

Fiscal Year 2017-18 Accountability Report

SUBMISSION FORM

AGENCY MISSION	<p>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.</p> <p>In addition, the Lieutenant Governor's Office adheres to the core mission of the federal Older Americans Act (OAA) to meet the present and future needs of South Carolina's seniors. Through its programs and services, the agency enhances 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.</p>
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AGENCY VISION	<p>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 by adhering to the core mission established by the federal Older Americans Act (OAA).</p>
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Please select 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:	Yes	No
	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please identify your agency's preferred contacts for this year's accountability report.

	<i><u>Name</u></i>	<i><u>Phone</u></i>	<i><u>Email</u></i>
PRIMARY CONTACT:	Darryl Broome, Director	803-734-9867	dbroome@aging.sc.gov
SECONDARY CONTACT:	Gerry Dickinson, Policy Manager	803-734-9867	gdickinson@aging.sc.gov

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

I have reviewed and approved the enclosed FY 2017-18 Accountability Report, which is complete and accurate to the extent of my knowledge.

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I have reviewed and approved the enclosed FY 2017-18 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	<i>Kevin Lee Bryant</i> <i>9-7-18</i>
(TYPE/PRINT NAME):	Kevin Lee Bryant, Lieutenant Governor of South Carolina
BOARD/CMSM CHAIR (SIGN AND DATE):	NA
(TYPE/PRINT NAME):	NA

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AGENCY'S DISCUSSION AND ANALYSIS

Department on Aging

As of January 1, 2019, the Office on Aging will become the Department on Aging as a result of the passage of Senate Bill 107 in June 2018. The agency is in the transitional planning phase and will work with the appropriate state officials to aid in a smooth transition.

Agency Organization

Lieutenant Governor's Office:

Kevin Bryant is the Lieutenant Governor of South Carolina. State law currently grants the Lieutenant Governor statutory authority to head the State Office on Aging, the agency responsible for the coordination of aging services in South Carolina. Dr. Daniel Varat, the Lieutenant Governor's Chief of Staff and Darryl Broome, Director of the Lieutenant Governor's Office on Aging lead the agency.

The Lieutenant Governor's Office on Aging (OFFICE ON AGING)

By adhering to the mandates of the federal Older Americans Act (OAA), the Lieutenant Governor's Office on Aging works to meet the critical needs facing South Carolina'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 (AAAs) throughout the state.

The Older Americans Act (OAA) mandates each state have a federally designated State Unit on Aging (SUA). In South Carolina the Lieutenant Governor's Office on Aging is currently the federally designated State Unit on Aging (SUA). The OAA outlines the framework for the Office on Aging to coordinate programs and to administer federal funding.

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 allows flexibility for each state to address its own specific challenges. Therefore, the OAA grants the Office on Aging (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 Office on Aging is responsible for administering all of the federal OAA funds allocated for the state, as well as state appropriated funds. Federal law requires the Office on Aging 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. Proviso 95.5 also mandates which services can receive State Home and Community-Based funding. The AAAs use this funding for regional planning, resource coordination, client needs assessments, and oversight of a coordinated service delivery system. Through regional evaluations of met and unmet needs, the AAAs determine how aging funds are to be budgeted locally.

The OAA gives the AAAs legal authority to select regional service providers. Each AAA competitively procures with contracted providers for a wide range of aging services offered locally to seniors. Each AAA establishes legal contractual relationships with their respective county providers. The OAA (federal statute) prevents the Office on Aging from being involved in the local procurement of services.

With the state's aging population steadily increasing, the Office on Aging meets 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 Office on Aging 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.

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Services provided through Office on Aging Funding

The Office on Aging provides numerous resources and services to seniors and adults with disabilities in South Carolina. These critical services provide assistance that benefit seniors and adults with disabilities by allowing them to live at home independently and safely for as long as possible, thereby preventing costly institutional placement. Direct services provided through federal and state aging funds include rental assistance, legal services, respite care, caregiver support, nutrition, health promotion and disease prevention programs, transportation, homemaker services, minor home repair, and Long Term Care Ombudsman programs. Additionally, the Office on Aging offers insurance counseling, Medicare fraud prevention through the Senior Medicare Patrol program, and Information and Assistance/Referral (I&R/A) services.

Office on Aging Strategic Planning

The Office on Aging is currently working under its federally approved 2017 – 2021 State Plan on Aging that was submitted to the United States Department of Health and Human Services (USDHHS), Administration for Community Living (ACL) in 2016. The State Plan guides the Office on Aging as it achieves its goals, established by a comprehensive strategic planning process. The agency's planning process is an ongoing activity, which evaluates the met and unmet needs of South Carolina's growing senior population.

Lieutenant Governor's Office and Office on Aging Risk Assessment and Mitigation Strategies

In this subsection, the agency is required to identify the potential most negative impact on the public as a result of the agency's failure in accomplishing its goals and objectives. The agency also should explain the nature and level of outside help it may need to mitigate such negative impact on the public. Lastly, the agency should list up to three options for the General Assembly to help resolve the issue before it becomes a crisis.

Goal: Advocate and intervene to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.

- (1) Potential Most Negative Impact in accomplishing agency goals and objectives.
 - a. Adherence to the Older Americans Act (OAA) and meeting the goals and objectives of the Long Term Care Ombudsman Program has no negative impact.
 - b. Failure to meet the goal and successfully perform the statutory requirements of the Long Term Care Ombudsman Program could negatively impact the health, safety, welfare, and rights of residents in long term care facilities.
 - c. Any statutory change to the structure or mission of the Office on Aging that conflicts with the Older Americans Act puts the Office on Aging's federal designation as the State Unit on Aging and its federal funds at risk.
- 2. Outside Help to Mitigate Impact
 - a. No other state agency has the authority to execute the functions of the Long Term Care Ombudsman Program under the Older Americans Act. The role played by the Ombudsman Program is unique and specifically mandated by federal law.
- 3. Options for General Assembly
 - a. Since state law mandates the inclusion of DDSN and DMH facilities as part of the Long Term Care Ombudsman Program's investigative responsibilities and because the number of long term care facilities is expanding, funding should be provided to ensure adequate staff to meet these growing obligations.
 - b. Ensure that existing conflicts between the state code and the Older Americans Act are resolved. This includes amending state code 43-35-25 (code regarding persons required to report abuse, neglect, or exploitation of an adult) to clarify that Long Term Care Ombudsmen are not mandatory reporters. The Administration for Community Living has identified this as a conflict of interest and has instructed the Office on Aging to seek a legislative remedy to amend this statute.

Goal: Increase the aging network's capacity to provide person-centered services for seniors, adults with disabilities and their caregivers.

- (1) Potential Most Negative Impact in accomplishing agency goals and objectives.

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- a. Aging services are meant to keep seniors actively engaged and living independently and safely at home for as long as possible. Failure to meet this goal could result in declining levels of health among the senior population and greater levels of costly institutionalization.
 - b. The Office on Aging partners with 10 regional Area Agencies on Aging (AAAs) and the AAAs contract locally with service providers to deliver aging services. This structure is mandated by federal law and is a requirement to receive aging funding from the United States Department of Health and Human Services, Administration for Community Living. As the federally designated State Unit on Aging, the Office on Aging disburses funds to the AAAs through the Intrastate Funding Formula. The AAAs, in turn, procure and/or provide services consistent with Title III services, with budgets allocated from the AAAs according to greatest need in each region. Potential statutory changes to the structure or mission of the agency could create conflicts with the mission of the Older Americans Act and risk the federal designation as the State Unit on Aging and future federal funds.
- (2) Outside Help to Mitigate Impact
- a. Other state agencies such as the Department of Health and Human Services and Department of Social Services provide services to seniors, but do not have the same federal mandates stipulated by the Older Americans Act.
 - b. Groups like Meals on Wheels and the Alzheimer's Association serve senior clients, but without the strict laws, regulations, and requirements the Office on Aging must adhere to in order to be the federally designated State Unit on Aging and to receive funding.
- (3) Options for General Assembly
- a. Study impact of statutory changes to limit conflicts of interests that put the Office on Aging's federal designation as the State Unit on Aging and federal funding at risk.
 - b. Establish protocols for human services agencies to share data and to cross reference clients to eliminate duplication and to promote efficiencies in systems.
 - c. Work with the Office on Aging and South Carolina Aging Network partners when legislative actions are taken to relocate and restructure the Office on Aging.

Restructuring Recommendations

In this subsection, if the agency responded yes to the Restructuring Recommendations box on the Submission Form, list the recommendation(s) for internal or law changes and address the need or reason for the proposed restructuring, provide any data to support the agency's reasoning and outline a plan to implement the restructuring recommendation(s).

The Office on Aging does not make any restructuring recommendations in the Fiscal Year 2017 -2018 Accountability Report. With the passage of Senate Bill 107, the Office on Aging has started transitional planning for when it officially becomes the Department on Aging in January 2019. Transition planning must ensure that the Department on Aging is in compliance with the Older Americans Act (OAA) so that there are no conflicts of interest impacting the agency's status as the federally designated State Unit on Aging, thereby maintaining future federal funding from the United States Department of Health and Human Services, Administration for Community Living.

The Office on Aging's Key Challenges

1. Planning to address the future, as the Office on Aging transitions to the Department on Aging in January 2019.
2. A major challenge for the Office on Aging is Proviso 95.5 which details how state dollars that are appropriated to the Office on Aging are allocated for services. Under Proviso 95.5, state funds are allocated to the Area Agencies on Aging (AAAs) through a funding formula based on the Federal Intrastate Funding Formula that is utilized to allocate federal funds. The proviso mandates which services receive state funding, excluding some services required by the Older Americans Act and the Administration for Community Living (ACL). This proviso impacts the Aging Network's ability to provide flexibility to address unmet needs in the 10 AAA regions.

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3. The inability to share data with other state agencies that may share clients with the Office on Aging and its AAA.
4. The Office on Aging and the statewide Aging Network face significant challenges, including serving a rapidly growing senior population and the need to modernize and enhance a statewide service delivery system.

The statistics are clear:

- The state's senior population is expected to double by the year 2030.
- 11.5% of South Carolina's seniors live in poverty.
- Middle-income seniors are increasingly unable to support themselves due to the rising costs of health and long-term care.
- Options for long-term care are not sufficient to provide for the current and growing need.
- Nearly 10% of South Carolina's seniors have Alzheimer's disease or a related disorder.
- One in 11 of South Carolina's seniors are at risk for hunger.
- South Carolina ranks third in the nation for food insecurities.

Office on Aging Key Service and Program Data for July 1, 2017 through June 30, 2018

31,524 unique clients were provided direct services (excluding information services, caregiving, and insurance counseling).

Meals

11,964 clients served Home-Delivered Meals with LGOA funding and 13,212 served total.

1,526,597 Home-Delivered Meals Served LGOA funding and 1,909,377 served total.

The average unit cost for Home-Delivered Meals is \$5.59

8,010 clients served in Group Dining with LGOA funding and 8,096 served total.

684,955 Group Dining Meals served with LGOA funding and 726,248 served total.

The average unit cost for Group Dining Meals is \$7.17

Transportation

3,665 clients provided transportation services with LGOA funding and 3,698 served total.

2,400,608 transportation units (miles) provided with LGOA funding and 2,483,949 miles total.

The average unit cost per transportation mile is \$2.11.

Home Care

2,832 clients provided home care services with LGOA funding and 2,913 served total.

Information and Referral/Assistance (I&R/A)

47,321 total contacts for Information and Referral/Assistance services and I&R/A staff participated in 386 outreach events.

Alzheimer's and family Caregiving

101 Sessions Alzheimer's education and outreach events; with 4,610 people reached.

253 Alzheimer's training sessions; with 3,718 people trained.

10,666 Family Caregiver Support Program total contacts.

4,184 Caregiving Respite unique clients.

\$5,901,263.30 was spent on caregiving respite.

Senior Health Insurance Program (SHIP) and Senior Medicare Patrol (SMP)

29,862 Senior Health Insurance Program (SHIP) total contacts.

340 Senior Medicare Patrol (SMP) events that reached 19,008 people.

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Ombudsman and Legal Services Program

8,423 Ombudsman complaints investigated.
 5,057 Ombudsman cases opened.
 5,497 Ombudsman routine visits with 33,815 residents visited.
 426 Ombudsman trainings held and 4,831 individuals trained. 287 individuals received community training.
 4,592 Ombudsman consultations provided.
 1708 Legal Services cases opened.
 1,049 Legal Services cases closed.

Vulnerable Adult Guardian ad Litem Program

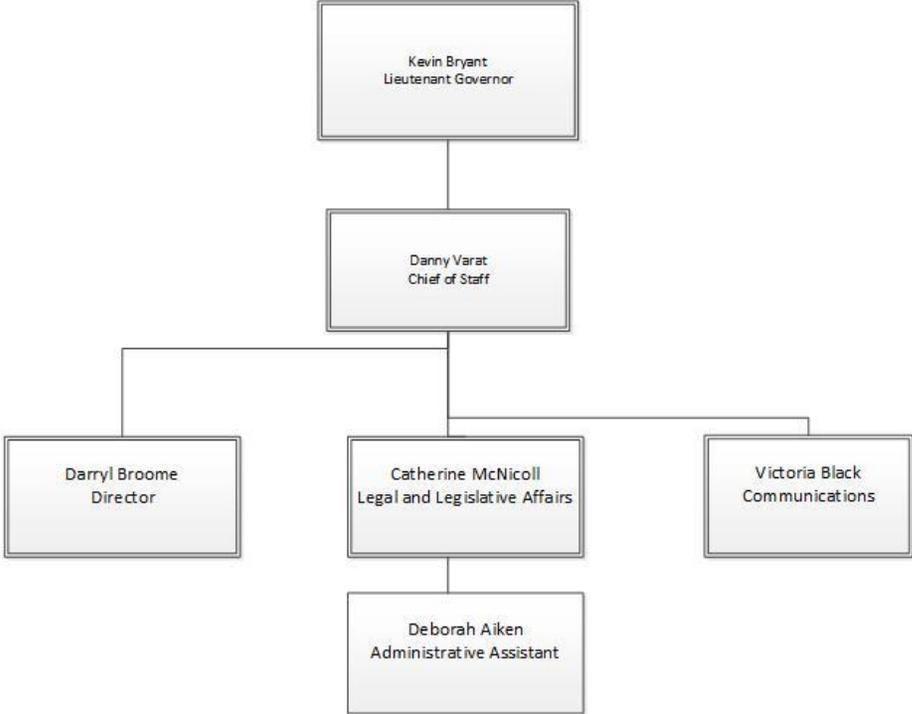
623 Vulnerable Adult Guardian ad Litem program cases.
 Five Vulnerable Adult Guardian ad Litem program trainings for 34 volunteers.
 12 Vulnerable Adult Guardian ad Litem program outreach events.

Lieutenant Governor's Office on Aging Major Accomplishments

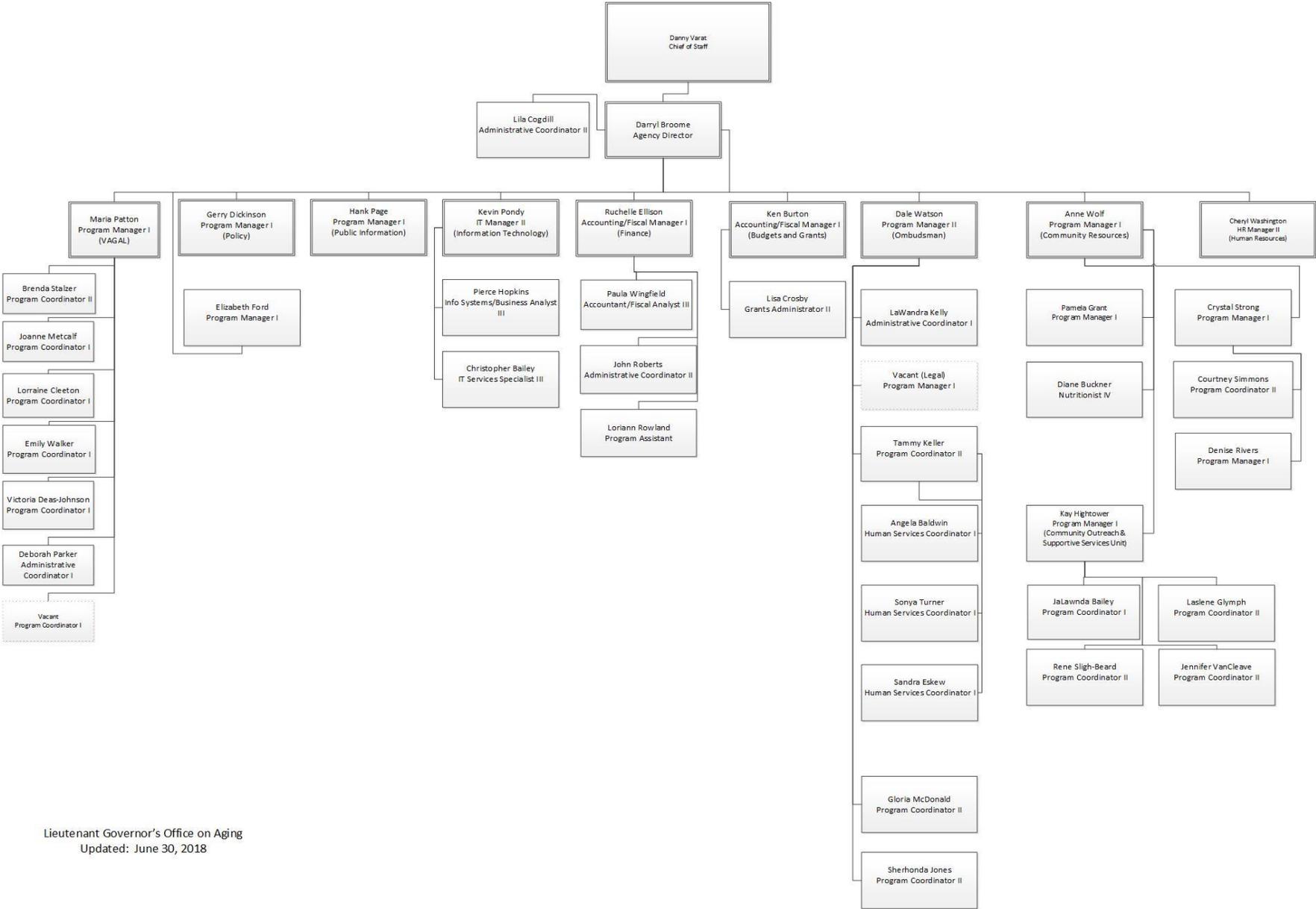
- Lieutenant Governor Bryant initiated a partnership with law enforcement to provide drug takeback boxes for sheriff departments, funded by the Office on Aging. In addition, the Lieutenant Governor spoke before the House subcommittee on opioids in Charleston and to the Medical Affairs subcommittee regarding the opioid crisis and pending legislation.
- Local law enforcement and first responders make safety and welfare checks on seniors every day. In the event of an emergency, first responders often have to break in windows or doors. Using Office on Aging funds, Lieutenant Governor Bryant partnered with local law enforcement to provide key lock boxes at seniors' home to provide better access to vulnerable adults in their homes during emergency situations.
- The Office on Aging partnered with the 10 Area Agencies on Aging to host the 2017 Southeastern Association of Area Agencies on Aging (SE4A) conference in Greenville. This conference brought in regional and national aging experts and participants for seminars and trainings for a week in December.
- Over 800 older South Carolinians attended Senior Citizen Day at the Columbia Fireflies' Spirit Communications Stadium on May 17, 2018. This venue provided an opportunity to expand the event and to include more seniors. The event, held to recognize "Older Americans Month," featured over 30 vendors and senior resources, optional health screenings and immunizations, educational presentations, live entertainment, and lunch. This special event was funded through private sources and the Office on Aging's partners included Walgreens, AARP, and Blue Cross Blue Shield.
- As part of the faith-based outreach initiative, a series of grant-writing workshops are being held around the state, providing information and assistance to faith organizations on how to apply for grants. Fundamental information is provided on "the language of grants" and attendance is limited, so that each workshop is an interactive opportunity to learn about effective grant writing.
- The Office on Aging received the Notable State Document Award for 2017 from the South Carolina State Library for the GetCareSC website.
- The Office on Aging's pet programs are now available statewide with a total of 25 partners. During the last fiscal year, approximately 107,000 pounds of donated pet food were distributed through the Paw Pals program. Partnerships with Harvest Hope/Feeding America and PetSmart Charities were established to acquire free pet food. Through these pet programs, qualifying senior citizens receive pet food and basic veterinary care so that they can continue to provide for their pets.

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Agency Organization Charts



Lieutenant Governor's Office
Updated: June 30, 2018



Lieutenant Governor's Office on Aging
Updated: June 30, 2018

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2017-18			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Perform the constitutional duties with the Office of Lieutenant Governor.							
Government and Citizens	S	1.1			Coordinate the administrative duties of the Office of the Lt. Governor.							
Government and Citizens	M			1.1.1	Coordination of the day to day operations of the Lt. Governor's Office	NA	NA	NA	July 1, 2017 - June 30, 2018	Method established by the Lt. Governor	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Government and Citizens	G	2			Increase the aging network's capacity to provide person-centered services for seniors, adults with disabilities and their caregivers.							
Government and Citizens	S	2.1			Set sound fiscal and business practices/protocols.							

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Government and Citizens	M			2.1.1	Reviewing data to update weighted targets of the federal Interstate Funding Formula.	Annually	Annually	Annually	July 1, 2017 - June 30, 2018	Fiscal controls and procedures	Monthly/Annual	Ensures accuracy of weighted targets for budget allocations.
Government and Citizens	M			2.1.2	Monitoring, review, and approval of AAAs' Monthly Payment Request Forms by fiscal and programmatic staff.	120	120	120	July 1, 2017 - June 30, 2018	Fiscal controls and procedures	Monthly/Annual	Provides accountability of funding.
Government and Citizens	S			2.2	Provide critical services to South Carolina's seniors that aids them in remaining at home safely and independently for as long as possible.							
Government and Citizens	M			2.2.1	Total Clients provided direct aging services (excluding informational services, Respite, Insurance Counseling, Ombudsman, and Legal) (Services are based on need and funding.)	31,853	Value is set by need and funds available	31,524	July 1, 2017 - June 30, 2018	AIM (Services in AIM are based on client transactions)	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Government and Citizens	S			2.3	Empower older adults and their caregivers by providing informational services.							

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Healthy and Safe Families	M			2.3.1	Total contacts for Information and Referral/Assistance (I&R/A) (Services are based on need and funding.)	42,009	Value is set by need	47,321	July 1, 2017 - June 30, 2018	OLSA (The Online Support Assistant)	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	S	2.4 Provide services for individuals with Alzheimer's Disease and Dementia.										
Healthy and Safe Families	M			2.4.1	Total Alzheimer's education outreach events	25 sessions with 1,387 people	50	101 sessions; with 4,610 people	July 1, 2017 - June 30, 2018	Office on Aging data system	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			2.4.2	Total Alzheimer's trainings	233 sessions, with 3,453 people	245	253 sessions, with 3,718 people	July 1, 2017 - June 30, 2018	Office on Aging data system	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	S	2.5										

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Healthy and Safe Families	M			2.5.1	Total contacts for the Family Caregiver Support Program (Services are based on need and funding.)	9,170	Value is set by need and funds available	15,283	July 1, 2017 - June 30, 2018	Office on Aging data system	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			2.5.2	Total Caregiving Respite clients (Services are based on need and funding.)	3,872	Value is set by need and funds available	4,547	July 1, 2017 - June 30, 2018	Office on Aging data system	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	S			2.6	Provide seniors and their caregivers with the latest information regarding Medicare and insurances.							
Healthy and Safe Families	M			2.6.1	State Health Insurance Assistance Program (SHIP) total contacts	34,529 SHIP Contacts and 30,328 reached through outreach	Value is set by need and funds available	29,862 total contacts	July 1, 2017 - June 30, 2018	OLSA (The Online Support Assistant)	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.

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Healthy and Safe Families	M		2.6.2	Senior Medicare Patrol (SMP) fraud outreach events	329	340	340	July 1, 2017 - June 30, 2018	OLSA (The Online Support Assistant)	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M		2.6.3	Total of people reached through the Senior Medicare Patrol (SMP) program	18,861	19,000	19,008	July 1, 2017 - June 30, 2018	OLSA (The Online Support Assistant)	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	G	3		Advocate and intervene to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.							
Healthy and Safe Families	S		3.1	Increase access and awareness to programs and services that prevent abuse, neglect, and exploitation of seniors and adults with disabilities.							

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Healthy and Safe Families	M			3.1.1	Ombudsman Complaints Investigated	7,895	Value is set by Need	8,423	July 1, 2017 - June 30, 2018	NORS (National Ombudsman Reporting System)	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			3.1.2	Total number of Ombudsman routine visits	8,478 visits; with 27,026 residents visited	Value is set by need	5,497 visits; with 33,815 residents visited	July 1, 2017 - June 30, 2018	NORS (National Ombudsman Reporting System)	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			3.1.3	Total Ombudsman consultations provided	3,515	Value is set by need	4,592	July 1, 2017 - June 30, 2018	NORS (National Ombudsman Reporting System)	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.

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Healthy and Safe Families	M			3.1.4	Total Ombudsman trainings conducted	347 trainings held; and 4,976 people trained.	Value is set by need	426 trainings held; with 4,831 individuals trained and 287 individuals received community training	July 1, 2017 - June 30, 2018	NORS (National Ombudsman Reporting System)	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	S			3.2	Provide Guardian ad Litem services to vulnerable adults.							
Healthy and Safe Families	M			3.2.1	Total Vulnerable Adult Guardian ad Litem trainings	4	Value is set by need and demand	5	July 1, 2017 - June 30, 2018	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			3.2.2	Total Vulnerable Adult Guardian ad Litem volunteers	31	Value is set by need and demand	38	July 1, 2017 - June 30, 2018	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.

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Healthy and Safe Families	M		3.2.3	Total Vulnerable Adult Guardian ad Litem outreach events	6	Value is set by need and demand	12	July 1, 2017 - June 30, 2018	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annual	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2018-19			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Perform the constitutional duties of the Office of the Lieutenant Governor.							
Government and Citizens	S	1.1			Coordination of the administrative and constituent activities associated with the Office of the Lieutenant Governor.							
Government and Citizens	M			1.1.1	Coordination of the day to day operations of the Lt. Governor's Office.	NA	NA	NA	July 1, 2018 - June 30, 2019	Data controls established by the Lt. Governor	Method established by the Lt. Governor	Maintain records of a constitutional office.
Government and Citizens	G	2			Increase the aging network's capacity to provide person-centered services for seniors and adults with disabilities and their caregivers.							
Government and Citizens	S			2.1	Set sound fiscal and business practices/protocols.							
Government and Citizens	M			2.1.1	Reviewing data to update weighted targets of the federal Interstate Funding Formula.	Annually	Annually	Annually	July 1, 2018 - June 30, 2019	Fiscal controls and procedures	Monthly/Annually	Ensures accuracy of weighted targets for budget allocations.
Government and Citizens	M			2.1.2	Monitoring, review, and approval of AAA's Monthly Payment Request Forms by fiscal and programmatic staff.	120	120	120	July 1, 2018 - June 30, 2019	Fiscal controls and procedures	Monthly/Annually	Provides accountability of funding.
Government and Citizens	S	2.2			Provide services to seniors that aid them in remaining at home safely and independently for as long as possible.							

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Government and Citizens	M			2.2.1	Total Clients provided direct aging services (excluding informational services, Respite, Insurance Counseling, Ombudsman, and Legal) (Services are based on need and funding.)	31,524	34,676	34,676	July 1, 2018 - June 30, 2019	AIM (Services in AIM are based on client transactions)	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Government and Citizens	S			2.3	Empower older adults and their caregivers by providing informational services.							
Healthy and Safe Families	M			2.3.1	Total Information and Referral/Assistance (I&R/A) clients served	47,321	52,053	52,053	July 1, 2018 - June 30, 2019	OLSA (On-line Support Assistant)	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			2.3.2	Total Information and Referral/Assistance (I&R/A) outreach events	386	443	443	July 1, 2018 - June 30, 2019	OLSA (On-Line Support Assistant)	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	S			2.4	Provide services for family caregivers and individuals with Alzheimer's Disease or related disorders.							
Healthy and Safe Families	M			2.4.1	Total Alzheimer's Education Outreach events	101 events; with 4,610 people	125	125	July 1, 2018 - June 30, 2019	Office on Aging data system	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			2.4.2	Total Alzheimer's trainings	253 trainings; with 3,718 people	250	250	July 1, 2018 - June 30, 2019	Office on Aging data system	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.

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Healthy and Safe Families	S		2.5	Provide respite and family caregiver support.								
Healthy and Safe Families	M		2.5.1	Total Family Caregiver Support Program contacts (Services are based on need and funding.)	10,666	11,732	11,732	July 1, 2018 - June 30, 2019	Office on Aging data system	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.	
Healthy and Safe Families	M		2.5.2	Total Caregiver Respite clients (Services are based on need and funding.)	4,184	4,602	4,602	July 1, 2018 - June 30, 2019	Office on Aging data system	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.	
Healthy and Safe Families	S		2.6	Provide services that offer seniors and their caregivers with current information regarding insurance and Medicare.								
Healthy and Safe Families	M		2.6.1	Total contacts for the State Health Insurance Assistance Program (SHIP) (Services are based on need)	29,862	32,848	32,848	July 1, 2018 - June 30, 2019	OLSA (On-line Support Assistant)	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.	
Healthy and Safe Families	M		2.6.2	Number of outreach events for the Senior Medicare Patrol (SMP)	340	11,732	375	July 1, 2018 - June 30, 2019	OLSA (On-line Support Assistant)	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.	
Healthy and Safe Families	M		2.6.3	Total of people reached through the Senior Medicare Patrol (SMP)	19,008	20,909	20,909	July 1, 2018 - June 30, 2019	OLSA (On-line Support Assistant)	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.	

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Healthy and Safe Families	G	3	Advocate and intervene to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.									
Healthy and Safe Families	S	3.1	Increase access and awareness to programs and services to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.									
Healthy and Safe Families	M			3.1.1	Ombudsman Complaints Investigated	8,423	Target based on need and funding	Target based on need and funding	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			3.1.2	Total number of Ombudsman routine visits	5,497 visits; with 33,815 residents visited	Target based on need and funding	Target based on need and funding	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			3.1.3	Number of Ombudsman consultations provided	4,592	Target based on need and funding	Target based on need and funding	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			3.1.4	Total number of Ombudsman trainings provided	426 trainings held; with 4,831 individuals trained and 287 received community training	Target based on need and funding	Target based on need and funding	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.

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Healthy and Safe Families	S	3.2			Provide Guardian ad Litem services to vulnerable adults.							
Healthy and Safe Families	M			3.2.1	Total Vulnerable Adult Guardian ad Litem trainings	5	10	15	July 1, 2018 - June 30, 2019	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			3.2.2	Total Vulnerable Adult Guardian ad Litem volunteers	38	45	45	July 1, 2018 - June 30, 2019	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.
Healthy and Safe Families	M			3.2.3	Total Vulnerable Adult Guardian ad Litem outreach events	12	13	13	July 1, 2018 - June 30, 2019	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annually	Presents a measurable level of client, service, and programmatic data that provides justification for future planning.

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Program Template

Program / Title	Purpose	<u>FY 2017-18 Expenditures (Actual)</u>				<u>FY 2018-19 Expenditures (Projected)</u>			
		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.	\$304,594			\$304,594	\$342,463			\$342,463
II.A. Administration for Office on Aging	Provides leadership, training, and coordination to promote services for seniors.	\$13,292,336	\$265,312	\$1,418,339	\$14,975,987	\$13,269,781	\$126,075	\$2,063,630	\$15,459,486

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II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality of life for South Carolina seniors, allowing them to remain safely and independently at home for as long as possible.	\$4,225,580	\$3,571,715	\$21,654,657	\$29,451,952	\$3,924,304	\$2,585,000	\$24,850,000	\$31,359,304
III.C. Employer Contribution	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	\$577,724	\$13,580	\$376,715	\$968,019	\$626,964	\$15,617	\$499,466	\$1,142,047
					\$45,700,552				\$48,303,300

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Legal Standards Template								
Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	<i>If yes, what type of service or product?</i>	<i>If other service or product, please specify what service or product.</i>
1	State Constitution	State	Constitution	Section 8 and 10 of the South Carolina Constitution details the constitutional requirements and duties for the Lieutenant Governor.	No	Yes	Other service or product our agency must/may provide	Accountable government
2	1-3-120	State	Statute	Vacancy of both Governor and Lieutenant Governor	No	No - Does not relate directly to any agency deliverables		
3	1-3-125	State	Statute	Vacancy of Lieutenant Governor	No	No - Does not relate directly to any agency deliverables		
4	1-3-125	State	Statute	Disability of Lieutenant Governor	No	No - Does not relate directly to any agency deliverables		
5	7-11-12	State	Statute	Joint election	No	No - Does not relate directly to any agency deliverables		

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6	43-21-10	State	Statute	Division on Aging created, Advisory Council	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging services
7	43-21-20	State	Statute	Terms of members, vacancies, termination of appointments	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging services
8	43-21-30	State	Statute	Reserved	No	No - Does not relate directly to any agency deliverables		
9	43-21-40	State	Statute	Administering Aging Programs	Yes	Yes	Other service or product our agency must/may provide	Aging services
10	43-21-45	State	Statute	Area Agencies on Aging, focal points, duties of focal points	Yes	Yes	Other service or product our agency must/may provide	Aging services

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11	43-21-60	State	Statute	Submission of Annual Report	Yes	Yes	Report our agency must/may provide	Annual Agency Accountability Report
12	43-21-70	State	Statute	Employment of director	No	No - Does not relate directly to any agency deliverables		
13	43-21-100	State	Statute	Preparation and approval of budget	Yes	Yes	Report our agency must/may provide	Aging services funding
14	43-21-110	State	Statute	Annual appropriation	Yes	No - But relates to sources of funding for one or more agency deliverables	Other service or product our agency must/may provide	Aging services funding
15	43-21-120	State	Statute	Coordinating Council	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging services

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16	43-21-130	State	Statute	Long Term Care Council	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging services
17	43-21-140	State	Statute	Purpose and duties of Council	No	No - Does not relate directly to any agency deliverables		
18	43-21-150	State	Statute	Education and informational program	No	No - Does not relate directly to any agency deliverables		
19	43-21-160	State	Statute	Elder Care Trust Fund	Yes	Yes	Other service or product our agency must/may provide	Aging Services
20	43-21-170	State	Statute	Administration of Eder Care Trust Fund	Yes	Yes	Other service or product our agency must/may provide	Aging Services

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21	43-21-180	State	Statute	Portion of Elder Care Trust Fund available for disbursement	Yes	Yes	Other service or product our agency must/may provide	Aging Services
22	43-21-190	State	Statute	Model legislation on aging issues (SHL)	No	No - Does not relate directly to any agency deliverables		
23	43-21-200	State	Statute	Geriatric Physicians Student Loan Repayment	Yes	Yes	Distribute funding to another entity	Physicians
24	44-36-310	State	Statute	Alzheimer's Disease and Related Disorders Resource Coordination Center	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging services
25	44-36-320	State	Statute	Duties of Alzheimer's Resource Coordination Center (ARCC)	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging services

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26	44-36-330	State	Statute	Alzheimer's Resource Coordination Center(ARCC) membership and compensation of members	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging services
27	43-35-200	State	Statute	Vulnerable Adult Guardian ad Litem	Yes	Yes	Other service or product our agency must/may provide	Guardianships
28	43-35-210	State	Statute	Vulnerable Adult Guardian ad Litem definitions	Yes	Yes	Other service or product our agency must/may provide	Guardianships
29	43-35-220	State	Statute	Vulnerable Adult Guardian ad Litem definitions duties and responsibilities	Yes	Yes	Other service or product our agency must/may provide	Guardianships

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30	43-35-230	State	Statute	Appointment of Guardian ad Litem; continuing education	Yes	Yes	Other service or product our agency must/may provide	Guardianships
31	43-35-240	State	Statute	Appointment of Guardian ad Litem for abuse, neglect, or exploitation	Yes	Yes	Other service or product our agency must/may provide	Guardianships
32	43-35-250	State	Statute	Change of Guardian ad Litem, petition for removal	Yes	Yes	Other service or product our agency must/may provide	Guardianships
33	43-35-260	State	Statute	Access to information for Guardian ad Litem	Yes	Yes	Other service or product our agency must/may provide	Guardianships
34	43-35-270	State	Statute	Confidentiality of reports and information for Guardian ad Litem	Yes	Yes	Other service or product our agency must/may provide	Guardianships

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35	43-35-280	State	Statute	Civil liability for Guardian ad Litem	Yes	Yes	Other service or product our agency must/may provide	Guardianships
36	43-35-5	State	Statute	APS - Long Term Care Ombudsman Program	Yes	Yes	Other service or product our agency must/may provide	Investigative
37	43-35-15	State	Statute	Vulnerable Adults Investigations Unit, Long Term Care Ombudsman Program	Yes	Yes	Other service or product our agency must/may provide	Investigative
38	43-35-20	State	Statute	Additional Powers of Investigative Entities	Yes	Yes	Other service or product our agency must/may provide	Investigative
39	43-35-25	State	Statute	Persons required to report	Yes	Yes	Other service or product our agency must/may provide	Investigative

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40	43-35-40	State	Statute	Responsibilities when a report is received	Yes	Yes	Other service or product our agency must/may provide	Investigative
41	43-35-80	State	Statute	Actions by Attorney General upon referral	Yes	Yes	Other service or product our agency must/may provide	Investigative
42	43-35-310	State	Statute	Adult Protection Coordinating Council	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Investigative
43	43-35-530	State	Statute	Conduct of investigations	Yes	Yes	Other service or product our agency must/may provide	Investigative

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44	29-4-50	State	Statute	Independent information and counseling services	Yes	Yes	Other service or product our agency must/may provide	Investigative
45	12-21-4200	State	Statute	Disbursement of revenues for the Senior Center Permanent Improvement Project Grant	Yes	Yes	Distribute funding to another entity	Senior centers
46	Proviso 95.1	State	FY 2018-19 Proviso	State Matching Funds Carry Forward	No	No - But relates to manner in which one or more agency deliverables is provided		
47	Proviso 95.2	State	FY 2018-19 Proviso	State Match funding Formula	No	No - But relates to manner in which one or more agency deliverables is provided		
48	Proviso 95.3	State	FY 2018-19 Proviso	Registration Fees	No	No - But relates to manner in which one or more agency deliverables is provided		

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49	Proviso 95.4	State	FY 2018-19 Proviso	Long Term Coordination Council	No	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging services
50	Proviso 95.5	State	FY 2018-19 Proviso	Home and Community-Based Services	Yes	Yes	Distribute funding to another entity	Aging services
51	Proviso 95.6	State	FY 2018-19 Proviso	Geriatric Loan Forgiveness Program	Yes	Yes	Distribute funding to another entity	Aging services
52	Proviso 95.7	State	FY 2018-19 Proviso	Caregivers Carry Forward	Yes	Yes	Distribute funding to another entity	Aging services
53	Proviso 95.8	State	FY 2018-19 Proviso	Vulnerable Adult Guardian ad Litem Carry Forward	Yes	Yes	Other service or product our agency must/may provide	Guardianships

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54	Older Americans Act of 1965	Federal	Statute	The Federal Code of Laws, which governs the United States Department of Health and Human Service's Administration on Aging and Administration for Community Living and the Lieutenant Governor's Office on Aging, as the Federally designated State Unit on Aging.	Yes	Yes	Other service or product our agency must/may provide	Aging services, Ombudsman, fiscal protocols, grant service
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Agency Name:	LIEUTENANT GOVERNOR'S OFFICE
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Fiscal Year 2017-2018
Accountability Report

Agency Code:	E040	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: (1) Industry; Name; (2) Professional Organization; Name; (3) Public; Demographics.</i>
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, SC Senate, and citizens
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 and citizens
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, Area Agencies on Aging, Councils of Government, and local aging service providers
II.A. Administration for Office on Aging	Provides leadership, training, and coordination to promote services for seniors.	Administrative functions for Office on Aging.	Local Govts.	Government, Area Agencies on Aging, Councils of Government, and local aging service providers

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II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality of life for South Carolina seniors, allowing them to remain safely and independently at home for as long as possible.	Federal Older Americans Act programs and services, and aging services funded through state sources.	Local Govts.	Government, Area Agencies on Aging, Councils of Government, and local aging service providers
II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality of life for South Carolina seniors, allowing them to remain safely and independently at home for as long as possible.	Federal Older Americans Act programs and services, and aging services funded through state sources.	Professional Organization	Government, Area Agencies on Aging, Councils of Government, and local aging service providers
II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality of life for South Carolina seniors, allowing them to remain safely and independently at home for as long as possible.	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 and agency staff

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Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
Area Agencies on Aging (AAAs) - Councils of Government (COGS)	Local Government	Contracted Services	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
Regional Contracted Service Providers	Non-Governmental Organization	Delivers aging services as procured by the AAAs	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
AARP SC	Professional Association	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC State Housing, Finance and Development Authority	State Government	Provides funds for Emergency Rental Assistance Program (when available)	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3

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Alzheimer's Association - SC Chapter	Professional Association	Collaborative partnership/Grants	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Institute of Medicine and Public Health	Professional Association	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
USC Arnold School of Public Health /Office for the Study on Aging	Higher Education Institute	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
Clemson University	Higher Education Institute	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3

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Medical University of South Carolina	Higher Education Institute	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Legal Services	Private Business Organization	Provides legal services for seniors through contracts with the AAAs	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
Goodwill of SC	Private Business Organization	LGOA contractor to provide job training for seniors	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Department of Social Services / Adult Protective Services	State Government	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Advisory Council on Aging	State Government	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3

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SC Veterinarian Association	Professional Association	Collaborative partnership for pet program	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
Silver Haired Legislature	Non-Governmental Organization	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
Legislative Committee to Study Services, Programs and Facilities for Aging (Joint Legislative Committee on Aging)	State Government	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Elks Association	Non-Governmental Organization	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Bar Association	Professional Association	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3

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Harvest Hope Food Bank	Non-Governmental Organization	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Association of Council on Aging Directors (SCACAD)	Professional Association	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
National Association of States United for Aging and Disabilities (NASUAD)	Professional Association	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
Administration for Community Living (ACL)	Federal Government	Funding agency that sets programmatic and regulatory requirements	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Association of Area Agencies on Aging (SC4A)	Professional Association	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3

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National Association of Area Agencies on Aging (N4A)	Professional Association	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
South Eastern Association of Area Agencies on Aging (SE4A)	Professional Association	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Emergency Management Division	State Government	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
Walgreens Corporation	Non-Governmental Organization	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Blue Cross Blue Shield	Non-Governmental Organization	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3

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American Red Cross+A43	Non-Governmental Organization	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
Salvation Army	Non-Governmental Organization	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
Government Finance Officers Association of SC	Professional Association	Training and information	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
SC Respite Coalition	Professional Association	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3
Family Connection of SC	Non-Governmental Organization	Collaborative partnership	1.1.1, 2.1.1, 2.1.2, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.5.1, 2.5.2, 2.6.1, 2.6.2, 2.6.3, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3

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Agency Name:	LIEUTENANT GOVERNOR'S OFFICE
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Fiscal Year 2017-2018

Accountability Report

Agency Code:	E040	Section:	095
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Report and External Review Template

Item	Is this a Report, Review, or both?	Report or Review Name	Name of Entity Requesting the Report or Conducting Review	Type of Entity	Reporting Frequency	Current Fiscal Year: Submission Date or Review Timeline (MM/DD/YYYY)	Summary of Information Requested in the Report or Reviewed	Method to Access the Report or Information from the Review
1	Internal Review and Report	National Aging Program Information System (NAPIS)	Administration for Community Living (ACL)	Federal	Annually	December 31, 2017	Aging services delivered in SC	Contact LGOA IT/Data Division Manager Kevin Pondy
2	Internal Review and Report	National Ombudsman Report (NORS)	Administration for Community Living (ACL)	Federal	Annually	December 31, 2017	Data on the Ombudsman Program	Contact the SC Long Term Care Ombudsman Dale Watson
3	Internal Review and Report	Agency Accountability Report	SC Budget Office/Department of Administration	State	Annually	September 16, 2017	Agency budget, goals, strategies, measures	Contact Policy Manager Gerry Dickinson