.00
\$45,696,028		2017-18	\$1,249,655.00
\$42,605,728		2016-17	\$1,145,180.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	3.21%
\$51,874,830		2018-19	3.01%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$762.64
		2018-19	\$340.78
		2017-18	\$341.06
		2016-17	\$266.69
Amount collected from providing deliverable			
Total collected from charging customers	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Total collected from charging customers and non-state sources	2019-20	\$0.00	
	2018-19	\$0.00	
	2017-18	\$0.00	
	2016-17	\$0.00	
Agency Comments			
Additional comments from agency (optional)		Long Term Care Facility Any skilled nursing facility as defined in the Social Security Act (42 U.S.C. 1395i-(a) or other nursing facility as defined in the Social Security Act (42 U.S.C. 1396r (a); a board and care facility (personal care home); and any other adult care home similar to one of these facilities or institutions. A complaint is an expression of dissatisfaction or concern brought to, or initiated by, the Ombudsman program which requires Ombudsman program investigation and resolution on behalf of one or more residents of a long-term care facility. The goal is to resolve a complaint to the resident's satisfaction. Complaints may be fully resolved to the resident's satisfaction, partially resolved or could not be resolved. Resolution of a complaint involves inquiry into the complaint/issue, addressing the concern and working to develop a solution to the problem.	





**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		29	30
Item number			
Associated laws		Section 43-35-310; Section 43-35-320; Section 43-35-330; Section 43-35-340; Section 43-35-350	42 U.S.C. §1315a
Does state or federal law specifically require this deliverable?		Yes	Yes
Deliverable description		<b>State Long Term Care Ombudsman, Member, Adult Protection Coordinating Council</b> - The State Long Term Care Ombudsman serves as a member of the Adult Protection Coordinating Council which was created under the auspices of the S.C. Department of Health and Human Services. The Council meets quarterly and is responsible for coordinating, planning, and implementing the efforts of those entities involved in adult protection. Data is provided to the Council regarding the number of Long Term Ombudsman cases handled each quarter, including those involving abuse, neglect or exploitation. The State Long Term Care Ombudsman serves as a member of the Fatality Review committee to review SLED facility death investigations.	<b>State Long Term Care Ombudsman, oversees</b> - The Department on Aging, at the direction of the Office of the State Long Term Care Ombudsman, oversees the Healthy Connection Prime Ombudsman Program. The Prime Ombudsmen receive, investigate and advocate on behalf of dual beneficiaries (beneficiaries who have both Medicare and Medicaid) age sixty-five and older with inquiries and/or complaints about access to healthcare services, billing issues and provider payment. This is a demonstration grant program administered by the S.C. Department on Aging that helps older adults age 65 and older who are enrolled in Healthy Connections Prime address concerns or conflicts that may interfere with navigating and coordinating their health coverage through Medicare and Medicaid.
Responsible organizational unit (primary)		<b>Office of the State Long Term Care Ombudsman</b>	<b>Office of the State Long Term Care Ombudsman</b>
<b>Results Sought</b>			
Does the legislature state intent, findings, or purpose?		Yes	Yes
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The Adult Protection Coordinating Council coordinate the planning and implementation efforts of the entities involved in the adult protection system. Members shall facilitate problem resolution and develop action plans to overcome problems identified within the system. The council shall develop methods of addressing the ongoing needs of vulnerable adults, including increasing public awareness of adult abuse, neglect, and exploitation. The council shall remain abreast of new trends in adult protection from national clearinghouses and other appropriate entities. The Adult Protection Coordinating Council has no authority to direct or require implementing action from any member or entity. Section 43-35-320.	The Secretary shall select models to be tested from models where the Secretary determines that there is evidence that the model addresses a defined population for which there are deficits in care leading to poor clinical outcomes or potentially avoidable expenditures. The Secretary shall focus on models expected to reduce program costs under the applicable title while preserving or enhancing the quality of care received by individuals receiving benefits under such title. The models selected under this subparagraph may include, but are not limited to, the models described in subparagraph (B). 42 U.S.C. §1315a(b)(2)(A).
Associated performance measure item numbers from the Performance Measures Chart, if any		43	44
<b>Customer Details</b>			
Customer description		Council members, the Chairman of the Medical Affairs Committee of the Senate, the Chairman of the Medical, Military and Municipal Affairs Committee of the House of Representatives, directors or chairs of member agencies or entities who have a designee serving on the council, and other interested parties.	Beneficiaries age 65+ with both Medicare and Medicaid enrolled in a covered demonstration Medicare/Medicaid Plan.
Does the agency evaluate customer satisfaction?	2019-20	No	No
Counties served in last completed fiscal year	2019-20	No	No
Does the agency evaluate customer satisfaction?	2018-19	No	No
Counties served in last completed fiscal year	2018-19	All	Abbeville; Allendale; Anderson; Bamberg; Barnwell ; Beaufort; Berkeley; Calhoun; Charleston; Cherokee; Chester; Chesterfield; Colleton; Dillon; Edgefield; Fairfield; Florence; Georgetown; Greenville; Hampton; Jasper; Kershaw; Laurens; Lee; Lexington; Marion; Marlboro; McCormick; Newberry; Oconee; Orangeburg; Pickens; Richland; Saluda; Spartanburg; Union; Williamsburg;
Number of customers served	2019-20	25	238
	2018-19	25	232
	2017-18	25	120
	2016-17	25	143
<b>Units Provided and Amounts Charged to Customers</b>			
Description of a single deliverable unit		An annual report of the council's activities and accomplishments for the calendar year, which is distributed to council members, the Chairman of the Medical Affairs Committee of the Senate, the Chairman of the Medical, Military and Municipal Affairs Committee of the House of Representatives, directors or chairs of member agencies or entities who have a designee serving on the council, and other interested parties; the report is also published on the Department of Health and Human Services' website.	Investigation and resolution of complaints from Medicare/Medicaid (dual) beneficiaries age sixty-five and older who are enrolled in a Healthy Connections Prime Medicare/Medicaid Plan. Advocate for the beneficiaries and empower them to develop strategies for the resolution of their inquiries and/or complaints.
Number of units provided	2019-20	1	238
	2018-19	1	232
	2017-18	1	120
	2016-17	1	143
Does law prohibit charging the customer for the deliverable?	2019-20		
If yes, provide law	2018-19	No	42 U.S.C. § 3030c-2(a)(2)(B)
If yes, provide law	2017-18	No	42 U.S.C. § 3030c-2(a)(2)(B)
If yes, provide law	2016-17	No	42 U.S.C. § 3030c-2(a)(2)(B)
If yes, provide law	2016-17	No	42 U.S.C. § 3030c-2(a)(2)(B)
Amount charged to customer per deliverable unit	2019-20	\$0.00	\$0.00
	2018-19	\$0.00	\$0.00
	2017-18	\$0.00	\$0.00
	2016-17	\$0.00	\$0.00
<b>Costs</b>			
Total employee equivalents required (37.5 hour per week units)	2019-20	0.00	1.65
	2018-19	0.00	1.15
	2017-18	0.00	1.15
	2016-17	0.00	1.15
Spent on all deliverables			
\$51,884,830	Total deliverable expenditures each year (operational and employee salary/fringe)	2019-20	\$0.00
\$47,358,048		2018-19	\$0.00
\$45,696,028		2017-18	\$0.00
\$42,605,728		2016-17	\$0.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures	2019-20	0.00%
\$51,874,830		2018-19	0.00%
\$47,361,857		2017-18	Insufficient data provided.
#REF!		2016-17	Insufficient data provided.
#REF!	Agency expenditures per unit of the deliverable	2019-20	\$0.00
		2018-19	\$0.00
		2017-18	\$0.00
		2016-17	\$0.00
			\$941.13
			\$851.54
			\$1,363.43
			\$1,103.76
<b>Amount collected from providing deliverable</b>			
Total collected from charging customers	2019-20	\$0.00	\$0.00
	2018-19	\$0.00	\$0.00
	2017-18	\$0.00	\$0.00
	2016-17	\$0.00	\$0.00
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20	\$0.00	\$0.00
	2018-19	\$0.00	\$0.00
	2017-18	\$0.00	\$0.00
	2016-17	\$0.00	\$0.00
Total collected from charging customers and non-state sources	2019-20	\$0.00	\$0.00
	2018-19	\$0.00	\$0.00
	2017-18	\$0.00	\$0.00
	2016-17	\$0.00	\$0.00
<b>Agency Comments</b>			
Additional comments from agency (optional)		The Council is a collaborative entity that through its committees, has provided training on abuse, neglect and exploitation (ANE) to the public and state agency employees. The Council also produced PSAs, video training for law enforcement and brochures regarding ANE and how to report these issues.	This is a competitive demonstration grant from the Centers for Medicare and Medicaid Services (CMS). The grant was operational in 2016. The grant activities are not in every county due to lack of health care providers.

**Deliverables**

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Deliverable		31	32
Item number			
Associated laws	42 U.S.C. §1315a		None
Does state or federal law specifically require this deliverable?	Yes		No
Deliverable description	<b>State Long Term Care Ombudsman, oversees</b> -The Department on Aging, at the direction of the Office of the State Long Term Care Ombudsman, oversees the Healthy Connection Prime Ombudsman Program. The target population for this program is dual beneficiaries (beneficiaries who have both Medicare and Medicaid) age sixty-five and older. The Prime Ombudsmen partner with multiple stakeholder groups to develop and implement outreach activities to help beneficiaries (and their caregivers and/or representatives) to learn about the beneficiary's rights to Medicare and/or Medicaid services.		<b>Nursing Facility Bed Locator</b> - The Department on Aging provides a Nursing Facility Bed Locator through the GetCareSC website, which allows members of the public to search for bed availability across the state; the website allows users to filter by facility type, insurance coverage, and county. Facilities across the state have the ability to provide current available bed information in the system, to ensure that South Carolinians have the most up-to-date information on those available in their geographical area.
Responsible organizational unit (primary)	<b>Office of the State Long Term Care Ombudsman</b>		<b>Information Technology/Security/Business Analysis</b>
<b>Results Sought</b>			
Does the legislature state intent, findings, or purpose?	Yes		No
Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?	The Secretary shall select models to be tested from models where the Secretary determines that there is evidence that the model addresses a defined population for which there are deficits in care leading to poor clinical outcomes or potentially avoidable expenditures. The Secretary shall focus on models expected to reduce program costs under the applicable title while preserving or enhancing the quality of care received by individuals receiving benefits under such title. The models selected under this subparagraph may include, but are not limited to, the models described in subparagraph (B). 42 U.S.C. §1315a(b)(2)(A).		The Nursing Facility Bed Locator allows the public to search for information on facilities and bed availability throughout the State of South Carolina to ensure that families have accurate, up-to-date information on the facility beds located in their area prior to moving a family member or loved one into a facility.
Associated performance measure item numbers from the Performance Measures Chart, if any		45	None
<b>Customer Details</b>			
Customer description	Beneficiaries age 65+ with both Medicare and Medicaid enrolled in a covered demonstration Medicare/Medicaid Plan, their family members, caregivers, stakeholders and members of the community.		The public who are interested in finding space at a long term care facility or assisted living facility in South Carolina, and the staff in the facilities responsible for updating their data; for the purposes of this deliverable customers are measured in individual site visits to the Nursing Facility Bed Locator site.
Does the agency evaluate customer satisfaction?	2019-20 No		No
Counties served in last completed fiscal year	2019-20 No		All
Does the agency evaluate customer satisfaction?	2018-19 No		No
Counties served in last completed fiscal year	2018-19 Abbeville; Allendale; Anderson; Bamberg; Barnwell ; Beaufort; Berkeley; Calhoun; Charleston; Cherokee; Chester; Chesterfield; Colleton; Dillon; Edgefield; Fairfield; Florence; Georgetown; Greenville; Hampton; Jasper; Kershaw; Laurens; Lee; Lexington; Marion; Marlboro; McCormick; Newberry; Oconee; Orangeburg; Pickens; Richland; Saluda; Spartanburg; Union; Williamsburg;		All
Number of customers served	2019-20 1,060		20,100
	2018-19 2,430		20,200
	2017-18 1,556		14,100
	2016-17 2,674		15,800
<b>Units Provided and Amounts Charged to Customers</b>			
Description of a single deliverable unit	Provide education to groups of beneficiaries or other stakeholders at outreach events (health fairs, benefit check-ups, educational forums), relating to the beneficiary's right to Medicare and/or Medicaid benefits and the quality of services provided to the individual by such benefits.		The Nursing Facility Bed Locator website.
Number of units provided	2019-20 31		1
	2018-19 35		1
	2017-18 25		1
	2016-17 19		1
Does law prohibit charging the customer for the deliverable?	2019-20 No		
If yes, provide law	42 U.S.C. § 3030c-2(a)(2)(B)		
2018-19 Yes			No
If yes, provide law	42 U.S.C. § 3030c-2(a)(2)(B)		
2017-18 Yes			No
If yes, provide law	42 U.S.C. § 3030c-2(a)(2)(B)		
2016-17 Yes			No
If yes, provide law	42 U.S.C. § 3030c-2(a)(2)(B)		
Amount charged to customer per deliverable unit	2019-20 \$0.00		\$35,000.00
	2018-19 \$0.00		\$25,000.00
	2017-18 \$0.00		\$25,000.00
	2016-17 \$0.00		\$25,000.00
<b>Costs</b>			
Total employee equivalents required (37.5 hour per week units)	2019-20 1.65		0.15
	2018-19 1.15		0.15
	2017-18 1.15		0.15
	2016-17 1.15		0.15
Spent on all deliverables			
\$51,884,830 Total deliverable expenditures each year	2019-20	\$233,990.00	\$5,762.00
\$47,358,048 (operational and employee salary/fringe)	2018-19	\$197,556.00	\$7,256.00
\$45,696,028	2017-18	\$163,612.00	\$6,783.00
\$42,605,728	2016-17	\$157,838.00	\$6,093.00
Total agency spending	Total deliverable expenditures as a percentage of total agency expenditures		
\$51,874,830	2019-20	0.45%	0.01%
\$47,361,857	2018-19	0.42%	0.02%
#REF!	2017-18	Insufficient data provided.	Insufficient data provided.
#REF!	2016-17	Insufficient data provided.	Insufficient data provided.
Agency expenditures per unit of the deliverable			
	2019-20	\$7,548.06	\$5,762.00
	2018-19	\$5,644.46	\$7,256.00
	2017-18	\$6,544.48	\$6,783.00
	2016-17	\$8,307.26	\$6,093.00
<b>Amount collected from providing deliverable</b>			
Total collected from charging customers	2019-20 \$0.00		\$35,000.00
	2018-19 \$0.00		\$25,000.00
	2017-18 \$0.00		\$25,000.00
	2016-17 \$0.00		\$25,000.00
Total collected from non-state sources as a result of providing the deliverable (including federal and other grants awarded to agency to provide deliverable)	2019-20 \$0.00		\$0.00
	2018-19 \$0.00		\$0.00
	2017-18 \$0.00		\$0.00
	2016-17 \$0.00		\$0.00
Total collected from charging customers and non-state sources	2019-20 \$0.00		\$35,000.00
	2018-19 \$0.00		\$25,000.00
	2017-18 \$0.00		\$25,000.00
	2016-17 \$0.00		\$25,000.00
<b>Agency Comments</b>			
Additional comments from agency (optional)			Customer data is provided via Google Analytics site traffic data. There was a change in front page access in 2017-2018 which impacted the tracking method and may have caused a temporary decrease in visitors. Facility count is estimated as it fluctuates with openings and closings. Approximately 690 facilities input data into the Nursing Facility Bed Locator in FYs 16-17, 17-18, and 18-19.

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure		1	2
Item #	Description	Senior Center Permanent Improvement Program (PIP) Grant awarded based on \$948,000 allocated through Bingo Tax Revenues.	Quarterly meetings of the Silver Haired Legislature
Time applicable		State Fiscal Year (July - June)	State Fiscal Year (July - June)
Results Summary			
Is the goal to meet, exceed, or obtain a lower value than the target?		Meet	Meet
Did the agency achieve its goal?			
2020		Yes	No
2019		No	Yes
2018		No	Yes
2017		No	Yes
2016		Yes	Yes
2015		Yes	Yes
Changes in target			
2021		Same as prior year	Decreased from prior year
2020		Same as prior year	Same as prior year
2019		Same as prior year	Same as prior year
2018		Same as prior year	Same as prior year
2017		Same as prior year	Same as prior year
2016		Same as prior year	Same as prior year
Result details for year ending...			
2021	Target		
2020	Target	0	4
	Actual		
2019	Target	0	4
	Actual	1	4
2018	Target	0	4
	Actual	7	4
2017	Target	0	4
	Actual	5	4
2016	Target	0	4
	Actual	0	4
2015	Target	0	4
	Actual	0	4
Agency Comments			
Additional comments from agency (optional)		PIP grants are awarded based on need and available funding. Grants are awarded for two-year grant periods and funds are reimbursed to the grantee as work is completed. Because the applicant can request up to \$350,000, the number of grants can fluctuate annually. Most grantees take two years to complete construction projects, which means funds are committed until expended.	This is an independent committee funded through a line-item in the Department on Aging's budget. Other than allocating and monitoring the funding, the Department assumes no coordinating or staffing role with the committee. The Department does not call or set meetings.

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure		3	4
Item #	Description	Quarterly meetings of the SC Advisory Council on Aging	To draft a report for the Palliative Care and Quality of Life Study (The committee is authorized to only meet one-year).
Time applicable		State Fiscal Year (July - June)	State Fiscal Year (July - June)
Results Summary			
Is the goal to meet, exceed, or obtain a lower value than the target?		Meet	Meet
Did the agency achieve its goal?			
2020		No	Yes
2019		Yes	Yes
2018		Yes	Yes
2017		Yes	Yes
2016		Yes	Yes
2015		Yes	Yes
Changes in target			
2021		Decreased from prior year	Same as prior year
2020		Same as prior year	Decreased from prior year
2019		Same as prior year	Increased from prior year
2018		Same as prior year	Same as prior year
2017		Same as prior year	Same as prior year
2016		Same as prior year	Same as prior year
Result details for year ending...			
2021	Target		
2020	Target	4	0
	Actual		
2019	Target	4	1
	Actual	500	1
2018	Target	4	0
	Actual	4	0
2017	Target	4	0
	Actual	4	0
2016	Target	4	0
	Actual	4	0
2015	Target	4	0
	Actual	4	0
Agency Comments			
Additional comments from agency (optional)		This is an advisory council that meets quarterly. It is a member-driven council and the Department on Aging only helps to coordinate the meetings. Members set the meeting agendas.	The Palliative Care and Quality of Life Study Committee was established to meet for one year and to make a report to the General Assembly and Governor. The Department on Aging was tasked by the legislation to coordinate the meetings and to fulfill staffing duties.

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure	5	6
Item #		
Description	To provide a Guardian ad Litem for every vulnerable adult taken into the custody of the SC Department of Social Services. (New cases assigned in fiscal year.)	Percentage of cases assigned to volunteers in vulnerable adult abuse, neglect, and exploitation proceedings in family court.
Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)

Results Summary		
Is the goal to meet, exceed, or obtain a lower value than the target?	Meet	Meet or exceed
Did the agency achieve its goal?		
2020	Yes	No
2019	Yes	Yes
2018	Yes	Yes
2017	Yes	No
2016	Yes	Yes
2015	Yes	Yes
Changes in target		
2021	Same as prior year	Decreased from prior year
2020	Decreased from prior year	Increased from prior year
2019	Increased from prior year	Same as prior year
2018	Increased from prior year	Same as prior year
2017	Increased from prior year	Increased from prior year
2016	Increased from prior year	Increased from prior year

Result details for year ending...		
<b>2021</b>		
Target		
<b>2020</b>		
Target	0	18
Actual		
<b>2019</b>		
Target	560	15
Actual	560	17
<b>2018</b>		
Target	496	15
Actual	496	16
<b>2017</b>		
Target	394	15
Actual	394	11
<b>2016</b>		
Target	333	13
Actual	333	18
<b>2015</b>		
Target	276	10
Actual	276	13

Agency Comments		
Additional comments from agency (optional)	The Vulnerable Adult Guardian ad Litem program came into existence in 2011 and went statewide in 2016.	The majority of cases are being handled by staff, but the goal is to shift more of the burden to volunteers.

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure		7	8
Item #	Description	Number of new cases of abuse, neglect, and exploitation of vulnerable adults assigned to volunteers	Number of Meal Clients - Congregate and Home Delivered
Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
Results Summary			
Is the goal to meet, exceed, or obtain a lower value than the target?	Meet or Exceed	Meet	
Did the agency achieve its goal?			
2020	No	No	
2019	Yes	Yes	
2018	Yes	Yes	
2017	No	Yes	
2016	Yes	Yes	
2015	Yes	Yes	
Changes in target			
2021	Decreased from prior year	Based on Need and Funding	
2020	Increased from prior year	Based on Need and Funding	
2019	Increased from prior year	Based on Need and Funding	
2018	Same as prior year	Based on Need and Funding	
2017	Increased from prior year	Based on Need and Funding	
2016	Increased from prior year	Based on Need and Funding	
Result details for year ending...			
2021	Target		0
2020	Target	96	0
	Actual		25181
2019	Target	78	0
	Actual	96	21010
2018	Target	61	0
	Actual	78	19974
2017	Target	61	0
	Actual	43	20696
2016	Target	35	0
	Actual	61	19063
2015	Target	25	0
	Actual	35	20309
Agency Comments			
Additional comments from agency (optional)			As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. Nutrition services include congregate and home delivered meals. Unit costs are set by the Area Agencies on Aging through regional competitive bid processes. For FY20, the number of people served will be an undercount as demographic data was not being captured for many meals and services during COVID, so unique clients cannot be determined, the known client count is what is used.

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure		9	10
Item #	Description	Number of Meals - Congregate and Home Delivered	Number of Transportation Clients
Time applicable		State Fiscal Year (July - June)	State Fiscal Year (July - June)
<b>Results Summary</b>			
<b>Is the goal to meet, exceed, or obtain a lower value than the target?</b>		Meet	Meet
<b>Did the agency achieve its goal?</b>			
2020		No	No
2019		Yes	Agency met goal, data miscalculation
2018		Yes	Yes
2017		Yes	Yes
2016		Yes	Yes
2015		Yes	Yes
<b>Changes in target</b>			
2021		Based on Need and Funding	Based on Need and Funding
2020		Based on Need and Funding	Based on Need and Funding
2019		Based on Need and Funding	Based on Need and Funding
2018		Based on Need and Funding	Based on Need and Funding
2017		Based on Need and Funding	Based on Need and Funding
2016		Based on Need and Funding	Based on Need and Funding
<b>Result details for year ending...</b>			
<b>2021</b>	Target	0	0
<b>2020</b>	Target	0	0
	Actual	2949711	3449
<b>2019</b>	Target	0	0
	Actual	2627667	7
<b>2018</b>	Target	0	0
	Actual	2221592	3665
<b>2017</b>	Target	0	0
	Actual	2630119	3872
<b>2016</b>	Target	0	0
	Actual	2256586	4230
<b>2015</b>	Target	0	0
	Actual	2231147	5635
<b>Agency Comments</b>			
Additional comments from agency (optional)		As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. Nutrition services include congregate and home delivered meals. Unit costs are set by the Area Agencies on Aging through regional competitive bid processes. Other meals served during COVID-19 response are included in FY20 numbers.	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. The variance from 3665 to 7 is a miscalculated reporting error from Area Agencies on Aging.

## Performance Measures

Agency: Department on Aging  
Accurate as of: December 14, 2020

Performance Measure		11	12
Item #	Description	Number of Transportation Miles provided to Clients	Number of Homecare Clients
Time applicable		State Fiscal Year (July - June)	State Fiscal Year (July - June)
<b>Results Summary</b>			
<b>Is the goal to meet, exceed, or obtain a lower value than the target?</b>		Meet	Meet
<b>Did the agency achieve its goal?</b>			
2020		No	No
2019		Yes	Yes
2018		Yes	Yes
2017		Yes	Yes
2016		Yes	Yes
2015		Yes	Yes
<b>Changes in target</b>			
2021		Based on Need and Funding	Based on Need and Funding
2020		Based on Need and Funding	Based on Need and Funding
2019		Based on Need and Funding	Based on Need and Funding
2018		Based on Need and Funding	Based on Need and Funding
2017		Based on Need and Funding	Based on Need and Funding
2016		Based on Need and Funding	Based on Need and Funding
<b>Result details for year ending...</b>			
<b>2021</b>	Target	0	0
<b>2020</b>	Target	0	0
	Actual	1895886	2136
<b>2019</b>	Target	0	0
	Actual	620987	2421
<b>2018</b>	Target	0	0
	Actual	619666	2832
<b>2017</b>	Target	0	0
	Actual	2478664	2930
<b>2016</b>	Target	0	0
	Actual	2570012	2463
<b>2015</b>	Target	0	0
	Actual	2181969	3150
<b>Agency Comments</b>			
Additional comments from agency (optional)		As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. Point to point transportation is provided to clients who are receiving other Aging Network services. This primarily covers transportation to and from senior centers as well as some medical appointment and essential shopping transportation.	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans.



## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure	
	Item # <b>13</b>
Description	Number of Information and Referral Contacts for Aging Network and Community Resources
Time applicable	State Fiscal Year (July - June)
Results Summary	
Is the goal to meet, exceed, or obtain a lower value than the target?	Meet
Did the agency achieve its goal?	
2020	No
2019	Yes
2018	Yes
2017	Yes
2016	Yes
2015	Yes
Changes in target	
2021	Based on Need and Funding
2020	Based on Need and Funding
2019	Based on Need and Funding
2018	Based on Need and Funding
2017	Based on Need and Funding
2016	Based on Need and Funding
Result details for year ending...	
2021	
Target	29424
2020	
Target	0
Actual	28023
2019	
Target	0
Actual	51153
2018	
Target	0
Actual	47321
2017	
Target	0
Actual	42009
2016	
Target	0
Actual	43608
2015	
Target	0
Actual	37502
Agency Comments	
Additional comments from agency (optional)	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. Each Area Agency on Aging is encouraged to increase contacts each year depending upon staff capacity and needs of community. The Information and Referral/Assistance program encourages individuals to call regarding any questions about services or resources available for assistance. These specialists will help connect them to programs available within their communities regardless if they are provided by the Aging Network.

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure	
Item #	<b>14</b>
Description	Number of Information and Referral Outreach Events the Aging Network and Community Resources
Time applicable	State Fiscal Year (July - June)
Results Summary	
Is the goal to meet, exceed, or obtain a lower value than the target?	Meet
Did the agency achieve its goal?	
2020	No
2019	Yes
2018	Yes
2017	Yes
2016	Yes
2015	Yes
Changes in target	
2021	Based on Need and Funding
2020	Based on Need and Funding
2019	Based on Need and Funding
2018	Based on Need and Funding
2017	Based on Need and Funding
2016	Based on Need and Funding
Result details for year ending...	
<b>2021</b>	
Target	388
<b>2020</b>	
Target	0
Actual	337
<b>2019</b>	
Target	0
Actual	427
<b>2018</b>	
Target	0
Actual	386
<b>2017</b>	
Target	0
Actual	380
<b>2016</b>	
Target	0
Actual	365
<b>2015</b>	
Target	0
Actual	
Agency Comments	
Additional comments from agency (optional)	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. Each Area Agency on Aging is encouraged to increase outreach events each year depending upon staff capacity and needs of community. The Information and Referral/Assistance program encourages individuals to call regarding any questions about services or resources available for assistance. These specialists will help connect them to programs available within their communities regardless if they are provided by the Aging Network.

## Performance Measures

Agency: Department on Aging  
Accurate as of: December 14, 2020

Performance Measure		15	16
Item #			
Description		Number of State Health Insurance Assistance Program (SHIP) Contacts	Number of Senior Medicare Patrol (SMP) Events
Time applicable		Other	Other
<b>Results Summary</b>			
Is the goal to meet, exceed, or obtain a lower value than the target?		Meet	Meet
Did the agency achieve its goal?			
2020		No	No
2019		Yes	Yes
2018		Yes	Yes
2017		Yes	Yes
2016		Yes	Yes
2015		Yes	Yes
Changes in target			
2021		Based on Need and Funding	Based on Need and Funding
2020		Based on Need and Funding	Based on Need and Funding
2019		Based on Need and Funding	Based on Need and Funding
2018		Based on Need and Funding	Based on Need and Funding
2017		Based on Need and Funding	Based on Need and Funding
2016		Based on Need and Funding	Based on Need and Funding
<b>Result details for year ending...</b>			
2021	Target	32868	280
2020	Target	0	0
	Actual	23778	285
2019	Target	0	0
	Actual	30390	304
2018	Target	0	0
	Actual	30389	340
2017	Target	0	0
	Actual	39218	329
2016	Target	0	0
	Actual	37259	505
2015	Target	0	0
	Actual	37309	426
<b>Agency Comments</b>			
Additional comments from agency (optional)		As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. Administration of Community Living (ACL) encourages a penetration rate of 7% of the senior population. There have been changes in tracking software systems. The State Health Insurance Assistance Program (SHIP) typically meets their goal with room for improvement. It is not funded based on performance measures.	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. Senior Medicare Patrol typically reaches their goal with room for improvement. There have been changes in tracking software systems. It is not funded based on performance measures.

## Performance Measures

Agency: Department on Aging  
Accurate as of: December 14, 2020

Performance Measure		17	18
Item #			
Description		Number of Family Caregiver Support Program Contacts (Access Assistance)	Number of Family Caregiver Respite Clients
Time applicable		State Fiscal Year (July - June)	State Fiscal Year (July - June)
<b>Results Summary</b>			
Is the goal to meet, exceed, or obtain a lower value than the target?		Meet	Meet
Did the agency achieve its goal?			
2020		No	No
2019		Yes	Yes
2018		Yes	No
2017		Yes	Yes
2016		Yes	Yes
2015		Yes	Yes
Changes in target			
2021		Based on Need and Funding	Based on Need and Funding
2020		Based on Need and Funding	Based on Need and Funding
2019		Based on Need and Funding	Based on Need and Funding
2018		Based on Need and Funding	Based on Need and Funding
2017		Based on Need and Funding	Based on Need and Funding
2016		Based on Need and Funding	Based on Need and Funding
<b>Result details for year ending...</b>			
2021			
Target		0	0
2020			
Target		0	0
Actual		3521	3484
2019			
Target		0	0
Actual		4519	3677
2018			
Target		0	0
Actual		8359	3025
2017			
Target		0	0
Actual		9170	3872
2016			
Target		0	0
Actual		15283	4547
2015			
Target		0	0
Actual		8241	4607
<b>Agency Comments</b>			
Additional comments from agency (optional)		As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. Note there have been multiple systemic software changes (OLSA, AIM, QUICKBASE, OASIS).	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. Respite is a temporary short term community based service that allows unpaid family caregivers a break from caregiving for individuals who may be frail or disabled (60 or older); someone with Alzheimer's disease; grandparents or relative caregivers (55 or older) raising a child 18 or younger; and grandparents (55 or older) caring for a disabled adult (19-59 years).

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure		19	20
	Item #		
	Description	Number of Caregiver Support Groups/Trainings	Number of Senior Community Service Employment Program (SCSEP) Slots
	Time applicable	State Fiscal Year (July-June)	Federal Fiscal Year (Oct. - Sept.)
Results Summary			
	Is the goal to meet, exceed, or obtain a lower value than the target?	Meet	Meet
	Did the agency achieve its goal?		
	2020	No	No
	2019	No	Yes
	2018	No	Yes
	2017	Yes	Yes
	2016	Yes	Yes
	2015	Yes	Yes
	Changes in target		
	2021	Based on Need and Funding	Based on Need and Funding
	2020	Based on Need and Funding	Based on Need and Funding
	2019	Based on Need and Funding	Based on Need and Funding
	2018	Based on Need and Funding	Based on Need and Funding
	2017	Based on Need and Funding	Based on Need and Funding
	2016	Based on Need and Funding	Based on Need and Funding
Result details for year ending...			
	<b>2021</b>		
	Target	0	0
	<b>2020</b>		
	Target	0	0
	Actual	37	112
	<b>2019</b>		
	Target	0	0
	Actual	2307	111
	<b>2018</b>		
	Target	0	0
	Actual	4193	111
	<b>2017</b>		
	Target	0	0
	Actual	11604	121
	<b>2016</b>		
	Target	0	0
	Actual		
	<b>2015</b>		
	Target	0	0
	Actual		220
Agency Comments			
	Additional comments from agency (optional)	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, and sub grantees deliver the services. Number of slots are determined by Department on Labor. The average cost of each participant is \$5,500 each year. The maximum length of time a participant can be in the program is 48 months (4 years). The average length of time a participant stays in the program is 30 months (2.5 years). FY20 - 112 Slots were awarded and 186 seniors participated

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure		21	22
Item #	Description	Number of Alzheimer's Resource Coordination Center (ARCC) Alzheimer's Education, Trainings, and Outreach Events	Number of Alzheimer's Resource Coordination resource Center (ARCC) Attendees
Time applicable		State Fiscal Year (July-June)	State Fiscal Year (July-June)
<b>Results Summary</b>			
<b>Is the goal to meet, exceed, or obtain a lower value than the target?</b>		Meet	Meet
<b>Did the agency achieve its goal?</b>			
2020		No	No
2019		Yes	Yes
2018		Yes	Yes
2017		Yes	Yes
2016		Yes	Yes
2015		Yes	Yes
<b>Changes in target</b>			
2021		Based on Need and Funding	Based on Need and Funding
2020		Based on Need and Funding	Based on Need and Funding
2019		Based on Need and Funding	Based on Need and Funding
2018		Based on Need and Funding	Based on Need and Funding
2017		Based on Need and Funding	Based on Need and Funding
2016		Based on Need and Funding	Based on Need and Funding
<b>Result details for year ending...</b>			
<b>2021</b>	Target	0	0
<b>2020</b>	Target	0	0
	Actual	127	5839
<b>2019</b>	Target	0	0
	Actual	308	7702
<b>2018</b>	Target	0	0
	Actual	354	8328
<b>2017</b>	Target	0	0
	Actual	258	4840
<b>2016</b>	Target	0	0
	Actual	403	8205
<b>2015</b>	Target	0	0
	Actual	383	8029
<b>Agency Comments</b>			
Additional comments from agency (optional)		As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, and subgrantees deliver the services. Number of Alzheimer's Resource Coordination Center (ARCC) Outreach/Trainings are set forth by subgrantees terms and conditions.	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, and subgrantees deliver the services.

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure	
	23
Item #	
Description	Number of Break Rooms in places of worship
Time applicable	State Fiscal Year
Results Summary	
Is the goal to meet, exceed, or obtain a lower value than the target?	Meet
Did the agency achieve its goal?	
2020	No
2019	Yes
2018	Yes
2017	Yes
2016	Yes
2015	Yes
Changes in target	
2021	Based on Need and Funding
2020	Based on Need and Funding
2019	Based on Need and Funding
2018	Based on Need and Funding
2017	Based on Need and Funding
2016	Based on Need and Funding
Result details for year ending...	
<b>2021</b>	
Target	7
<b>2020</b>	
Target	0
Actual	6
<b>2019</b>	
Target	0
Actual	3
<b>2018</b>	
Target	0
Actual	4
<b>2017</b>	
Target	0
Actual	0
<b>2016</b>	
Target	0
Actual	0
<b>2015</b>	
Target	0
Actual	0
Agency Comments	
Additional comments from agency (optional)	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds to breakrooms who deliver the services. The program was a pilot program that continues to grow based on the community partnerships and the need for caregivers and the seniors with dementia and other memory loss disorders. There are currently 7 active breakrooms which include: 1. St Luke Presbyterian Church, Orangeburg (in operation) 2. St Paul United Methodist, Kingstree (in operation). A 7th breakroom was approved, but COVID has delayed its official operations. 3. Turner Memorial AMEC, (in operation) 4. Mt Nebo AMEC, Awendaw (in operation) 5. Glorious Apostolic Pentecostal, Timmonsville (under construction) 6. Hebron Zion Presbyterian, Johns Island (under construction) 7. Brown Chapel AME, in partnership with Bible Way, Arthurtown section of Columbia (under construction).

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure		24	25
Item #			
Description		Number of Evidenced Based Programs and Health Promotion Services Participants	Number of Eldercare Trust Fund Recipients
Time applicable		State Fiscal Year (July - June)	State Fiscal Year (July - June)
<b>Results Summary</b>			
Is the goal to meet, exceed, or obtain a lower value than the target?		Meet	Meet
Did the agency achieve its goal?			
2020		No	No
2019		Yes	Yes
2018		Yes	Yes
2017		Yes	Yes
2016		Yes	Yes
2015		Yes	Yes
Changes in target			
2021		Based on Need and Funding	Based on Need and Funding
2020		Based on Need and Funding	Based on Need and Funding
2019		Based on Need and Funding	Based on Need and Funding
2018		Based on Need and Funding	Based on Need and Funding
2017		Based on Need and Funding	Based on Need and Funding
2016		Based on Need and Funding	Based on Need and Funding
<b>Result details for year ending...</b>			
<b>2021</b>			
Target		0	0
<b>2020</b>			
Target		0	0
Actual		110836	5
<b>2019</b>			
Target		0	0
Actual		91718	3
<b>2018</b>			
Target		0	0
Actual		220	3
<b>2017</b>			
Target		0	0
Actual		3051	2
<b>2016</b>			
Target		0	0
Actual			3
<b>2015</b>			
Target		0	0
Actual			3
<b>Agency Comments</b>			
Additional comments from agency (optional)		As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans. During the SFY 17, 18, and 19 there was an irregular count due to a programmatic and data tracking shift.	As stated in previous accountability reports, targets are based on actual funding available. The South Carolina Department on Aging allocates funds to the subgrantees who deliver the services. Programs currently funded include the following: Anderson Interfaith Ministries (Anderson County), Association of the Blind SC (Charleston County), the ARK of SC (Dorchester and other counties).



## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure		26	27	28
Item #	Description	Number of Veterans Directed Home and Community Based Services Veterans	Number of Emergency Rental Assistance Recipients	Number Geriatric Physicians Loan Forgiveness Recipients
Time applicable		State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
Results Summary				
Is the goal to meet, exceed, or obtain a lower value than the target?		Meet	Meet	Meet
Did the agency achieve its goal?				
2020		Yes	Yes	No
2019				Yes
2018				Yes
2017		Yes	Yes	Yes
2016		Yes	Yes	Yes
2015		Yes	Yes	Yes
Changes in target				
2021		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
2020		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
2019		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
2018		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
2017		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
2016		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
Result details for year ending...				
2021	Target	0	0	0
2020	Target	0	0	0
	Actual	0	0	1
2019	Target	0	0	0
	Actual	0	0	1
2018	Target	0	0	0
	Actual	0	0	1
2017	Target	0	0	0
	Actual	88	252	1
2016	Target	0	0	0
	Actual	59	229	4
2015	Target	0	0	0
	Actual	0	297	1
Agency Comments				
Additional comments from agency (optional)		As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocated funds, the Area Agencies on Aging (AAAs) and providers delivered the services. VA Dorn decided to end this program mid-year 2017 and direct those funds within their organization. This program is no longer in existence.	As stated in previous accountability reports, targets are based on actual need and funding available. The Department on Aging has not received funding from Housing since FY17 to continue this program. This program is no longer in existence.	As stated in previous accountability reports, targets are based on actual funding available. The South Carolina Department on Aging allocates funds directly to the physician's lenders.

## Performance Measures

Agency: Department on Aging  
Accurate as of: December 14, 2020

Performance Measure		29	30	31
Item #				
Description	Number of Client Assessments Completed	Number Minor Home Repair Clients	Number of Personal Care Clients	
Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)	
<b>Results Summary</b>				
<b>Is the goal to meet, exceed, or obtain a lower value than the target?</b>	Meet	Meet	Meet	
<b>Did the agency achieve its goal?</b>				
2020	No	No	No	
2019	Yes	Yes	Yes	
2018	Yes	Yes	Yes	
2017	Yes	Yes	Yes	
2016	Yes	Yes	Yes	
2015	Yes	Yes	Yes	
<b>Changes in target</b>				
2021	Based on Need and Funding	Based on Need and Funding	Based on Need and Funding	
2020	Based on Need and Funding	Based on Need and Funding	Based on Need and Funding	
2019	Based on Need and Funding	Based on Need and Funding	Based on Need and Funding	
2018	Based on Need and Funding	Based on Need and Funding	Based on Need and Funding	
2017	Based on Need and Funding	Based on Need and Funding	Based on Need and Funding	
2016	Based on Need and Funding	Based on Need and Funding	Based on Need and Funding	
<b>Result details for year ending...</b>				
<b>2021</b>				
Target	0	0	0	
<b>2020</b>				
Target	0	0	0	
Actual	2432	392	422	
<b>2019</b>				
Target	0	0	0	
Actual	21098	256	227	
<b>2018</b>				
Target	0	0	0	
Actual	25680	208	223	
<b>2017</b>				
Target	0	0	0	
Actual	27159	344	274	
<b>2016</b>				
Target	0	0	0	
Actual	0			
<b>2015</b>				
Target	0	0	0	
Actual	0			
<b>Agency Comments</b>				
Additional comments from agency (optional)	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) deliver the services. The AAAs set targets in their area plans.	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans.	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) and providers deliver the services. The AAAs set targets in their area plans.	

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure		32	33	34
Item #	Description	Number of Caregiver Outreach Events (Information Services)	Number of Lifespan Respite Clients	Number of Lifespan Education and Training Events
Time applicable		State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
Results Summary				
Is the goal to meet, exceed, or obtain a lower value than the target?		Meet	Meet	Meet
Did the agency achieve its goal?				
2020		No	No	No
2019		Yes	Yes	Yes
2018		No	Yes	Yes
2017		Yes	Yes	Yes
2016		Yes	Yes	Yes
2015		Yes	Yes	Yes
Changes in target				
2021		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
2020		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
2019		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
2018		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
2017		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
2016		Based on Need and Funding	Based on Need and Funding	Based on Need and Funding
Result details for year ending...				
2021	Target	0	300	25
2020	Target	0	0	0
	Actual	68	319	44
2019	Target	0	0	0
	Actual	94	346	52
2018	Target	0	0	0
	Actual	37	251	51
2017	Target	0	0	0
	Actual	130	305	72
2016	Target	0	0	0
	Actual	177		
2015	Target	0	0	0
	Actual			
Agency Comments				
Additional comments from agency (optional)		As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) deliver the services. The AAAs set targets in their area plans.	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds to the subgrantees who deliver the services. Goal of Lifespan Respite is set forth by subgrantees terms and conditions.	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds to the subgrantees who deliver the services. Goal of Lifespan Respite is set forth by subgrantees terms and conditions.

## Performance Measures

Agency: Department on Aging  
Accurate as of: December 14, 2020

Performance Measure		35	36	37
Item #	Description	Number of Insurance Outreach Events	Number of Senior Medicare Patrol Contacts	Count of Care Calls
Time applicable	Other	Other	Other	State Fiscal Year (July - June)
Results Summary				
Is the goal to meet, exceed, or obtain a lower value than the target?	Meet	Meet	Meet	New service
Did the agency achieve its goal?				
2020	No	No	No	
2019	Yes	Yes	No	
2018	Yes	Yes	No	
2017	Yes	Yes	No	
2016	Yes	Yes	No	
2015	Yes	Yes	No	
Changes in target				
2021	Based on Need and Funding	Based on Need and Funding	COVID-19 Response	
2020	Based on Need and Funding	Based on Need and Funding	Not applicable	
2019	Based on Need and Funding	Based on Need and Funding	Not applicable	
2018	Based on Need and Funding	Based on Need and Funding	Not applicable	
2017	Based on Need and Funding	Based on Need and Funding	Not applicable	
2016	Based on Need and Funding	Based on Need and Funding	Not applicable	
Result details for year ending...				
2021	Target	360	0	0
2020	Target	0	0	0
	Actual	315	8275	53483
2019	Target	0	0	0
	Actual	405	7510	0
2018	Target	0	0	0
	Actual	431	17	0
2017	Target	0	0	0
	Actual	603	2	0
2016	Target	0	0	0
	Actual	505		0
2015	Target	0	0	0
	Actual	426		0
Agency Comments				
Additional comments from agency (optional)	As stated in previous accountability reports, targets are based on actual need and funding available. The South Carolina Department on Aging allocates funds, the Area Agencies on Aging (AAAs) deliver the services. The AAAs set targets in their area plans	Fraud contacts cannot be increased without beneficiaries calling to report. It is not funded based on performance measures. There have been changes in tracking systems.	During COVID-19 response, a program instruction was issued to allow for wellness calls to Aging Network clients and to help combat social isolation.	

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure	38	39	40
Item #			
Description	Number of Clients assisted with Groceries and Other Supplies	Number of Requests assisted with the purchase of PPE	Percentage of Abuse, Neglect, Exploitation and Quality of Care cases closed
Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)

Results Summary			
Is the goal to meet, exceed, or obtain a lower value than the target?	New service	New service	Meet or exceed

Did the agency achieve its goal?			
2020	No	No	No
2019	No	No	No
2018	No	No	Yes
2017	No	No	Yes
2016	No	No	Yes
2015	No	No	No

Changes in target			
2021	COVID-19 Response	COVID-19 Response	Decreased from prior year
2020	Not applicable	Not applicable	Same as prior year
2019	Not applicable	Not applicable	Decreased from prior year
2018	Not applicable	Not applicable	Same as prior year
2017	Not applicable	Not applicable	Increased from prior year
2016	Not applicable	Not applicable	Same as prior year

Result details for year ending...			
<b>2021</b>			
Target	0	0	
<b>2020</b>			
Target	0	0	90%
Actual	27302	11170	
<b>2019</b>			
Target	0	0	90%
Actual	0	0	87%
<b>2018</b>			
Target	0	0	95%
Actual	0	0	98%
<b>2017</b>			
Target	0	0	95%
Actual	0	0	98%
<b>2016</b>			
Target	0	0	90%
Actual	0	0	99%
<b>2015</b>			
Target	0	0	90%
Actual	0	0	88%

Agency Comments			
Additional comments from agency (optional)	During COVID-19 response, an initiative was created to assist consumers in need of groceries and other essentials.	During COVID-19 response, an initiative was created to assist consumers and aging network sites in need of PPE.	

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure			
	41	42	43
Item #			
Description	Percentage of quarterly visits to facility residents	Number of volunteers recruited and trained to serve as Friendly Visitors in long term care facilities.	Serve as a member of the Adult Protection Coordinating Council and produce an Annual Report.
Time applicable	State Fiscal Year (July - June)	State Fiscal	State Fiscal
Results Summary			
Is the goal to meet, exceed, or obtain a lower value than the target?	Meet	Meet	Meet
Did the agency achieve its goal?			
2020	No	No	No
2019	Yes	Yes	Yes
2018	Yes	Yes	Yes
2017	No	Yes	Yes
2016	No	Yes	Yes
2015	No	Yes	Yes
Changes in target			
2021	Decreased from prior year	Decreased from prior year	Decreased from prior year
2020	Same as prior year	Increased from prior year	Same as prior year
2019	Same as prior year	Increased from prior year	Same as prior year
2018	Same as prior year	Increased from prior year	Same as prior year
2017	Increased from prior year	Increased from prior year	Same as prior year
2016	Same as prior year	Increased from Prior Year	Same as prior year
Result details for year ending...			
2021			
Target			
2020			
Target	70%	85	25
Actual			
2019			
Target	70%	75	25
Actual	73%	80	25
2018			
Target	70%	70	25
Actual	73%	76	
2017			
Target	70%	60	25
Actual	70%	78	25
2016			
Target	50%	50	25
Actual	70%	61	25
2015			
Target	50%	35	25
Actual	34%	49	25
Agency Comments			
Additional comments from agency (optional)			

## Performance Measures

Agency: Department on Aging  
 Accurate as of: December 14, 2020

Performance Measure		44	45
Item #	Description	Percentage of cases resolved regarding billing, access to care and beneficiary rights.	Number of outreach events to educate the beneficiaries on Medicare//Medicaid rights.
Time applicable		State Fiscal Year (July - June)	Calendar Year (Jan. - Dec.)
<b>Results Summary</b>			
<b>Is the goal to meet, exceed, or obtain a lower value than the target?</b>		Meet	Meet
<b>Did the agency achieve its goal?</b>			
2020		No	No
2019		Yes	No
2018		Yes	Yes
2017		Yes	Yes
2016		Yes	Yes
2015		No	Yes
<b>Changes in target</b>			
2021		Decreased from prior year	Decreased from prior year
2020		Same as prior year	Same as prior year
2019		Increased from prior year	Same as prior year
2018		Same as prior year	Increased from prior year
2017		Same as prior year	Increased from prior year
2016		Increased from prior year	Increased from prior year
<b>Result details for year ending...</b>			
<b>2021</b>	Target		
<b>2020</b>	Target	95%	20
	Actual		
<b>2019</b>	Target	95%	20
	Actual	95%	16
<b>2018</b>	Target	90%	20
	Actual	95%	35
<b>2017</b>	Target	90%	15
	Actual	90%	19
<b>2016</b>	Target	90%	10
	Actual	90%	13
<b>2015</b>	Target	0	0
	Actual	0	0
<b>Agency Comments</b>			
Additional comments from agency (optional)		The program was not operational in 2015.	The program was not operational in 2015.