

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

Fiscal Year 2015-16 Accountability Report

SUBMISSION FORM

AGENCY MISSION	The mission of the Office of the Lieutenant Governor is to fulfill the state constitutional duties of the Office and the Lieutenant Governor's role as President of the Senate. As South Carolina's second highest ranking Constitutional Officer, the Lieutenant Governor provides leadership on legislative matters and public policy, and serves as the chief advocate for the state's senior citizens. In addition, the Lieutenant Governor's Office works to meet the present and future needs of seniors and to enhance the quality of life for seniors through advocating, planning, and developing resources in partnership with federal, state, and local governments, nonprofits, the private sector and individuals.
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AGENCY VISION	The vision set forth by the Lieutenant Governor's Office allows for seniors and vulnerable adults to enjoy an enhanced quality of life, contribute to communities, have economic security, and receive supports necessary to age independently with choice and dignity.
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Please state yes or no if the agency has any major or minor (internal or external) recommendations that would allow the agency to operate more effectively and efficiently.

RESTRUCTURING RECOMMENDATIONS:	NA
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Please identify your agency's preferred contacts for this year's accountability report.

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
PRIMARY CONTACT:	Mark Plowden, Chief of Staff	734-5292	markplowden@scstatehouse.gov
SECONDARY CONTACT:	Gerry Dickinson, Policy Manager	734-9867	gdickinson@aging.sc.gov

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

I have reviewed and approved the enclosed FY 2015-16 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	 9/15/16
(TYPE/PRINT NAME):	Henry D. McMaster, Lieutenant Governor

BOARD/CMSN CHAIR (SIGN AND DATE):	NA
(TYPE/PRINT NAME):	NA

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

AGENCY'S DISCUSSION AND ANALYSIS

2015 Lieutenant Governor's Office Accountability Report

From July 1, 2015 – June 30, 2016, the Lieutenant Governor's Office and the Office on Aging strived to meet the critical needs facing the state's rapidly growing senior population through planning and advocacy, as well as by providing valuable federal and state resources to the 10 regional Area Agencies on Aging throughout the state. During that time, the Office on Aging delivered direct services to 32,469 South Carolinians. These direct services included, but were not limited to; group dining meals, home-delivered meals, legal assistance, home chores, and transportation services.

Organization

Lieutenant Governor's Office:

Under the state constitution, Lieutenant Governor McMaster serves as President of the Senate and assumes the position of Governor if for any reason the Governor is unable to perform the duties of that office. Additionally, state law grants the Lieutenant Governor statutory authority to head a State Office on Aging, the agency responsible for the coordination of aging services in South Carolina. As reflected in the attached organizational charts, the Lieutenant Governor's Chief of Executive Staff serves also as the Chief of Staff for the Lieutenant Governor's Office on Aging (LGOA). The Executive Staff participates extensively with the Chief of Staff in the operation of the LGOA, including procurement, human resource management, administration, policy, planning, budgeting, legal, community outreach, state and federal legislative interaction, and coordination with the 10 Area Agencies on Aging and service providers, to include information and referral service.

The Lieutenant Governor's Office on Aging (LGOA):

The LGOA is the federally designated State Unit on Aging (SUA). It is responsible for administering all of the federal Older Americans Act (OAA) funds, as well as state appropriated funds. Federal law requires the LGOA to allocate aging funds (through the federally approved Intrastate Funding Formula) to the 10 Area Agencies on Aging (AAAs). In addition, State Proviso 95.5 stipulates that all state funds appropriated for Home and Community-Based Services are to be allocated to the AAAs based on the methodology of the Intrastate Funding Formula. The AAAs use this funding for regional planning, resource coordination, client needs assessments, and oversight of a coordinated service delivery system. Each AAA competitively procures with contracted providers for a wide range of Home and Community-Based services offered locally to seniors. Each AAA has legal contractual relationships with the county providers (usually Councils on Aging) and not the LGOA.

With the state's aging population increasing significantly, the LGOA works diligently to meet the OAA mandate to serve seniors, persons with disabilities, and vulnerable adults with the greatest social and economic needs, by advocating, facilitating, coordinating, educating, granting, and regulating, as well as providing critical funding for aging services and programming. The LGOA is also the clearinghouse for aging data and information, and serves as a think tank for planning and innovative ideas in order to meet the needs of seniors and adults with disabilities.

Older Americans Act (OAA) Relationship

The Older Americans Act (OAA) requires each state to have a federally designated State Unit on Aging (SUA). The OAA provides most of the operational guidance for the LGOA (as the SUA) to coordinate programs and to administer federal funding.

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

The OAA is the structural blueprint that provides programmatic and service development direction nationwide for the provision of essential aging programs and services. The OAA mandates national statutory requirements, but provides flexibility for each state to address its own specific challenges. Therefore, the OAA grants the LGOA (as the State Unit on Aging) the authority and the latitude to set policies best tailored to serve South Carolina's seniors, adults with disabilities, and vulnerable adults, as long as those policies are within the scope of the OAA. The LGOA works with partners such as the National Association of States United for Aging and Disabilities (NASUAD) and the Administration for Community Living (ACL) to interpret the OAA and to set policies and operational protocols that effectively meet the life-sustaining needs facing South Carolina's elderly population and adults with disabilities.

Coordinating a statewide Aging Network

The LGOA administers aging services using federal funds received through the Older Americans Act (OAA), and with funds provided by the State of South Carolina. The LGOA distributes aging service funds to 10 regional Area Agencies on Aging (AAA), who then contract with local providers for services such as home-delivered and group dining meals, transportation, home care services, respite, legal assistance, senior employment services, evidence-based programs, and disease prevention/health promotion.

Services provided through LGOA Funding

The LGOA provides numerous resources and services to seniors and adults with disabilities in South Carolina. These Home and Community-Based Services (HCBS) provide assistance, which benefits seniors and adults with disabilities by allowing them to live at home independently and safely for as long as possible. Services include rental assistance, legal services, respite, caregiver support, insurance counseling, Medicare fraud prevention, nutrition, health prevention, transportation, homemaker services, minor home repair, Information and Assistance/Referral (I&R/A), and Long Term Care Ombudsman programs.

Strategic Planning

The LGOA strives to achieve the goals set by its strategic planning process, which is an ongoing activity. In July 2016, the LGOA submitted its 2017 – 2021 State Plan on Aging to the Administration for Community Living (ACL). Upon approval by the Assistant Secretary for Aging at the United States Department of Health and Human Service (USDHHS), the State Plan will guide the LGOA for the next four years.

The LGOA's Key Challenges

The LGOA and the statewide Aging Network face challenges, such as serving a rapidly growing senior population and the modernization and enhancement of a near-capacity statewide service delivery system.

Census Bureau demographic data from 2010 demonstrates the need to place a greater emphasis on critical aging issues in South Carolina, as the state's aging population is growing significantly and will double by the year 2030. The statistics are as clear as they are concerning:

- Middle-income seniors are increasingly unable to support themselves due to the rising costs of health and long-term care.
- At least 51% of people aged 55 years and older have less than \$50,000 saved for retirement.
- Over one-third of seniors live on Social Security alone, with some living on as little as \$710 a month.
- It is estimated that over a quarter of those 85 years or older, require institutional care.
- Options for long-term care are not sufficient to provide for the current and growing need.
- 11.5% of South Carolina's seniors live in poverty.
- One in 11 of South Carolina's seniors are at risk for hunger.
- South Carolina ranks third for food insecurities.

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

- Nearly 10% of South Carolina's seniors have Alzheimer's disease or a related disorder.

2015 – 2016 LGOA Accomplishments

- The Vulnerable Adult Guardian ad Litem program successfully transitioned from the University of South Carolina to the LGOA in 2016.
- The LGOA initiated key internal and external finance/accounting control measures to promote better efficiency and greater accountability. These improved controls include:
 - Limiting staff with P-Card (Purchase-Card) access, based on needs, not convenience.
 - With purchasing guidelines established by the LGOA, the use of purchase orders is required.
 - Establishing protocols for timely deposits, monitored by management.
 - Segregating the duties of each process related to assets, cash, payments, disbursements, and establishing defined roles in SCEIS (South Carolina Enterprise Information System).
 - Reviewing all SCEIS finance roles and modifying the roles as needed.
 - Requiring the use of requisitions approved by management for all purchases, trips, conferences, and official travel.
 - Expenditures are reviewed, and alternative options are researched if applicable.
 - All supporting documentation is attached in SCEIS for all expenditures, which is reviewed and approved by Finance Manager.

- Flood Response and Senior P.R.E.P. Highlights

The LGOA staff played a critical role providing services to South Carolina's older adults during the flood emergency. Before, during, and after the emergency period, the LGOA held daily conference calls with its 10 Area Agencies on Aging (AAAs) and with Region IV staff at the Administration for Community Living (ACL). During the flood, the LGOA supported the South Carolina Emergency Management Division, with LGOA employees staffing the SCEMD's Essential Support Function (ESF-6) for mass care.

After the 2015 flood, LGOA staff and the 10 regional Information and Referral/Assistance (I&R/A) Specialists worked closely with the Federal Emergency Management Agency (FEMA) and other disaster relief organizations to assist seniors. LGOA staff highlighted the South Carolina Aging Network's disaster activities in testimony before the House Ways and Means Legislative, Executive, and Local Government Subcommittee.

The LGOA's 2015 Flood Response

- 864 flood specific contacts;
- more than 525 flood clients; and
- the LGOA received and administered a Disaster Grant from the Administration for Community Living (ACL).
- The LGOA was a recipient of the 2015 Notable State Document Award for the [South Carolina Flood Recovery Senior Citizen Resource Guide](#) – March 31, 2016.
- The LGOA hosted two Senior P.R.E.P (Senior Planning and Resources for Emergency Preparedness) events in Greenville and Florence in 2016. The LGOA distributed over 260 starter emergency kits to South Carolina seniors. [\[Link to brochure\]](#)
- The Tennessee State Unit on Aging adopted the LGOA's Senior P.R.E.P. program. ([\[Link to article\]](#) "Tennessee is the first state to adopt the program, which was designed by South Carolina's Lieutenant Governor's Office on Aging.")

LGOA Partnerships and Outreach Highlights

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

- Collaborated with the United Way Association of South Carolina / 2-1-1 to provide another accessible and convenient way to access senior services. For the first time, 2-1-1 gives callers in South Carolina the opportunity to link with aging resources in their community by connecting them to their local Area Agency on Aging, based on the caller's ZIP code. Since implementing the partnership on February 6, 2016, 3,439 calls have been processed.
- An estimated 700 older South Carolinians attended Senior Citizen Day at the South Carolina State House on May 5, 2016. The event, held to recognize "Older Americans Month," featured over 20 vendors and senior resources, optional health screenings and immunizations, educational presentations, entertainment, and lunch. The LGOA's partners, including Walgreens, AARP, and Blue Cross Blue Shield sponsored the event.
- Through partnerships with Walmart and Walgreens, the LGOA's 2015 Holiday Initiative adopted residents living in an upstate Optional State Supplement (OSS) Facility.
- Collaborated with Harvest Hope, AARP, and The Electric Cooperatives of South Carolina for ways to partner in order to provide additional benefits to South Carolina seniors.
- Participated in the South Carolina State Fair on "Senior Day" sponsored by AARP, an opportunity to reach over 1,000 seniors with information on our office's programs and services available through the Aging Network.
- Boots' Buddies distributed an estimated 3,500 pet education flyers and 1,580 pounds of pet food to senior citizens during Fiscal Year 2015-2016. This program is sustained through contributions.
- The LGOA collaborates with the Harvest Hope Food Bank to distribute excess agricultural produce to older adults at participating group dining facilities. In addition, staff from the Lieutenant Governor's Office and the Office on Aging volunteer at Harvest Hope.

AGENCY NAME:

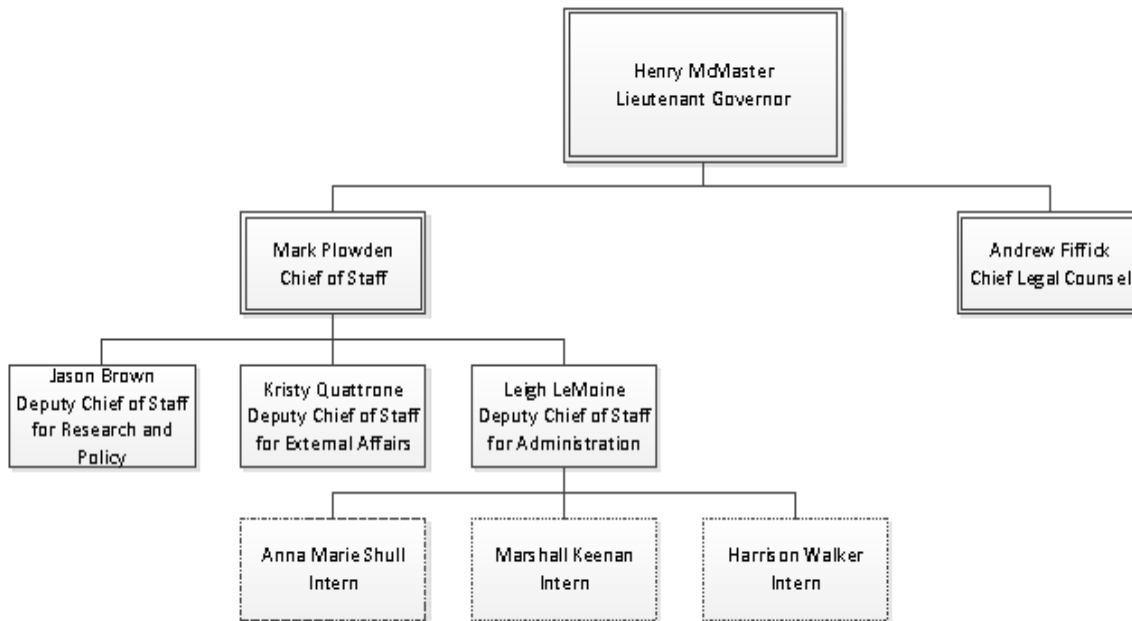
Lieutenant Governor's Office

AGENCY CODE:

E04

SECTION:

95



AGENCY NAME:

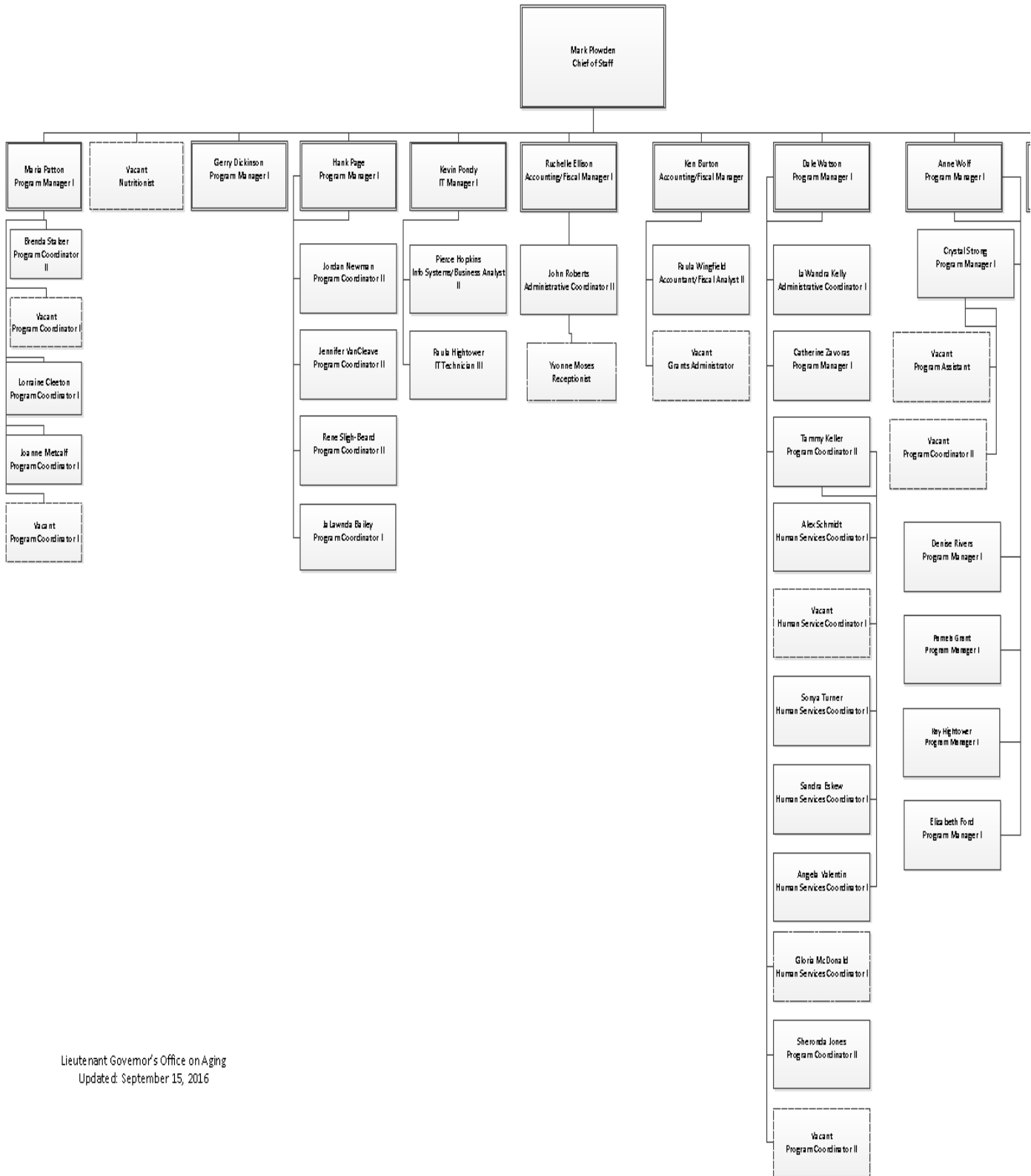
Lieutenant Governor's Office

AGENCY CODE:

E04

SECTION:

95



Lieutenant Governor's Office on Aging
Updated: September 15, 2016

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

Agency Name:	Lieutenant Governor's Office
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Fiscal Year 2016-17
Accountability Report

Agency Code:	E04	Section:	95
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Strategic Planning Template

Type	Goal	Item #		Associated Enterprise Objective	Description
		Strat	Object		
G	1			Government and Citizens	Perform the constitutional duties with the Office of Lieutenant Governor.
S		1.1		Government and Citizens	Coordinate the administrative and constituent activities associated of the office of the Lieutenant Governor.
O			1.1.2	Government and Citizens	To provide administrative funding to perform the constitutional duties of the Office of the Lieutenant Governor.
G	2			Government and Citizens	Increase the aging network's capacity to provide person-centered services for seniors, adults with disabilities and their caregivers.
S		2.1		Healthy and Safe Families	Strengthen the coordination of aging services in South Carolina.
O			2.1.1	Government and Citizens	To provide administrative funding to meet the statutory and regulatory duties of the Lieutenant Governor's Office on Aging.
O			2.1.2	Healthy and Safe Families	To provide pass through funding to outside entities delivering aging services funded by the Lieutenant Governor's Office on Aging.
O			2.1.3	Healthy and Safe Families	To provide funds used to deliver the aging services required by Title III of the Older Americans Act.
O			2.1.4	Healthy and Safe Families	To provide funds used to coordinate the Adult Guardian ad Litem Program at the Lieutenant Governor's office on Aging.
O			2.1.5	Government and Citizens	To provide the funds necessary to meet employee contributions for retirement, FICA, Workers' Compensation, health insurance, and unemployment compensation for agency employees.
O			2.1.6	Healthy and Safe Families	To provide state Home and Community-based services funding to supplement federal funding for aging services.

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

O	2.1.7	Healthy and Safe Families	To provide federal and state funding to meet the caregiving needs of South Carolinians.
O	2.1.8	Healthy and Safe Families	To provide federal and state funding to coordinate Alzheimer's services and programming.
O	2.1.9	Public Infrastructure and Economic Development	To provide Permanent Improvement Project grant funds to enhance and improve South Carolina's senior centers.
G	3	Maintaining Safety, Integrity and Security	Advocate and intervene to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.
S	3.1	Healthy and Safe Families	Increase access and awareness to programs and services to prevent abuse, neglect and exploitation of seniors and adults with disabilities.
O	3.1.1	Healthy and Safe Families	To provide federal and state funding to perform the statutory duties of the State Ombudsman Program.
O	3.1.2	Healthy and Safe Families	To provide funding to coordinate the services provided by the PRIME Ombudsmen located in the Lieutenant Governor's Office on Aging.

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

Agency Name:		Lieutenant Governor's Office		Fiscal Year 2015-16				
				Accountability Report				
Agency Code:	E04	Section:	095					
				Performance Measurement Template				
Item	Performance Measure	Target Value	Actual Value	Future Target Value	Time Applicable	Data Source and Availability	Calculation Method	Associated Objective(s)
1	Clients provided aging services (excluding information services)	Target value is based on actual need and the funds available to meet that need.	32,469 unique clients provided services through LGOA funds	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
2	Clients served for Home-Delivered Meals	Target value is based on actual need and the funds available to meet that need.	10,635 clients served Home-Delivered Meals through LGOA funding and 12,070 total	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
3	Total Units Served for Home-Delivered Meals	Target value is based on actual need and the funds available to meet that need.	1,521,375 Home-Delivered Meals Served through LGOA funding and 1,856,717 total	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

4	Average Unit Cost for Home-Delivered Meals	Unit costs are set by the AAAs through regional competitive bid processes.	\$5.44	To establish fair and competitive pricing through the procurement process coordinated by the AAAs.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Annually	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
5	Clients served for Group Dining	Target value is based on actual need and the funds available to meet that need.	8,428 clients served in Group Dining through LGOA funds and 8,581 total	Future Target Value is to meet the actual need dependent on funds available.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
6	Total Units Served for Group Dining Meals	Target value is based on actual need and the funds available to meet that need.	735,211 Group Dining Meals served through LGOA funds and 771,158 total	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
7	Average Unit Cost for Group Dining Meals	Unit costs are set by the AAAs through regional competitive bid processes.	6.35 is the average unit cost	To establish fair and competitive pricing through the procurement process coordinated by the AAAs.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Annually	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
8	Clients provided transportation services	Target value is based on actual need and the funds available to meet that	4,230 clients provided transportation services	Future Target Value is to meet the actual need, dependent on funds	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

		need.		available.				
9	Total Units (Miles) of Transportation Provided	Target value is based on actual need and the funds available to meet that need.	2,570,011.88 transportation units (miles) provided through LGOA funds and 2,620,664.24 miles total	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
10	Average Unit Cost for Transportation	Unit costs are set by the AAAs through regional competitive bid processes.	1.76 is the average unit cost	To establish fair and competitive pricing through the procurement process coordinated by the AAAs.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Annually	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
11	Clients served for Home Care	Target value is based on actual need and the funds available to meet that need.	2,463 clients served Home Care for a total of 178,805 service hours provided	Future Target Value is to meet the actual need, dependent on funds available	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

12	SC Access Number of Unique Visitors	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	172,225 unique visitors	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	July 1, 2015 - June 30, 2016	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
13	SC Access Number of Total Visits	The target value is to maintain or increase current levels by continuing outreach efforts. *Contacts are determined by client needs and awareness.	237,349 total visits	The target value is to maintain or increase current levels by continuing outreach efforts. *Contacts are determined by client needs and awareness.	July 1, 2015 - June 30, 2016	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
14	Information and Referral/Assistance total contacts	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs.	43608 total contacts	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	July 1, 2015 - June 30, 2016	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

15	Alzheimer's Education/Outreach	Target value is based on actual need and the funds available to meet that need.	112 Sessions; with 4,023 people	Future Target Value is to meet the actual need dependent on funds available.	July 1, 2015 - June 30, 2016	Alzheimer's Resource Coordination Center (ARCC) Monthly Data	Monthly	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
16	Alzheimer's Trainings	Target value is based on actual need and the funds available to meet that need.	291 sessions; with 4182 people	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	Alzheimer's Resource Coordination Center (ARCC) Monthly Data	Monthly	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
17	Family Caregiver Support Program total contacts	Target value is based on actual need and the funds available to meet that need.	15,283	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
18	Caregiving Respite unique clients	Target value is based on actual need and the funds available to meet that need.	4,547	Future Target Value is to meet the actual need dependent on funds available.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
19	Caregiving Respite total dollars spent	Target value is based on actual need and the funds available to meet that need.	\$4,020,681.12 was spent on caregiving respite	Future Target Value is to meet the actual need dependent on funds available.	July 1, 2015 - June 30, 2016	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

20	Veterans Directed Home and Community Based Services number of Veterans served	Target value is based on actual need and the funds available to meet that need.	59 Veterans served	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	PPL (Public Partnerships LLC)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
21	Senior Community Service Employment Program (SCSEP) number of participants enrolled	Target value is based on actual need and the funds available to meet that need.	200 enrolled, with 84 new participants added in FY 2016. 46 people obtained employment.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	SPARQ (SCSEP data collection system)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
22	Senior Community Service Employment Program (SCSEP) community hours.	Target value is based on actual need and the funds available to meet that need.	The program had over 13,243 senior community hours and 107,693 general community hours.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	SPARQ (SCSEP data collection system)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
23	Senior Health Insurance Program (SHIP) total contacts	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	37,259 total SHIP contacts	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1, 2015 - June 30, 2016	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

24	Senior Medicare Patrol (SMP) fraud outreach events and people reached	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	505 events, reaching 23,036 people.	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1, 2015 - June 30, 2016	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
25	Assisted Rides Program number of participants	Target value is based on actual need and the funds available to meet that need.	175 people	This grant program ended.	July 1, 2015 - June 30, 2016	LGOA Program Data	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
26	Ombudsman complaints investigated	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	3,724 complaints investigated	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1, 2015 - June 30, 2016	NORS (National Ombudsman Reporting System)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
27	Ombudsman cases	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	8,969 cases for the fiscal year.	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1, 2015 - June 30, 2016	NORS (National Ombudsman Reporting System)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
28	Ombudsman number of routine visits	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	4,524 visits, with 27,026 residents visited	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1, 2015 - June 30, 2016	NORS (National Ombudsman Reporting System)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

29	Ombudsman trainings conducted	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	369 trainings held, with 2,565 individuals trained. 251 individuals received community training	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1, 2015 - June 30, 2016	NORS (National Ombudsman Reporting System)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
30	Ombudsman consultations provided	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	3,765 consultations provided	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1, 2015 - June 30, 2016	NORS (National Ombudsman Reporting System)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
31	Legal Service cases opened	Target is based on actual need. *The Legal Services program is required by the Older Americans Act.	786 new cases opened for a total of 1,001 cases, a jump of 236.6% in total cases and an increase of 185.8% in new cases from 2014-2015.	Target is based on actual need. *The Legal Services program is required by the Older Americans Act.	July 1, 2015 - June 30, 2016	Legal Services Data collected through AIM and also reported by South Carolina Legal Services	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
32	Legal Service cases closed	Target is based on actual need.	723 cases closed, for a 347% increase in Fiscal from 2014-2015.	Target is based on actual need.	July 1, 2015 - June 30, 2016	Legal Services Data collected through AIM and also reported by South Carolina Legal Services	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

33	Adult Guardian ad Litem Cases	Target is based on actual need.	The Adult Guardian ad Litem program had 505 cases, and provided nine trainings for 52 volunteers.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
34	PRIME Ombudsman Program	Target is based on actual need.	The Prime program served 77 members, and had 10 trainings and 8 outreach events. <i>*The program was established 1/1/2015.</i>	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2015 - June 30, 2016	CMS (Centers for Medicare Services) through Grants Solutions	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

Agency Name:	Lieutenant Governor's Office
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**Fiscal Year 2015-16
Accountability Report**

Agency Code:	E04	Section:	095
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Program Template

Program/Title	Purpose	<i>FY 2015-16 Expenditures (Actual)</i>				<i>FY 2016-17 Expenditures (Projected)</i>				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. Administration for Office of the Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services and leads the Office on Aging.	\$ 555,978	\$ -	\$ -	\$ 555,978	\$ 594,885	\$ -	\$ -		1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
II.A. Administration for Office on Aging	Provides leadership, training, and coordination to promote services for seniors.	\$ 1,064,193	\$ 263,062	\$ 1,244,335	\$ 2,571,591	\$ 2,283,214	\$ 544,077	\$ 2,024,026	\$ 4,851,317	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life	\$ 13,993,545	\$ 4,763,803	\$ 20,433,964	\$ 39,191,312	\$ 16,657,243	\$ 2,490,436	\$ 23,985,450	\$ 43,133,129	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

AGENCY NAME:	Lieutenant Governor's Office			
AGENCY CODE:	E04	SECTION:	95	

for South
Carolina
seniors.

III.C. Employer Contribution	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	\$ 431,192	\$ 46,035	\$ 299,608	\$ 776,836	\$ 582,706	\$ 101,120	\$ 358,463	\$ 1,042,289	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
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AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

Agency Name: Lieutenant Governor's Office

**Fiscal Year 2015-16
Accountability Report**

Agency Code: E04 **Section:** 095

Legal Standards Template

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Associated Program(s)
1	State Constitution	State	Statute	Section 8 and Section 10 of the South Carolina Constitution details the constitutional qualifications requirements for Lieutenant Governor and the Office of the Lieutenant Governor.	1. Administration for Office of Lt. Governor
2	43-21-10	State	Statute	Establishes the Lieutenant Governor's Office on Aging as the State Unit on Aging in South Carolina.	1. Administration for Office of Lt. Governor, II.A Administration for Office on Aging; II.B Aging Assistance; III.C Employer Contribution.
3	43-21-40	State	Statute	Office shall be the state agency to implement and administer all programs of the federal government relating to aging. The office shall study, investigate, plan, promote, and execute a program to meet the present and future needs of aging citizens of the state.	1. Administration for Office of Lt. Governor, II.A Administration for Office on Aging; II.B Aging Assistance; III.C Employer Contribution.

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

4	43-35-15	State	Statute	Establishes the Office on Aging's role with vulnerable adults and establishes the Ombudsman Program.	1. Administration for Office of Lt. Governor, II.A Administration for Office on Aging; II.B Aging Assistance; III.C Employer Contribution.
5	43-35-310, 43-35-320	State	Statute	State Code pertaining to the Adult Protection Coordination Council and the role that the Office on Aging plays as a member of the Council.	1. Administration for Office of Lt. Governor, II.A Administration for Office on Aging; II.B Aging Assistance; III.C Employer Contribution.
6	43-35-310, 43-35-320, 43-35-290, and 43-35-45(C)	State	Statute	State Code pertaining to the Vulnerable Adult Guardian ad Litem Program in the Office on Aging.	1. Administration for Office of Lt. Governor, II.A Administration for Office on Aging; II.B Aging Assistance; III.C Employer Contribution.

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

7	33-36-320	State	Statute	Alzheimer's Resource Coordination Center at the Office on Aging.	1. Administration for Office of Lt. Governor, II.A Administration for Office on Aging; II.B Aging Assistance; III.C Employer Contribution.
8	Older Americans Act	Federal	Statute	The Federal Code of Laws, which governs the United States Department of Health and Human Services Administration on Aging and Administration for Community Living and the Lieutenant Governor's Office on Aging, as the Federally designated State Unit on Aging.	1. Administration for Office of Lt. Governor, II.A Administration for Office on Aging; II.B Aging Assistance; III.C Employer Contribution.

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

Agency Name:	Lieutenant Governor's Office		
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Fiscal Year 2015-16
Accountability Report

Agency Code:	E04	Section:	95
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Customer Template

Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	<i>Specify only for the following Segments:</i> (1) <u>Industry:</u> Name; (2) <u>Professional Organization:</u> Name; (3) <u>Public:</u> Demographics.
I. Administration for Office of the Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services and leads the Office on Aging.	Performs constitutional duties.	Legislative Branch	Government
I. Administration for Office of the Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services and leads the Office on Aging.	Leads the Office on Aging	Executive Branch/State Agencies	Government
II.A. Administration for Office on Aging	Provides leadership, training, and coordination to promote services for seniors.	Administrative functions for Office on Aging	Executive Branch/State Agencies	Government

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

II.A. Administration for Office on Aging	Provides leadership, training, and coordination to promote services for seniors.	Administrative functions for Office on Aging	Local Governments	Government
II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina seniors.	Federal Older Americans Act programs and services, and aging services funded through state sources.	Local Governments.	Government
II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina seniors.	Federal Older Americans Act programs and services, and aging services funded through state sources.	Professional Organization	Area Agencies on Aging (AAAs) and local service providers (Councils on Aging)
II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina seniors.	Federal Older Americans Act programs and services, and aging services funded through state sources.	General Public	Persons age 60 and over, persons with disabilities, and caregivers
III.C. Employer Contribution	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	Employee benefits	Executive Branch/State Agencies	Government

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

Agency Name:	Lieutenant Governor's Office
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**Fiscal Year 2015-16
Accountability Report**

Agency Code:	E04	Section:	095
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Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Objective(s)
Area Agencies on Aging (AAAs)	Non-Governmental Organization	Contracted services	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
Regional Service Providers	Non-Governmental Organization	Contract with AAAs to deliver local services	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9
AARP SC	Professional Association	Collaborative partnership	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9
SC State Housing, Finance and Development Authority	State Government	Fund LGOA Rental Assistance Program	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9
SC Alzheimer's Association	Professional Association	Provides Alzheimer's Respite Funds	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9
SC Institute of Medicine and Public Health	Professional Association	Collaborative partnership	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9,
USC Arnold School of Public Health / Institute on Aging	State Government	Collaborative partnership	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9,

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

Agency Name: Lieutenant Governor's Office

**Fiscal Year 2015-16
Accountability Report**

Agency Code: E04 **Section:** 095

Report Template

Item	Report Name	Name of Entity Requesting the Report	Type of Entity	Reporting Frequency	Submission Date (MM/DD/YYYY)	Summary of Information Requested in the Report	Method to Access the Report
1	Agency Accountability Report	Department of Administration	State	Annually	09/15/16	Agency finance and program data	Web Link
2	House Restructuring Report	House Legislative Oversight Committee	State	Annually	12/01/16	Agency finance and program data	Web Link
3	ARCC Annual Report	General Assembly	State	Annually	03/01/16	Program performance data	Paper Copy
4	Senate Restructuring Report	Senate Finance	State	Annually	02/18/16	Agency finance and program data	Web Link
5	State Audit	Office of the State Auditor	State	Annually	09/28/15	Performance of accounting procedures	Paper Copy/Web Link
6	National Aging Program Information Systems (NAPIS) State Program Reports	Administration for Community Living (AC)	Federal	Annually	01/29/16	Agency client data	Paper Copy
7	National Ombudsman Report (NOR)	Administration for Community Living (AC)	Federal	Annually	01/29/16	Ombudsman client data	NA

AGENCY NAME:	Lieutenant Governor's Office		
AGENCY CODE:	E04	SECTION:	95

Agency Name:	Lieutenant Governor's Office
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Fiscal Year 2015-16
Accountability Report

Agency Code:	E04	Section:	095
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Oversight Review Template

Item	Name of Entity Conducted Oversight Review	Type of Entity	Oversight Review Timeline (MM/DD/YYYY to MM/DD/YYYY)	Method to Access the Oversight Review Report
1	House Legislative Oversight Committee	State	3/1/2015	Web
2	Senate Finance Restructuring Report	State	2/18/2015	Web