

AGENCY NAME:	Department on Aging		
AGENCY CODE:	L060	SECTION:	40

**Fiscal Year 2019–2020
Accountability Report**

SUBMISSION FORM

AGENCY MISSION	The Department on Aging adheres to the core mission of the federal Older Americans Act (OAA) to meet the present and future needs of South Carolina’s seniors and vulnerable adults. 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 governments, local governments, nonprofits, private sector, and individuals.
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AGENCY VISION	The vision set forth by the Department on Aging 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).
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Does the agency have any major or minor recommendations (internal or external) that would allow the agency to operate more effectively and efficiently?

	Yes	No
RESTRUCTURING RECOMMENDATIONS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Is the agency in compliance with S.C. Code Ann. § 2-1-230, which requires submission of certain reports to the Legislative Services Agency for publication online and to the State Library? See also S.C. Code Ann. § 60-2-30.

	Yes	No
REPORT SUBMISSION COMPLIANCE:	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

	Yes	No
RECORDS MANAGEMENT COMPLIANCE:	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Is the agency in compliance with S.C. Code Ann. § 1-23-120(J), which requires an agency to conduct a formal review of its regulations every five years?

	Yes	No
REGULATION REVIEW:	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

	<u><i>Name</i></u>	<u><i>Phone</i></u>	<u><i>Email</i></u>
PRIMARY CONTACT:	Gerry Dickinson	803-734-9867	gdickinson@aging.sc.gov
SECONDARY CONTACT:	Lily Cogdill	803-734-9875	lcogdill@aging.sc.gov

I have reviewed and approved the enclosed FY 2019–2020 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	Signature on file	September 8, 2020
(TYPE/PRINT NAME):	Connie D. Munn	

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

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AGENCY’S DISCUSSION AND ANALYSIS

South Carolina Department on Aging

The South Carolina Department on Aging was established on January 1, 2019 as a cabinet level agency. On January 22, 2020 Connie D. Munn was confirmed by the Senate as the Department on Aging’s first director.

Departmental Transitional Improvements

Since becoming Director, Ms. Munn has taken significant steps to make the Department on Aging more accountable and transparent and has directed her leadership team to improve work flow, finance procedures, customer service, and to update policies. During this time, the Legislative Audit Council and the House Oversight Committee conducted reviews of the Department. The Department embraced the reviews and is in the process of adopting many of the recommendations. In mid-March 2020 the employees began working remotely due to the COVID-19 State of Emergency. The Department is currently in the second phase of reopening.

The Department on Aging as the State Unit on Aging

By adhering to the mandates of the federal Older Americans Act (OAA), the Department 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 federal and state resources to the 10 Area Agencies on Aging. Under the OAA, the Area Agencies on Aging are considered regional planning authorities that are tasked with contracting locally to deliver services to seniors and vulnerable adults.

The South Carolina Department on Aging is the federally designated State Unit on Aging in South Carolina and it adheres to the Older Americans Act (OAA). The OAA outlines the framework for the Department on Aging to coordinate programs and to administer federal funding. The OAA mandates national statutory requirements, but allows some flexibility for each state to address its own specific needs.

With the state’s aging population increasing, the Department 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 Department 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.

Through the Older Americans Act (OAA), the Department on Aging is responsible for administering all of the federal OAA funds allocated for South Carolina, as well as state appropriated funds. Federal law requires the Department on Aging to allocate aging funds through the federally approved Intrastate Funding Formula to the 10 Area Agencies on Aging (AAAs). State Proviso 40.5 stipulates that all state funds appropriated for Home and Community-Based Services (aging services) are to be allocated to the Area Agencies on Aging (AAAs) based on the methodology of the Intrastate Funding Formula.

The OAA gives the AAAs the authority to procure for aging services locally, usually in individual counties through competitive procurement. Once contracted, the service providers deliver 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 Department on Aging from being involved in the local procurement of services.

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Services provided through Department on Aging Funding

The Department on Aging funds 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 Department on Aging offers insurance counseling, Medicare fraud prevention through the Senior Medicare Patrol program, and Information and Assistance/Referral (I&R/A) services.

Department on Aging Strategic Planning

The Department on Aging’s planning process is an ongoing activity that evaluates the met and unmet needs of a rapidly growing senior population. During this transition year, the department’s leadership has conducted ongoing meetings and planning sessions with staff, the AAAs, and regional service providers.

In addition, the Department on Aging is guided by its 2017 – 2021 State Plan on Aging that was approved by the United States Department of Health and Human Services (USDHHS) and Administration for Community Living (ACL) in 2016. The State Plan is the blueprint directing the department as it works to achieve its goals, established by a comprehensive agency and network strategic planning process.

SC Department on Aging’s Response to the COVID-19 Pandemic State of Emergency

The Department began working remotely in mid-March after there were multiple cases of COVID-19 in the office building. While all of the group dining meal sites closed for the state of emergency, critical senior services continued to be delivered to the vulnerable populations served by the aging network. The Department received \$17,648,174.39 in COVID-19 funding from the federal government, and sought waivers from the Administration for Community Living to ensure services were not interrupted. In addition, the Department had to revise many of its policies and procedures during the pandemic and issued multiple temporary program instructions. Many partnerships were established to assist in serving the senior population.

With group dining meal sites closed, aging service providers used volunteers to give seniors home delivered meals and some providers operated drive-thru operations where seniors could pick up meals with limited contact with servers. Several providers established partnerships with South Carolina businesses or sought grant opportunities to expand meal services to non-clients. The Aging Network provided meals to non-clients throughout the state using federal COVID-19 funds. Additionally, with social isolation being a critical concern, the Department established Senior Caring Calls, where isolated seniors received wellness calls from the AAA or provider staff.

Innovative actions taken by the Department during the COVID-19 State of Emergency

SC Department of Education Partnership: Working with Superintendent of Education Molly Spearman, a partnership was established between the State Department of Education and SCDOA to use school bus drivers to deliver meals in counties where there are a shortage of volunteers to deliver meals to seniors at home. The SCDOA is excited by this partnership and looks forward to the relationship with SCDOE continuing after the State of Emergency is over when mutually beneficial to seniors and schools. The details of this partnership have been shared with ACL and the other regional State Units on Aging as a best practice.

Department of Veterans’ Affairs: The SCDOA has established a partnership with Veterans’ Affairs during the emergency to meet the needs of veterans and seniors. Veterans volunteered to assist aging service providers

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throughout the state. The SCDOA looks forward to continuing this partnership after the State of Emergency ends.

Assessment Waiver: On March 12, 2020 the SCDOA temporarily waived its Face-to-Face Assessment requirement and now is allowing for telephone assessments. This is to protect the health and wellness of both seniors and AAA assessors.

Nutrition Program Instruction: On March 13, 2020 the SCDOA issued a Program Instruction dealing with the closure of meal sites and how to properly classify former group dining clients for data and reimbursement purposes. Former group dining clients receiving home-delivered meals or picking up meals from group dining sites are classified as C2 COVID-19 in the data system.

Waiving Daily Nutrition Requirements: After hearing that there was the potential for a shortage of emergency meals and shelf-stable meals from regional and national catering companies, the SCDOA asked for the 1/3 Daily Recommended Intake requirement mandated by the federal government be waived. The SCDOA requested that ACL waive the DRI requirement for meals during the COVID-19 State of Emergency. ACL agreed to waive the nutrition requirement for funds transferred to Title III-B, but not for meals provided by III-C. However, the COVID-19 Disaster Relief legislation does give the SCDOA greater flexibility to waive DRI requirements. The federal Major Disaster Declaration gives additional flexibility to the SCDOA for meals. On March 18, 2020 the SCDOA temporarily waived its potassium requirement in order to ensure emergency meals are served during the COVID-19 State of Emergency.

Meal Options (Restaurants): SCDOA reached out to restaurants and other meal providers to seek innovative ways to make sure that meals continue to be served to seniors during the emergency. Other states have established restaurant partnerships and the SCDOA is working to duplicate their best practices. Some of the service providers in SC have used restaurants to provide meals to non-clients in order to ensure that any seniors needing meals receive meals. These providers such as Senior Resources in Columbia and the Lexington Country Recreation and Senior Commission are providing drive through pick up services.

Sanitary Supplies: On March 19, 2020 the SCDOA announced that the temporary distribution of sanitary supplies to aging clients with need would be allowed as a function of Title IIIB Supportive Services.

Serving Non-Clients: On March 25, 2020 the SCDOA issued a Program Instruction allowing the AAAs and their providers to serve non-clients over the age of 60. This policy change was made after consulting with the Administration for Community Living (ACL) and our regional State Units on Aging directors.

Forecasting Needs: The SCDOA has been very proactive with the AAAs to assist in forecasting future needs that may be a consequence of the State of Emergency. Each AAA has been asked to report to the SCDOA their needs and budget concerns.

Service Unit Activities: Because of the State of Emergency and the need to properly and accurately report all COVID-19 expenses, the SCDOA made changes to the data system to make sure that all services are accurately reported COVID-19 activities. This required multiple new activities to be created in AIM data system for all 10 AAAs and their contracted service providers.

Emergency Funding: With the passage of three emergency relief bills, there is additional federal funding. The SCDOA Finance and IT staffs have allocated the new funding using the federally approved Intra-State Funding Formula and Notification of Grant Awards (NGAs) were sent to the AAAs.

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SCDOA Website: The SCDOA website is updated daily with information pertaining to COVID-19. In addition, a restricted portal was created for the AAAs with critical information from ACL, SCDOA, and other state and federal agencies.

AAA Daily Reports / SC ACT: The SC ACT system which is used to collect data on clients was updated to capture COVID-19 information. The information collected from the SCDOA and the AAAs is compiled into a daily report showing the needs in South Carolina. This data is shared with ACL and during conference calls with the governor.

Vulnerable Adult Guardian ad Litem Program (VAGAL-SC): The VAGAL-SC program developed new ways to manage cases during the current COVID-19 State of Emergency. By visiting with adults through phone calls and video conferencing, increasing communication with caregivers and families, and supporting the SC Family Court’s use of consent orders and online hearings, VAGAL staff and volunteers continue to ensure the best interests of the adults served by the program are being met. The VAGAL-SC program successfully advocated for increased communication between the adults and their friends and families and continues to collaborate with the SC Department of Social Services to return adults home whenever possible.

Operations Spreading Joy: Partnership with the SC Department of Corrections to give facility residents cards, artwork, and gifts from offenders to target social isolation among seniors.

AccelerateSC: The SCDOA has been an active participant in the Governor’s committee planning on how to appropriately open up the state after the pandemic. SCDOA has been assigned active roles in helping state agencies reopen.

SC Election Commission Partnership: The SCDOA has partnered with the SC Election Commission to give seniors greater access and information about the upcoming primary and general election. Non-partisan brochures, and flyers were distributed to seniors throughout South Carolina.

Caring Calls: A Caring Calls handbook was distributed to the aging network on April 20, 2020 to temporarily allow aging providers to make wellness calls to seniors during the State of Emergency. This service was fine-tuned by a Program Instruction released on May 6, 2020. This required the SCDOA to develop special COVID-19 activities and unit rates.

ADRC Grant: The SCDOA was awarded an Aging and Disability Resource Center grant from ACL to aid the AAAs/ADRCs during the COVID-19 State of Emergency.

Disaster Relief/Cares Act Funding: The SCDOA has allocated the disaster relief and stimulus funds appropriated by Congress for the COVID-19 State of Emergency to the Area Agencies on Aging. This required all of the new funding to be allocated through the federally approved funding formula so that Notifications of Grant Awards could be executed with the AAAs. The AAAs were required to establish budgets and to allocate the funds to the providers. The SCDOA allocated its disaster funds before most of the other Region Four ACL states acted.

Finance, IT, and Policy Protocols: With the influx of COVID-19 funding and waivers being granted for programs, the SCDOA was required to conduct an extensive review of program/service policies, funding streams, and to create new COVID-19 activities.

Department of Transportation Partnership: The SCDOA worked with the Department of Transportation to obtain hand sanitizer for the AAAs and providers.

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Emergency Management Division/State Emergency Operations Center: SCDOA staff has been assigned to the EMD and SEOC since March working daily in the ESF-6 (Mass Care Operations) and as needed in other functions. In addition, to the two staff members working at the SEOC, Director Munn met with the Governor during the early days of the emergency. EMD holds daily conference calls that the SCDOA participates in and the Governor holds daily conference calls with his cabinet agencies. SCDOA staff is assigned to the Essential Service Function (ESF-6) at the State Emergency Management Division’s State Emergency Operations Center.

Groceries: A program instruction was issued that temporarily amended policy to allow for groceries to be purchased for seniors during the State of Emergency. The groceries cannot be counted as a meal for federal reporting purposes and are intended to supplement the meals provided to seniors.

Meal Rate Adjustments: Worked with individual Area Agencies on Aging to mitigate higher meal rates during the State of Emergency by approving temporary rate increases for meals.

Delivery Rates for Emergency Meals: Worked with individual Area Agencies on Aging to provide funding for delivering emergency meals.

Reopening Department on Aging: A task force has been formed to plan on the phased reopening of the Department on Aging and to allow for the safe return of staff to the offices. The Department is currently in phase two of reopening.

South Carolina Senior Care Calls: A program instruction was issued to allow for wellness calls. A handbook was provided called the South Carolina Senior Care Calls Handbook was distributed to the AAAs and their providers.

ACL Guidance for Tracking Services and Unit: A program instruction was issued to provide guidance from the Administration for Community Living for tracking services and programs funding through the COVID-19 disaster funds.

Summer Tutors: The SCDOA is partnering with the SC Department of Education to find summer tutors for children being raised by grandparents.

Seniors Raising Children Partnerships: SCDOA formed new collaborative partnerships with SC Department of Education, Kinship Care, and Carolina Family Engagement Center to enhance the outreach of the Seniors Raising Children component of the Family Caregiver Support Program and to support resources necessary for families and individuals during the COVID-19 pandemic.

Department 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: Continue serving new aging service clients after the federal COVID-19 funding has been expended.

- (1) Potential Most Negative Impact in accomplishing agency goals and objectives.
 - a. Negative health and safety impacts for seniors who may lose services once the COVID-19 funds are spent.
- (2) Outside Help to Mitigate Impact
 - a. Additional funds may be needed to continue serving these new clients.

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(3) Options for General Assembly

- a. Work with the SCDOA to identify ways to continue serving clients added during the pandemic.

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 Department on Aging that conflicts with the Older Americans Act puts the Department 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 Department of Disabilities and Special Needs (DDSN) and Department of Mental Health (DMH) facilities as part of the Long Term Care Ombudsman program’s investigative responsibilities and because the number of long term care facilities are 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 (d)(1) (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 Department 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.

- 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 Department 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 Department 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.

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b. Groups like Meals on Wheels and the Alzheimer’s Association serve senior clients, but without the strict laws, regulations, and requirements the Department 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 Department on Aging’s federal designation as the State Unit on Aging and federal funding at risk.
- b. Establish protocols for human services agencies, including the Department on Aging, to share data and to cross reference clients to eliminate duplication of services and to promote efficiencies in systems.
- c. Greater funding discretion for non-Older Americans Act service needs. In 2019, the Area Agencies on Aging conducted a statewide needs evaluation to determine the greatest needs facing South Carolina’s seniors. The majority of needs identified can be addressed by the Older Americans Act services available statewide through federal and state funding. However, there were several needs such as pest control that the Department and Aging Network have limited financial discretion to address. For the most part, neither federal nor state funding give the Department the flexibility to address non-Older Americans Act services.

Restructuring Recommendations

The Department on Aging does not make any restructuring recommendations in this Accountability Report.

Department on Aging’s Notable Activities

- Dr. Rindy Fernandes, a geriatric psychiatrist affiliated with the Medical University of South Carolina (MUSC) received the 2020 Geriatric Loan Forgiveness Award.
- SCDOA started a new partnership with Century Glass to repair broken window panes in the homes of 58 seniors.
- SCDOA hosted a symposium and luncheon for faith based leaders in August 2019.
- SCDOA hosted grant writing workshops to teach churches and other faith-based organizations to raise funds for senior related programs.
- SCDOA added three new churches to its respite breakroom initiative. The breakroom initiative is a program, which provides safe spaces for seniors with dementia while loved ones attend religious services.
- SCDOA established Veterans Pilot Programs in four AAA regions (Catawba, Santee-Lynches, Appalachian, and Lowcountry). The pilot provided funds to be used for emergency home repair projects for veterans.
- SCDOA secured educational and training videos and virtual trainings for AAA Family Caregiver Support Program (FCSP) Advocates and AAA communities for caregivers who take care of FCSP populations.
- SCDOA revitalized the Alzheimer’s Resource Coordinating Council (ARCC) and all business protocols and procedures.
- SCDOA created new positive collaborative and cooperative relationships with USC (College of Social Work, Public Health, and Education), Alzheimer’s Association, AARP, SC Department of Health and Human Services (SCDHHS), and the Center for Health Care Strategies (CHCS) project
- SCDOA staff participated in 2020 SC Respite Coalition Day at the State House.
- SCDOA staff participated in 2020 Alzheimer’s Association Day at State House.
- In 2020, the SCDOA obtained the services of a Registered Dietician, who has experience running a statewide meals and catering service, to coordinate the department’s nutrition program. The coordinator is in the process of reviewing and revising nutrition policies and protocols.

Area Agencies on Aging Notable Activities

- The Appalachian AAA established an Emergency Senior Nutrition Program to meet the needs of vulnerable seniors during the COVID-19 State of Emergency. To combat this in our area, several of our Aging meal providers in Anderson, Oconee and Greenville counties partnered with Blue Cross Blue Shield of South

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Carolina and the Blue Cross Blue Shield of South Carolina Foundation to provide 6 weeks of emergency meals to those 60 and older in their counties.

- The Appalachian AAA hosted World Elder Abuse Awareness Day on June 18, 2020. Every year an estimated five million, or one in 10 older Americans experience elder abuse, neglect, or exploitation. Working together, we can build the social supports that can prevent this abuse and keep everyone safe as we age.
- The Trident AAA, in partnership with the Lowcountry Food Bank, distributed 30,776 pounds of fresh produce to 1,012 in the rural communities of Cainhoy, Huger, Saint George, Jamestown, Hollywood, and Saint Stephen.
- The Catawba AAA received a donation of six pallets of incontinence supplies valued at \$6,885 from Second Harvest Food Bank to serve the needs of seniors in the region.
- The Catawba AAA participated in a faith based initiative with local churches and Second Harvest Foodbank distributing food to the low income individuals in York and Lancaster Counties. Eight churches assisted in serving 1,264 individuals at the eight events.
- The Lowcountry AAA Family Caregiver Support Program hosts “Tea Time for Caregivers” events. This monthly event brings the caregivers together virtually over tea to support and encourage one another and to also share their experiences. The caregivers also use this time to discuss specific topics that are specific to the role of a caregiver or situations that they may face as a caregiver.
- The Lower Savannah AAA worked with the Savannah River Site Retirement Association to assist 2,929 senior clients with Medicare services.
- The Lower Savannah AAA’s program year for the Medication Assistance Program (PYTD MAP) staff completed 418 prescription applications providing \$486,495 in client prescription benefits. Staff assisted 230 clients with refill request processing 264 prescription refills.

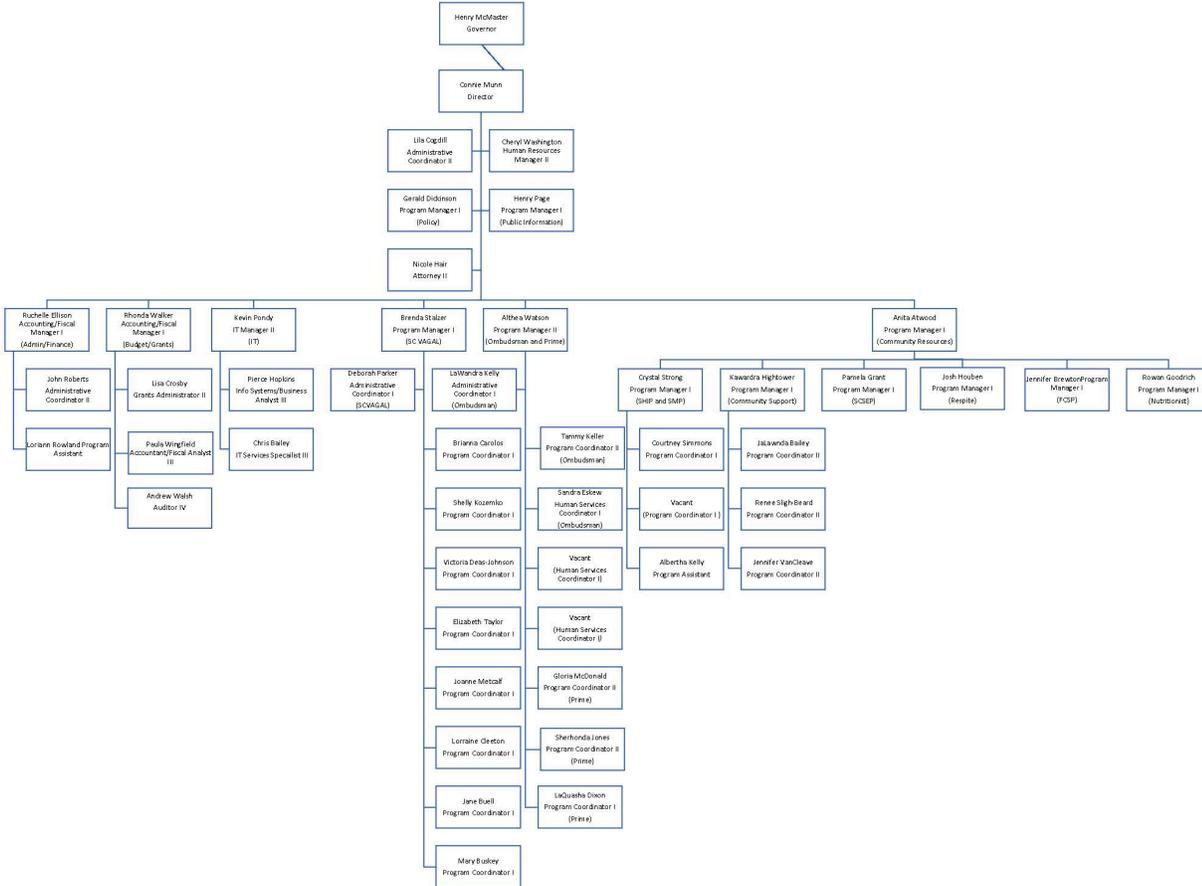
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Aging Services Performance Measures

Program/Service	2018	2019
Unique Clients (excluding clients seeing information)	28,029	22,999
Home Delivered Meal Clients	13,091	13,067
Home Delivered Total Meals	1,875,002	1,921,325
Group Dining Clients	8,010	8,156
Group Dining Total Meals	752,665	707,815
Transportation Miles	620,987	584,332
Homemaker Clients (includes Homemaker and Chore)	2,421	2,645
Information & Referral clients	51,153	28,023 (new data and reporting system put in place.)
Information & Referral Outreach Events	427	232
Senior Health Insurance Program (SHIP) Total Contacts	30,390	16,740
Senior Medicare Program Events	304	232
Ombudsman Complaints Investigated	7,062	3,455
Ombudsman Routine Visits	6,909 visits with 43,826 residents visited	2,481 visits with
Legal Cases Opened	758	1,740
Legal Cases Closed	1,198	1,693
Vulnerable Adult Guardian ad Litem Cases	672	701
Vulnerable Adult Guardian ad Litem trainings	4 trainings for 43 volunteers	2 trainings for 36 volunteers
Vulnerable Adult Guardian ad Litem Outreach Events	12	8
Family Caregiver Support Program Contacts	3,976	3,513
Total Caregiver Respite Clients	3,677	2,909
Total Caregiver Support Groups/Caregiver Trainings	1,843	405 (Training numbers are lower due to COVID-19 closings)
Total Senior Community Employment Program participants	118	114 slots, 118 active participants
Total Senior Community Employment Program participants employed	30	30 (earning \$10.45 per hour)

South Carolina Department on Aging 2019 – 2020 Organizational Chart

South Carolina Department on Aging
Updated: June 17, 2020



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Fiscal Year 2019-2020
Accountability Report

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Empower older adults to stay active and healthy through Older Americans Act services and other non-OAA services provided through the SCDOA and South Carolina Aging Network to aid older adults to live as independently as possible in their communities.							
Government and Citizens	S	1.1			Provide services to seniors that aid them in remaining at home safely and independently for as long as possible.							
Healthy and Safe Families	M			1.1.1	Total Clients provided direct aging services (excluding informational services, Respite, Insurance Counseling, Ombudsman, and Legal) (Services are based on need and funding.)	31,524	Target is based on need and funding.	22,999	July 1, 2019 - June 30, 2020	AIM (Services in AIM are based on client transactions)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S	1.2			Empower older adults and their families by providing informational services.							
Healthy and Safe Families	M			1.2.1	Total Information and Referral/Assistance (I&R/A) clients served.	47,321	Target is based on need and funding.	28,023	July 1, 2019 - June 30, 2020	SC ACT	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.2.2	Total Information and Referral/Assistance (I&R/A) outreach events.	386	Target is based on need and funding.	337	July 1, 2019 - June 30, 2020	SC ACT	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S	1.3			Provide respite and family caregiver support.							
Healthy and Safe Families	M			1.3.1	Total Family Caregiver Support Program contacts (Services are based on need and funding availability).	3,650	Target is based on need and funding.	3,513	July 1, 2019 - June 30, 2020	AIM and the SC Caregiver Data System	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.3.2	Total caregiver respite clients (Services are based on need and funding availability).	3,025	Target is based on need and funding.	2,909	July 1, 2019 - June 30, 2020	AIM and the SC Caregiver Data System	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.3.3	Total counseling, support groups/caregiver Training.	400	Target is based on need and funding.	405	July 1, 2019 - June 30, 2020	AIM and the SC Caregiver Data System	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S	1.4			Provide services that offer seniors and their caregivers with current information regarding insurance and Medicare.							
Healthy and Safe Families	M			1.4.1	Total contacts for the State Health Insurance Assistance Program (SHIP) (Services are based on need).	29,862	Target is based on need and funding.	16,740	July 1, 2019 - June 30, 2020	SHIP Tracking and Reporting System (STARS)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.4.2	Total number of outreach events for the Senior Medicare Patrol (SMP).	340	Target is based on need and funding.	232	July 1, 2019 - June 30, 2020	SHIP Tracking and Reporting System (STARS)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.4.3	Total number of people reached through the senior Medicare Patrol (SMP).	19,008	Target is based on need and funding.	16,826	July 1, 2019 - June 30, 2020	SHIP Tracking and Reporting System (STARS)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	2			Maintain effective and responsible management of OAA services offered through the SCDOA and within the 10 public service areas in South Carolina.							
Government and Citizens	S	2.1			Set sound fiscal and business practices/protocols for the Department on							
Government and Citizens	M		2.1.1	Review census data to update weighted targets of the federal Interstate Funding Formula.	Annually	Annually	Annually	July 1, 2019 - June 30, 2020	Census Data	Monthly/Annually	Ensures accuracy of weighted targets for budget allocations.	
Government and Citizens	M		2.1.2	Monthly monitoring, reviewing, and approval of AAA's Payment Request Forms by fiscal and programmatic staff.	120	120	120	July 1, 2019 - June 30, 2020	AIM and SC DOA Data Processes	Monthly/Annually	Provides accountability of funding.	
Government and Citizens	M		2.1.3	Fiscal monitoring of the Area Agencies on Aging, sub-recipients, and contractors.	10	10	10	July 1, 2019 - June 30, 2020	AIM and SC DOA Data Processes	Monthly/Annually	Provides accountability of funding.	
Government and Citizens	M		2.1.4	Compliance monitoring of the Area Agencies on Aging.	10	10	10	July 1, 2019 - June 30, 2020	AIM and SC DOA Data Processes	Monthly/Annually	Provides fiscal, grants, and programmatic compliance.	
Government and Citizens	M		2.1.5	Programmatic Monitoring of programs and services at the AAAs level.	90	90	90	July 1, 2019 - June 30, 2020	AIM and SC DOA Data Processes	Monthly/Annually	Provides programmatic compliance.	
Healthy and Safe Families	G	3			Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect, and exploitation.							
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.	7,062	Target is based on need and funding.	3,455	July 1, 2019 - June 30, 2020	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.	
Healthy and Safe Families	M		3.1.2	Total number of Ombudsman routine visits.	5,497	Target is based on need and funding.	2,481	July 1, 2019 - June 30, 2020	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.	
Healthy and Safe Families	M		3.1.3	Number of Ombudsman consultations provided.	4,592	Target is based on need and funding.	2,215	July 1, 2019 - June 30, 2020	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.	
Healthy and Safe Families	M		3.1.4	Total number of Ombudsman trainings provided.	426	Target is based on need and funding.	110	July 1, 2019 - June 30, 2020	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of 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.	5	Target is based on need and funding.	2	July 1, 2019 - June 30, 2020	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.	
Healthy and Safe Families	M		3.2.2	Total Vulnerable Adult Guardian ad Litem volunteers.	38	Target is based on need and funding.	36	July 1, 2019 - June 30, 2020	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.	
Healthy and Safe Families	M		3.2.3	Total Vulnerable Adult Guardian ad Litem outreach events.	12	Target is based on need and funding.	8	July 1, 2019 - June 30, 2020	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.	

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Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				

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Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				

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Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-2021			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Empower older adults to stay active and healthy through Older Americans Act services and other non-OAA services provided through the SCDOA and South Carolina Aging Network to aid older adults to live as independently as possible in their communities.							
Government and Citizens	S	1.1			Provide services to seniors that aid them in remaining at home safely and independently for as long as possible.							
Healthy and Safe Families	M			1.1.1	Total Clients provided direct aging services (excluding informational services, Respite, Insurance Counseling, Ombudsman, and Legal). Services are based on need and funding. Targets are based on need and funding availability.	23,000	23,000		July 1, 2020 - June 30, 2021	AIM (Services in AIM are based on client transactions)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S	1.2			Empower older adults and their families by providing informational services.							
Healthy and Safe Families	M			1.2.1	Total Information and Referral/Assistance (I&R/A) clients served. Targets are based on need.	28,000	28,000		July 1, 2020 - June 30, 2021	SC ACT	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.2.2	Total Information and Referral/Assistance (I&R/A) outreach events.	330	330		July 1, 2020 - June 30, 2021	SC ACT	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S	1.3			Provide respite and family caregiver support.							
Healthy and Safe Families	M			1.3.1	Total Family Caregiver Support Program contacts (Services are based on need and funding availability).	3,513	3,513		July 1, 2020 - June 30, 2021	AIM and the SC Caregiver Data System	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.3.2	Total caregiver respite clients (Services are based on need and funding availability).	2,909	2,909		July 1, 2020 - June 30, 2021	AIM and the SC Caregiver Data System	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.3.3	Total counseling, support groups/caregiver Training.	405	405		July 1, 2020 - June 30, 2021	AIM and the SC Caregiver Data System	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S	1.4			Provide services that offer seniors and their caregivers with current information regarding insurance and Medicare.							
Healthy and Safe Families	M			1.4.1	Total contacts for the State Health Insurance Assistance Program (SHIP) (Service targets are based on need).	16,700	16,700		July 1, 2020 - June 30, 2021	SHIP Tracking and Reporting System (STARS)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.4.2	Total number of outreach events for the Senior Medicare Patrol (SMP).	230	230		July 1, 2020 - June 30, 2021	SHIP Tracking and Reporting System (STARS)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.4.3	Total number of people reached through the senior Medicare Patrol (SMP).	16,000	16,000		July 1, 2020 - June 30, 2021	SHIP Tracking and Reporting System (STARS)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Government and Citizens	G	2			Maintain effective and responsible management of OAA services offered through the SCDOA and within the 10 public service areas in South Carolina.							
Government and Citizens	S	2.1			Set sound fiscal and business practices/protocols for the Department on Aging and its Aging Network.							

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-2021			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	M			2.1.1	Review census data to update weighted targets of the federal Interstate Funding Formula.	Annually	Annually		July 1, 2020 - June 30, 2021	Census data	Annually	Ensures accuracy of weighted targets for budget allocations.
Government and Citizens	M			2.1.2	Monthly monitoring, reviewing, and approval of AAA's Payment Request Forms by fiscal and programmatic staff.	120	120		July 1, 2020 - June 30, 2021	AIM and SC DOA Data Processes	Monthly/Annually	Provides accountability of funding.
Government and Citizens	M			2.1.3	Fiscal monitoring of the Area Agencies on Aging, sub-recipients, and contractors.	10	10		July 1, 2020 - June 30, 2021	AIM and SC DOA Data Processes	Monthly/Annually	Provides accountability of funding.
Government and Citizens	M			2.1.4	Compliance monitoring of the Area Agencies on Aging.	10	10		July 1, 2020 - June 30, 2021	AIM and SC DOA Data Processes	Monthly/Annually	Provides fiscal, grants, and programmatic compliance.
Government and Citizens	M			2.1.5	Programmatic Monitoring of programs and services at the AAAs level.	90	90		July 1, 2020 - June 30, 2021	AIM and SC DOA Data Processes	Monthly/Annually	Provides fiscal, grants, and programmatic compliance.
Healthy and Safe Families	G	3			Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect, and exploitation.							
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. Services are based on need.	7,000	7,000		July 1, 2020 - June 30, 2021	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.1.2	Total number of Ombudsman routine visits. Services are based on need.	6,909	6,909		July 1, 2020 - June 30, 2021	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.1.3	Number of Ombudsman consultations provided. Services are based on need.	2,200	2,200		July 1, 2020 - June 30, 2021	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.1.4	Total number of Ombudsman trainings provided.	110	110		July 1, 2020 - June 30, 2021	NORS (National Ombudsman Reporting System)	Monthly/Annually	Presents a measurable level of 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	4		July 1, 2020 - June 30, 2021	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.2.2	Total Vulnerable Adult Guardian ad Litem volunteers.	40	40		July 1, 2020 - June 30, 2021	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.2.3	Total Vulnerable Adult Guardian ad Litem outreach events.	12	12		July 1, 2020 - June 30, 2021	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.2.4	Total Vulnerable Adult Guardian ad Litem cases. Cases are based on need.	672	672		July 1, 2020 - June 30, 2021	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S	3.3			Provide Legal Services							
Healthy and Safe Families	M			3.3.1	Total Legal Services Cases Opened. Services are based on need.	758	758		July 1, 2020 - June 30, 2021	AIM and SC DOA Data Processes	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.3.2	Total Legal Services Cases Closed	1,600	1,600		July 1, 2020 - June 30, 2021	AIM and SC DOA Data Processes	Monthly/Annually	Presents a measurable level of data that provides justification for future planning.
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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-2021			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-2021			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-2021			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				

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						Accountability Report				
Agency Code:		L060		Section:		040				
								Program Template		
Program/Title	Purpose	FY 2019-20 Expenditures (Actual)				FY 2020-21 Expenditures (Projected)				Associated Measure(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. Administration	Provides funding for the administration of the Department on Aging.	\$ 1,342,376	\$ 48,810	\$ 1,534,346	\$ 2,925,532	\$ 2,069,177	\$ 555,197	\$ 1,944,508	\$ 4,568,882	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
II.A. 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.	\$ 11,938,059	\$ 2,006,029	\$ 33,285,762	\$ 47,229,850	\$ 26,933,243	\$ 5,409,100	\$ 33,282,641	\$ 65,624,984	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
II.B. Adult Guardian ad Litem	Provides funding for the Vulnerable Adult Guardian ad Litem program to represent vulnerable adults who are under custody of the SC Department of Social Services because they have been abused, neglected, exploited or no longer able to care for themselves.	\$ 694,730			\$ 694,730	\$ 1,226,041			\$ 1,226,041	3.2.1, 3.2.2, 3.2.3
III. Employee Benefits	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	\$ 569,941	\$ 9,053	\$ 445,724	\$ 1,024,718	\$ 665,039	\$ 90,000	\$ 426,083	\$ 1,181,122	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Total		\$ 14,545,106	\$ 2,063,892	\$ 35,265,832	\$ 51,874,830	\$ 30,893,500	\$ 6,054,297	\$ 35,653,232	\$ 72,601,029	

Legal Standards Template

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>
Provide funding, through Senior Center Permanent Improvement Project grants, to enhance or build multipurpose senior centers. PIP funding comes from state bingo tax revenues. The first nine hundred forty-eight thousand dollars of the total revenues derived from the provisions of this article must be deposited monthly in twelve equal amounts into an account in the Office of the State Treasurer and called "Department on Aging Senior Citizen Centers Permanent Improvement Fund". All interest earned on monies in the Department on Aging Senior Centers PIP fund must be credited to this fund.	No	Yes	Distribute funding to another entity	
Provide funding through budget line item to the Silver Haired Legislature.	Yes	Yes	Distribute funding to another entity	
Coordinate and host the South Carolina Advisory Council on Aging.	Yes	No - But relates to manner in which one or more agency deliverables is provided	Board, commission, or committee on which someone from our agency must/may serve	
Committee authorized to meet for one year in 2019 to study Palliative Care and make a report to the Governor and the General Assembly; the Department on Aging was tasked by the legislation to coordinate the meetings.	Yes	Yes	Report our agency must/may provide	
The Department on Aging is tasked by statute to coordinate the Coordinating Council, which works with the Department on the coordination of programs related to the field of aging, and to advise and make pertinent recommendations. This council was suspended by Proviso 40.4.	No	No - Does not relate directly to any agency deliverables		
The Department on Aging is tasked by statute to coordinate the Long-Term Care Council, which must shall study and make recommendations concerning the costs and benefits of: adult day care centers, in-home and institutional respite care, adult foster homes, incentives for families to provide in-home care, such as cash assistance, tax credits or deductions, and home-delivered services to aid families caring for chronically impaired elderly relatives. This council was suspended by Proviso 40.4.	No	Yes	Report our agency must/may provide	
The Department on Aging manages, processes, and responds to all Freedom of Information Act request as prescribed by South Carolina state law.	Yes	Yes	Other service or product our agency must/may provide	
The Department on Aging manages the provision of legal services to seniors in priority case areas as enumerated in the Older Americans Act, which are: income, housing, nutrition, protective services, health care, long-term care, defense of guardianship, abuse, neglect, and age discrimination.	Yes	Yes	Other service or product our agency must/may provide	
Provide trained, non-attorney guardians ad litem to represent the best interests of vulnerable adults, as defined in the Omnibus Adult Protection Act, by advocating for the welfare and rights of a vulnerable adult involved in an abuse, neglect, or exploitation hearing. Each guardian ad litem is represented by one of the program's private contract attorneys during vulnerable adult abuse, neglect, and exploitation proceedings in family court.	Yes	Yes	Other service or product our agency must/may provide	Advocacy for a vulnerable adults' best interests in abuse, neglect, and exploitation proceedings in family court.
Recruit, train, and supervise volunteers to serve as court-appointed guardians ad litem in abuse, neglect, and exploitation cases in family court. Conduct outreach events to recruit volunteers, and provide training to current volunteers.	Yes	Yes	Other service or product our agency must/may provide	Training and supervision for guardian ad litem recruits and volunteers.
Provide funds for supportive services for seniors to the ten Area Agencies on Aging ("AAAs") in South Carolina; provide technical assistance, monitors implementation, and provides directives from the federal level to the AAAs.	Yes	Yes	Distribute funding to another entity	

<p>The Department on Aging provides funds to the AAAs for the provision of nutritional meals, nutritional education, and socialization to seniors to reduce hunger and food insecurity, promote socialization of older individuals, and promote the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions as a result of poor nutritional behavior. The Department also provides technical assistance, monitors implementation, and relays directives from the federal level to the AAAs.</p>	Yes	Yes	Distribute funding to another entity	
<p>The Department on Aging provides funds to the AAAs for senior evidence-based disease prevention and health promotion services and information at multipurpose senior centers, at congregate meal sites through home-delivered meal programs, and at other appropriate sites. The Department on Aging provides funds to the sub-recipients (AAAs) for the provision of demonstrated evidence-based programs that mitigate the negative impact of chronic diseases and related injuries for the population aged 60 and over to support healthy lifestyles and promote healthy behaviors as required by Older Americans Act.</p>	Yes	Yes	Distribute funding to another entity	
<p>The Department on Aging provides federal and state funds for Family Caregiver Support services to the ten Area Agencies on Aging (AAA) in the state to provide multifaceted systems of support services for family caregivers; and for older relative caregivers. The services provided, in a State program under subsection (a), by an area agency on aging, or entity that such agency has subcontracted with, shall include (1) information to caregivers about available services; (2) assistance to caregivers in gaining access to the services; (3) individual counseling, organization of support groups, and caregiver training to assist the caregivers in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems related to their caregiver roles; (5) supplemental services, on a limited basis, to complement the care provided by caregivers. 42 U.S.C. § 3030s-1(a)-(b). The Department on Aging provides funds to sub-recipients (AAAs and SC Respite Coalition) for the provision of respite, supports, and assistance to family and informal caregivers to allow their aged or disabled family member to remain at home. Additionally, the agency provides the Area Agencies on Aging technical assistance, monitors implementation, and communicates directives from the federal level.</p>	Yes	Yes	Distribute funding to another entity	
<p>The Department on Aging provides federal and state funds for Lifespan Respite to the SC Respite Coalition. The purposes of this section are - (1) to expand and enhance respite care services to family caregivers; (2) to improve the statewide dissemination and coordination of respite care; and (3) to provide, supplement, or improve access and quality of respite care services to family caregivers, thereby reducing family caregiver strain. 42 U.S.C. § 300ii-1. The Department on Aging provides funds to the sub-recipient (SC Respite Coalition) for the provision of respite, supports, and assistance to family and informal caregivers to allow their aged or disabled family member to remain at home. The SC Department on Aging provides the SC Respite Coalition technical assistance, monitors implementation, and communicates directives from the federal level. The SC Respite Coalition is responsible for implementing the Lifespan Respite services in the state.</p>	Yes	Yes	Distribute funding to another entity	
<p>The Department on Aging provides a community service employment through a sub-recipient (Goodwill) for eligible seniors in South Carolina. Senior Community Service Employment is a job training program where older South Carolina adults gain work experience in a variety of community service activities at non-profit and public facilities. Participants must be at least 55, unemployed, and have a family income of no more than 125% of the federal poverty level. Enrollment priority is given to veterans and qualified spouses, then to individuals who are over 65, have a disability, have low literacy skills or limited English proficiency, reside in a rural area, are homeless or at risk of homelessness, have low employment prospects, or have failed to find employment after using the American Job Center system. The Department on Aging provides grant funds to the sub-recipient(s) to provide on the job training and employment opportunities for those seniors 55 and older who are low income and seek to enhance their job skills and abilities.</p>	Yes	Yes	Distribute funding to another entity	
<p>The Department on Aging provides federal and state funds for State Health and Insurance Assistance services to the ten Area Agencies on Aging (AAA) in the state to provide information, counseling, and assistance relating to the procurement of adequate and appropriate health insurance coverage to individuals who are eligible to receive benefits under this subchapter (in this section referred to as "eligible individuals"). The Department on Aging, along with the AAAs, provide insurance counseling, assistance, referral and education to assist Medicare Beneficiaries. They also take calls to report Medicare fraud.</p>	Yes	Yes	Distribute funding to another entity	

<p>The Department on Aging provides state seed grant funding to local centers to assist persons with Alzheimer's disease and related disorders and their families. Additionally the agency provides the Alzheimer's Resource Coordination Centers technical assistance, monitors implementation, and communicates directives from the state and or federal level. The center shall: (1) initiate the development of systems which coordinate the delivery of programs and services; (2) facilitate the coordination and integration of research, program development, planning, and quality assurance; (3) identify potential users of services and gaps in the service delivery system and expand methods and resources to enhance statewide services; (4) serve as a resource for education, research, and training to provide information and referral services; (5) provide technical assistance for the development of support groups and other local initiatives to serve individuals, families, and caregivers; (6) recommend public policy concerning Alzheimer's disease and related disorders to state policymakers; (7) submit an annual report to the Chairman of the Medical Affairs Committee of the Senate and the Chairman of the Medical, Military and Municipal Affairs Committee of the House of Representatives in addition to publishing the report on the Governor's website; and (8) facilitate the coordination and integration of educational initiatives for health care providers on the importance and value of early detection and timely diagnosis of cognitive impairment, validated cognitive assessment tools, and increasing understanding and awareness of early warning signs of Alzheimer's disease and other types of dementia and how to reduce the risk of cognitive decline.</p>	Yes	Yes	Distribute funding to another entity	
<p>These funds must be used to award grants to public and private nonprofit agencies and organizations to establish and administer innovative programs and services that assist older persons to remain in their homes and communities with maximum independence and dignity. The Department on Aging administers the Eldercare Trust Fund by: assessing the needs of the frail elderly to establish priorities for meeting the needs; receiving gifts, bequests, devises and voluntary contributions through the Department on Revenue's Check the Box Program for deposit into the fund; soliciting proposals for programs identified to meet the service needs; providing technical assistance to those submitting proposals to meet the needs of the program; and entering into contracts for awarding grants to public and private nonprofit organizations.</p>	Yes	Yes	Distribute funding to another entity	
<p>The Department on Aging administers the Geriatric Physician Loan Forgiveness Program which provide state funds to repay loans incurred by physicians licensed to practice in the State of South Carolina who have completed a fellowship training program or who are in the process of completing a training program in geriatrics or geriatric psychiatry accredited by the Accreditation Council for Graduate Medical Education. The Department on Aging executes a contract with physicians who agree to practice in the state for no less than five years immediately following completion of his/her fellowship; agree to accept Medicare and Medicaid patients; accept reimbursement or contractually binding rates and not to discriminate against patients based on their ability to</p>	Yes	Yes	Distribute funding to another entity	
<p>The State Long Term Care Ombudsman shall serve on a full-time basis, and shall, personally or through representatives of the Office - identify, investigate, and resolve complaints that are made by or on behalf of, residents, including residents with limited or no decision making capacity and who have no known legal representative, and if such a resident is unable to communicate consent for an Ombudsman to work on a complaint directly involving the resident, the Ombudsman shall seek evidence to indicate what outcome the resident would have communicated (and, in absence of evidence to the contrary, shall assume that the resident wishes to have the resident's health, safety, welfare, and rights protected) and shall work to accomplish that outcome; and relate to the action, inaction, or decisions, that may adversely affect the health, safety, welfare or rights of the residents (including the welfare and rights of the residents with respect to the appointment and activities of guardians and representative payees), of providers, or representatives of providers of long-term care services; public agencies; or health and social service agencies.</p>	Yes	Yes	Other service or product our agency must/may provide	Investigation and resolution of complaints by residents in long-term care facilities and advocacy for the protection and rights of said residents. The South Carolina Code of Laws addresses this program in Section 43-38-10 et. seq.
<p>The State Long Term Care Ombudsman serves as a member of the Adult Protection Coordinating Council which was created under the auspices of the S.C. Department of Health and Human Services. The Council meets quarterly and is responsible for coordinating, planning, and implementing the efforts of those entities involved in adult protection. Data is provided to the Council regarding the number of Long Term Ombudsman cases handled each quarter, including those involving abuse, neglect or exploitation. The State Long Term Care Ombudsman serves as a member of the Fatality Review committee to review SLED facility death investigations.</p>	Yes	No - But relates to manner in which one or more agency deliverables is provided	Board, commission, or committee on which someone from our agency must/may serve	

The Department on Aging, at the direction of the Office of the State Long Term Care Ombudsman, oversees the Healthy Connection Prime Ombudsman Program. The Prime Ombudsmen receive, investigate and advocate on behalf of dual beneficiaries (beneficiaries who have both Medicare and Medicaid) age sixty-five and older with inquiries and/or complaints about access to healthcare services, billing issues and provider payment. This is a demonstration grant program administered by the S.C. Department on Aging that helps older adults age 65 and older who are enrolled in Healthy Connections Prime address concerns or conflicts that may interfere with navigating and coordinating their health coverage through Medicare and Medicaid.	Yes	Yes	Other service or product our agency must/may provide	Receive and investigate complaints, and advocates on behalf of dual beneficiaries (beneficiaries who have both Medicare and Medicaid) age sixty-five and older with inquiries and/or complaints about access to healthcare services, billing issues and provider payment.
Unexpended balances on June thirtieth of the prior fiscal year of the required state matching funds appropriated in Part IA, Section 40, Distribution to Subdivisions, shall be carried forward into the current fiscal year to be used as required state match for federal funds awarded to subdivisions on or before September thirtieth of the current fiscal year.	Yes	Yes	Distribute funding to another entity	
Of the state funds appropriated under Distribution to Subdivisions, the first allocation by the Department on Aging shall be for the provision of required State matching funds according to the Department on Aging formula for distributing Older Americans Act funds. The balance of this item shall be distributed to the planning and service areas of the State. In the event state appropriations are reduced, reductions to the planning and service areas shall be based on amounts distributed in accordance with the previous requirements.	Yes	Yes	Distribute funding to another entity	
The Department on Aging is authorized to receive and expend registration fees for educational, training and certification programs.	No	Yes	Other service or product our agency must/may provide	Educational, training, and certification programs.
The duties and responsibilities, including the statutory requirement to hold meetings of the Coordinating Council established pursuant to Section 43-21-120 and of the Long Term Care Council established pursuant to Section 43-21-130, both under the Department on Aging, are suspended for the current fiscal year.	No	Yes	Other service or product our agency must/may provide	Suspension of meetings of the Long-Term Care Council and the Coordinating Council.
State funds appropriated for Home and Community-Based Services shall be used to fund those services that most directly meet the goal of allowing seniors to live safely and independently at home. Definition of allowable services. Appropriations requirements for HCBS funds for monitoring; redirection to areas affected by emergencies; carry-forward; intrastate funding formula; indexing methodology; prohibition on reallocating HCBS funds for other purposes.	Yes	Yes	Other service or product our agency must/may provide	Funding services that allow seniors to live independently at home; this is achieved by providing funding to the Area Agencies on Aging.
The Department on Aging is authorized to make a single lump sum payment to the lending institution of a recipient of the Geriatric Loan Forgiveness Program of up to \$35,000 or the loan balance, whichever is less. Unexpended balances of the previous fiscal year appropriated by Part IA, Section 40, Geriatric Physician Loan Program, shall be carried forward and used for the same purpose as originally appropriated.	Yes	No - But relates to manner in which one or more agency deliverables is provided		
Unexpended funds from appropriations to the Department on Aging for caregivers shall be carried forward from the prior fiscal year and used for the same purpose.	Yes	No - But relates to manner in which one or more agency deliverables is provided		
Any unexpended funds from appropriation to the Department on Aging for the Vulnerable Adult Guardian ad Litem Program shall be carried forward from the prior fiscal year and used for the same purpose.	Yes	No - But relates to manner in which one or more agency deliverables is provided		

Agency Name: Department on Aging

Agency Code: L060 **Section:** 40

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 of the Department on Aging	Provides funding for the administration of the Department on Aging.	Supports the operations of the Department on Aging.	Executive Branch/State Agencies	Government and Department on Aging staff
II.A. 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	Government and citizens
II.B. Adult Guardian ad Litem	Provides funding for the Vulnerable Adult Guardian ad Litem program to represent vulnerable adults who are under custody of the SC Department of Social Services because they have been abused, neglected, exploited or no longer able to care for themselves.	Provides and supports services for Vulnerable Adults under the custody of the SC Department of Social Services because of abuse, neglect, and exploitation, or who are unable to care for themselves.	General Public	Government and citizens
III. Employee Benefits	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	Provides for employee benefits to staff at the Department on Aging.	Executive Branch/State Agencies	Government and Department on Aging staff

Agency Name: Department on Aging

Fiscal Year 2019-2020
Accountability Report

Agency Code: L060 Section: 040

Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
Appalachian Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Upper Savannah Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Catawba Area Agency on Aging	Non-Governmental Organization	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Central Midlands Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Lower Savannah Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Santee-Lynches Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Vantage Point-Care South Area Agency on Aging (Pee Dee)	Private Business Organization	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Waccamaw Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Trident Area Agency on Aging	Non-Governmental Organization	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Lowcountry Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Regional contracted service providers	Non-Governmental Organization	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
AARP SC	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Alzheimer's Association - SC Chapter	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Institute of Medicine and Public Health	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
USC Arnold School of Public Health /Office for the Study on Aging	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Clemson University	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Medical University of South Carolina	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
University of South Carolina School of Social Work	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

University of South Carolina	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Legal Services	Non-Governmental Organization	Aging Partner	3.3.1, 3.3.2
SC Bar Association	Non-Governmental Organization	Aging Partner	3.3.1, 3.3.2
SC Department of Social Services / Adult Protective Services	State Government	Aging Partner	3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.3.1, 3.3.2
SC Advisory Council on Aging	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Veterinarian Association	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Fire Marshall (Fire Safe SC)	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Legislative Committee to Study Services, Programs and Facilities for Aging (Joint Legislative Committee on Aging)	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Elks Association	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Harvest Hope Food Bank	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Association of Council on Aging Directors (SCACAD)	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Southeast Association of Area Agencies on Aging (SE4A)	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
National Association of Area Agencies on Aging (N4A)	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
National Institute of Senior Centers (NISC)	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
National Council on Aging (NCOA)	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Emergency Management Division	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Walgreens Corporation	Private Business Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Blue Cross Blue Shield	Private Business Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
American Red Cross	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Salvation Army	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Family Connection of SC	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Respite Coalition	Non-Governmental Organization	Aging Partner and service contractor	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

National Meals on Wheels	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
AIRS (Alliance of Information and Referral Specialists)	Non-Governmental Organization	Aging Partner	1.2.1, 1.2.2
SC Attorney Generals' Office (Medicaid Fraud)	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Department of Health and Human Services (Medicaid)	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Department of Education	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Department of Corrections	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Department of Disabilities and Special Needs	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
CMS (Center for Medicare and Medicaid Services)	Federal Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Consumer Voice	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
National Association of State Ombudsman Program	Professional Association	Aging Partner	3.1.1, 3.1.2, 3.1.3, 3.1.4
SC Department of Transportation	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Protection and Advocacy	State Government	Aging Partner	3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.3.1, 3.3.2
Administration for Community Living	Federal Government	Funding entity	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
U.S. Department of Labor	Federal Government	Funding entity	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
ADvancing States	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SCARN (SC Aging Research Network)	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

Administration for Community Living (ACL)	Federal	Annually	December 31, 2019	Data on aging services delivered in SC	Contact SCDOA IT/Data Division Manager Kevin Pondy
Administration for Community Living (ACL)	Federal	Annually	December 31, 2019	Data on the Ombudsman Program	Contact the SC Long Term Care Ombudsman Dale Watson
Department on Administration	State	Annually	September 16, 2019	Agency budget, goals, strategies, measures	Contact Policy Manager Gerry Dickinson
SFFA (Schedule of Federal Financial Assistance)	State	Annually	September 1, 2019	Fiscal Review	Rhonda Walker, Budget Director
CAFR (Comprehensive Annual Finance Report)	State	Annually	September 1, 2019	Fiscal Review	Rhonda Walker, Budget Director
Legislative Audit Council	State	Other	June 1, 2020	Review of Department	Connie Munn, Director
House Oversight Committee	State	Other	April 1, 2020	Review of Department	Connie Munn, Director
State Budget Office	State	Other	March 6, 2020	Review of Department to ensure compliance with regulations and laws (Title III federal grant cluster)	Rhonda Walker, Budget Director
Department of Labor	Federal	Other	October 1, 2019	Review of the Senior Community Employment Program	Anita Atwood, Director of the Community Resources Division