

<b>AGENCY NAME:</b>	<b>DEPARTMENT ON AGING</b>		
<b>AGENCY CODE:</b>	<b>L060</b>	<b>SECTION:</b>	<b>040</b>

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## Fiscal Year 2020–2021 Accountability Report

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### SUBMISSION FORM

I have reviewed and approved the data submitted by the agency in the following online forms:

- Reorganization and Compliance
- Strategic Plan Results
- Strategic Plan Development
- Legal
- Services
- Partnerships
- Report or Review

I have reviewed and approved the financial report summarizing the agency's budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

<b>AGENCY DIRECTOR</b> <b>(SIGN AND DATE):</b>	Signature on file.
<b>(TYPE/PRINT NAME):</b>	Connie D. Munn

<b>BOARD/CMSN CHAIR</b> <b>(SIGN AND DATE):</b>	
<b>(TYPE/PRINT NAME):</b>	

FY 2020-2021 Agency Accountability Report  
**Reorganization and Compliance Responses:**

These responses were submitted for the FY 2020-2021 Accountability Report by the

**DEPARTMENT ON AGING**

**Primary Contact:**

First Name	Last Name	Role/Title	Phone	Email Address
Lisa	Crosby	Grant Administrator	803-734-9950	lcrosby@aging.sc.gov

**Secondary Contact**

First Name	Last Name	Role/Title	Phone	Email Address
Lily	Cogdill	Administrative Coordinator II	803-734-9875	lcogdill@aging.sc.gov

**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.

**Adopted in:** 2019

**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).

**Adopted in:** 2019

**Recommendations for reorganization requiring legislative change.**

No

**Please list significant events related to the agency that occurred in FY 2020-2021.**

Month Started	Month Ended	Description of Event	Agency Measures Impacted	Other Impacts

**Does the agency intend to make any other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in FY 2021-22?**

**Note: It is not recommended that agencies plan major reorganization projects every year. This section should remain blank unless there is a need for reorganization.**

Yes

The SCDOA will be setting up a new State Funded Program for our Long-Term-Care Ombudsman division in FY22

**Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-20.**

Yes

**If not, please explain why.**

**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. § 20-1-10 through 20-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).**

Yes

**Does the law allow the agency to promulgate regulations?**

No

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## Narrative

### 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 South Carolina Senate as the first director of the Department on Aging.

### Departmental Transitional Improvements

Since becoming Director, Ms. Munn has taken significant steps to make the Department on Aging more accountable and transparent. She has directed her leadership team to improve workflow, finance procedures, customer service, and 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 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 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 its 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 benefits 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. 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 the 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.

### **COVID-19 State of Emergency**

The SCDOA began working remotely in mid-March 2020, 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 SCDOA 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 April of 2021, the SCDOA received an additional \$22,992,925.00 of American Rescue funds to continue services due to the continuation of the COVID-19 Pandemic. In addition, the Department on Aging 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 offered 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.

**Here are a few of the innovative actions taken by the Department during the COVID-19 State of Emergency.**

**SC Department of Education Partnership:** Worked with Superintendent of Education Molly Spearman, to establish a partnership between the State Department of Education and SCDOA to utilize school bus drivers to deliver meals in counties where there was a shortage of volunteers to deliver meals to seniors at home. The SCDOA is excited about continued this partnerships with SCDOE. The details of this partnership have been shared with ACL and the other regional State Units on Aging as a best practice.

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**Department of Veterans' Affairs:** The SCDOA established a partnership with Veterans Affairs during the emergency to meet the needs of veterans and seniors. Veterans volunteered to assist aging service providers throughout the state. The SCDOA looks forward to continuing this partnership.

**Assessment Waiver:** The SCDOA temporarily waived its Face-to-Face Assessment requirement allowing telephone assessments to protect the health and wellness of both seniors and AAA assessors.

**Nutrition Program Instruction:** 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 to 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 provided additional flexibility to the SCDOA for meals. The SCDOA temporarily waived its potassium requirement to ensure emergency meals were 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 ensure that meals would continue to be served to seniors during the emergency. Other states had established restaurant partnerships and the SCDOA has worked to duplicate their best practices. Some of the service providers in SC used restaurants to provide meals to non-clients to ensure that any seniors needing meals received them. Many providers across the state provided drive-through pick-up services for meals.

**Sanitary Supplies:** The SCDOA allowed for the temporary distribution of sanitary supplies to aging clients in need of these supplies, to be a function of Title IIIB Supportive Services.

**Serving Non-Clients:** The SCDOA issued a Program Instructions 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 as 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 was additional federal funding of \$22,992,925.00. The SCDOA Finance and IT staff 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, the restricted portal that was created for the AAAs with critical information from ACL, SCDOA, and other state and federal agencies are still in operation.

**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 was compiled into a daily/weekly reports showing the needs in South Carolina. This data was shared with ACL and executive order 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. Visits with adults were made via phone calls and video conferencing. Increased 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:** The SCDOA partnered with the SC Department of Corrections to give facility residents handmade cards, artwork, and gifts from offenders to target social isolation among the residents. This was a well-received partnership that will be offered a couple of times a year.

**AccelerateSC:** The SCDOA has been an active participant on 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 partnered with the SC Election Commission to give seniors greater access and information about the primary and general elections. Non-partisan brochures and flyers were distributed to seniors throughout South Carolina.

**Caring Calls:** The SCDOA continued utilizing the Senior Care Calls handbook that was distributed to the aging network to temporarily allow aging providers to make wellness calls to seniors during the State of Emergency. This service was also made available to faith based organizations and volunteer groups as a model to replicate.

**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.

**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.

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

**Emergency Management Division/State Emergency Operations Center:** SCDOA staff were assigned to the EMD and SEOC and worked daily in the ESF-6 (Mass Care Operations) and as needed in other functions. The EMD held daily conference calls that the SCDOA staff participated in and the Governor continued to hold daily and then weekly 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:** The policy continued to temporarily 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:**

The SCDOA worked with individual Area Agencies on Aging to mitigate higher meal rates during the State of Emergency by approving temporary rate increases for meals as necessary.

**Delivery Rates for Emergency Meals:**

The SCDOA worked with individual Area Agencies on Aging to provide funding for delivering emergency meals.

**Reopening Department on Aging:**

A task force was formed to plan on the phased reopening of the Department on Aging and to allow for the safe return of staff to their offices.

**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 partnered with the SC Department of Education to find summer tutors for children being raised by grandparents.

**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.

(3) Options for General Assembly

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- 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 designates and partners with ten regional Area Agencies on Aging (AAAs) and the AAAs contract 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 on Aging and aging network have limited financial discretion to address. For the most part, neither federal nor state funding give the SCDOA 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 Significant Activities

- Dr. Ilana Stol, a MUSC trained geriatric psychiatrist, received the 2021 Geriatric Loan Forgiveness Award. Dr. Stol’s specialty is helping seniors who have served in the military at the VA.
- SCDOA held its third annual symposium for faith leaders this year. It consisted of five virtual weekly panel discussions to provide churches and other places of worship innovative ways to assist their senior parishioners and caregivers in dealing with social isolation during the pandemic. Panelists included experts from Columbia International University, SC Respite Coalition, Leeza’s Care Connection, the Heart of Aging, the Ark of SC and others. Over 100 faith leaders, Christians, Jews, Baha’is, and Muslims, from all over South Carolina participated in this webinar series.
- SCDOA established two Veterans Pilot Programs with the Central Midlands and Upper Savannah Area Agencies on Aging.
- SCDOA continued their 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.
- 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.
- In November 2020 SCDOA hosted a virtual family caregiver fair with leading family caregiver experts throughout the state.
- A social media campaign for GetCareSC was held in partnership with AARP, SCDHHS, Alzheimer’s Association, SC IMPH, and SCDOA

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- A virtual press conference was held with Director Munn and AARP's Director Theresa Arnold to promote GetCareSC and the addition of links sharing AARP's Caregiving at Home Video Series
- SCDOA partnered with United Way of SC 211 and linked to their COVID response page to keep up to date information regarding community resources directly related to COVID-19
  - SCDOA initiated planning efforts for a pop-up senior dining pilot project in collaboration with local restaurant, Lizard's Thicket in the Central Midlands region.
  - SCDOA was awarded funds from the National Council on Aging (NCOA) Senior SNAP Enrollment initiative grant for efforts to enhance access to SNAP benefits in the rural areas of the Trident and Catawba region.
  - SCDOA joined SC Nutrition Action Coalition (SNAC), a state-level collaboration with active representation from state agencies and nonprofits that implement USDA programs. All of the organizations reach underserved populations and work to assist with connecting those in need to food benefits, nutrition education, and obesity prevention services and resources.
- SCDOA partnered with the SC Nutrition & Health Care Workgroup ('Food is Medicine'): U of SC SNAP-Ed initiative whose purpose is to convene state-level healthy eating/health care partners to increase coordination and to identify and facilitate the implementation of state-level policy, systems, and environmental change strategies. Some of the strategies of the workgroup are: screen for food insecurity and refer to community resources, provide produce prescriptions, expand or improve transportation options, provide guidance to rural health clinics on how to connect their most vulnerable patients to avail food and nutrition education resources in the community.
- SCDOA, in collaboration with Clemson University and the Institute for Engaged Aging, serves on the steering committee to assist with recruiting Master Trainers/Trainers for the implementation of the Matter of Balance EBP in the rural counties of the Appalachian Region- Pickens and Oconee, Upper Savannah Region- Laurens, Greenwood, Abbeville, and Saluda, and the Central Midlands Region- Fairfield and Newberry.
- SCDOA led the initiative to construct supports and resources for those older adults most at risk for social isolation and loneliness, with an emphasis on rural dwelling, minority, and homebound.

The team members involved in this initiative are: SC Library System, SC Institute of Medicine and Public Health, SCIMPH, SC Advisory Council on Aging, and Clemson University.

**Projects in process:**

- Famileo Gazette – Families use an app to upload pictures and stories for their loved one. The information is compiled from the app and a printed gazette is provided to the senior.
- 'Senior Kits' - Take home kit for older adults to enhance emotional, mental and physical wellness, the other kit is a dementia programming kit as well as a Grandfamilies Kit.
- iPad loan/management - Partnership with SC Assistive Technology (part of U of SC) and interested AAAs to provide iPads on a loan basis (cellular data included) to seniors and to connect them with virtual Evidenced Based Programs, etc.
- SCDOA serves on the advisory task force for an initiative of the National Association of Chronic Disease Directors (NACDD). DHEC will be awarding mini grants to fund projects for combatting social isolation and physical activity to stake-holders in Dillon, Marlboro, Lee and Williamsburg Counties. SC DHEC-Building Resilient and Inclusive Communities (BRIC) Mini Grants:

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- In collaboration with Palmetto Care Connections, SCDOA created a pilot program to help 100 seniors at increased risk of social isolation in five rural areas in Allendale, Barnwell, Clarendon, Williamsburg Counties and the Lower Richland section of Richland County. Each participating senior received a tablet, one year of broadband service and most importantly, two or three days of digital literacy training. As a result of this training, seniors learned to connect with their physicians through telehealth appointments, as well as their families and friends on platforms like Facebook and Zoom.
- SCDOA developed guidelines and protocols for standardized re-entry Ombudsmen to long term care facilities.
- SCDOA's Long Term Care Ombudsman Program partnered with SC WIRE (SC Women Involved in Rural Electrification) to provide 600 personal hygiene kits to residents of residential care facilities.
- In recognition of World Elder Abuse Day, June 15, SCDOA lead a team of agencies including, SC Victims Assistance, MUSC's Elder Abuse and Mistreatment Program, SCADVASA, SC Respite Coalition, and others, in a day of virtual events including a Proclamation from the Governor and a series of panels to highlight the problem of elder abuse.
- To assist the AAAs, providers, and faith partners, in developing additional funding streams, SCDOA invited Robert Vickers, a nationally recognized expert in fundraising to facilitate a series of virtual workshops to teach our aging network partners how to write grants. Over sixty entities participated in these workshops.
- 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), the Alliance for a Healthier South Carolina, Office of Regulatory Staff, Revolution D, Palmetto Care Connections, Digital Equity Collaborative, Commission on Minority Affairs, SC Arts Commission, SC Girl Scouts, National Federation for the Blind- SC Chapter, MUSC – Division of Occupational Therapy, SC Victims Assistance Network, MUSC School of Nursing's SC Safe Seniors Program, SC Brain Injury Association, SC Spinal Cord Association, Christian Action Council , and DHEC's Building Resilient Inclusive Communities Task Force.

#### **Area Agencies on Aging Significant 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 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 Upper Savannah AAA providers in McCormick & Edgefield partnered with Senior Resources/Blue Cross Blue Shield of South Carolina and the Blue Cross Blue Shield of South Carolina Foundation to distribute 5000 emergency meals over a five week period to older adults 60 and older during COVID-19 State of Emergency.
- 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.

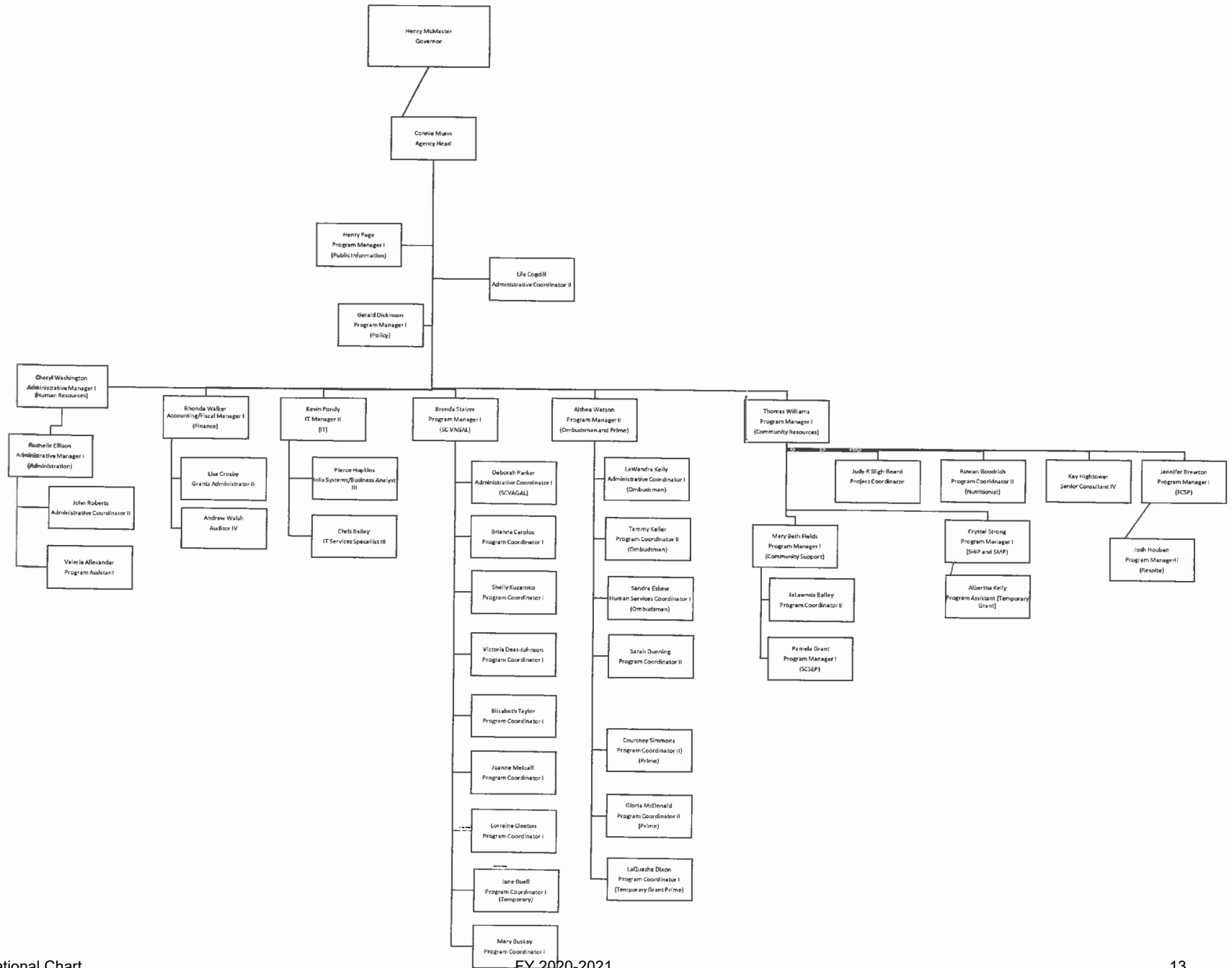
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- The Central Midlands AAA supported one of their providers in a unique, innovative partnership with a local restaurant to distribute over 100 vouchers to 300 seniors. They were selected based on a screening tool for food insecurity drive thru event.
- The Lower Savannah AAA worked with the Savannah River Site Retirement Association to assist 2,929 senior clients with Medicare services.
- The Lower Savannah AAAs 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.
- The Santee-Lynches AAA supported the local efforts of one of their providers in a rural county to offer “Project Are You OK”. During the height of the COVID-19 Pandemic, the combined efforts of a local community group and the aging meals provider gave seniors a chance to notify those delivering the meals whether they were okay or they needed assistance. While the older adults were socially distancing and remaining at home, this project allowed the clients to put a green thumbs up indicating all was well or a red thumbs down, meaning they needed assistance, for example with grocery pick up or a phone call to chat. The clients were all provided with emergency numbers and instructions to call 911 in the event of an emergency.
- The Pee Dee AAA worked with the police departments, local churches and schools to conduct wellness calls during the COVID-19 Pandemic to the seniors who lived alone and were socially isolated. These groups also assisted with food pickup for the seniors.
- The Waccamaw AAAs providers continuously engaged seniors in their homes with various activities that kept them active while most were socially isolated. These activities were delivered with their meals each week. While the senior centers were closed, the sites offered virtual bingo, exercise classes and group chat calls.
- The Waccamaw AAA supported the efforts of their providers who met the PPE needs of their senior clients by distributing baskets of personal goods and also the need for cleaning supplies by delivering a five gallon bucket full of cleaning and household supplies to the seniors.
- 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 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.

<b>AGENCY NAME:</b>	<b>DEPARTMENT ON AGING</b>		
<b>AGENCY CODE:</b>	<b>L060</b>	<b>SECTION:</b>	<b>040</b>

#### Aging Service Performance Measures

Program/Service	2020	2021
Unique Clients (excluding clients seeing information)	22,999	24,823
Home Delivered Meal Clients	13,067	17,452
Home Delivered Total Meals	1,921,325	2,447,009
Group Dining Clients	8,156	7,729
Group Dining Total Meals	707,815	512,341
Transportation Miles	584,332	442,336
Homemaker Clients (includes Homemaker and Chore)	2,645	2,036
Information & Referral clients	28,023 (new data and reporting system put in place.)	30,506
Information & Referral Outreach Events	232	240
Senior Health Insurance Program (SHIP) Total Contacts	16,740	13,892
Senior Medicare Program Events	232	177
Ombudsman Complaints Investigated	3,455	3,555
Ombudsman Routine Visits	2,481	1,927
Legal Cases Opened	1,740	1618
Legal Cases Closed	1,693	1678
Vulnerable Adult Guardian ad Litem Cases	701	558
Vulnerable Adult Guardian ad Litem trainings	2 trainings for 36 volunteers	7 trainings for 30 volunteers
Vulnerable Adult Guardian ad Litem Outreach Events	8	12
Family Caregiver Support Program Contacts	3,513	5390
Total Caregiver Respite Clients	2,909	3653
Total Caregiver Support Groups/Caregiver Trainings	405 (Training numbers are lower due to COVID-19 closings)	1999 (Training done virtual during COVID-19 office closings)
Total Senior Community Employment Program participants	114 slots, 118 active participants	112 Slots, 97 active participants
Total Senior Community Employment Program participants employed	30 (earning \$10.45 per hour)	10 (\$10.00 per hour)



FY 2020-2021 Agency Accountability Report  
**FY2020-21 Strategic Plan Results:**

<p>These responses were submitted for the FY 2020-2021 Accountability Report by the  <b>DEPARTMENT ON AGING</b></p>	
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Goal	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.
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Strategy	1.1
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Statewide Enterprise Objective	
1	Improve the efficiency of the state's operations and reduce costs.
2	Enhance the quality of public services and programs.
3	Strengthen the state's financial management and budgetary control.
4	Improve the state's infrastructure and transportation systems.
5	Enhance the state's environmental protection and natural resource management.
6	Strengthen the state's public safety and law enforcement.
7	Improve the state's health care and social services.
8	Enhance the state's economic development and job creation.
9	Strengthen the state's education system and workforce development.
10	Improve the state's housing and community development.
11	Enhance the state's cultural and historical preservation.
12	Strengthen the state's international relations and trade.
13	Improve the state's information technology and digital infrastructure.
14	Enhance the state's public participation and transparency.
15	Strengthen the state's disaster preparedness and response.
16	Improve the state's energy and environmental sustainability.
17	Enhance the state's public health and safety.
18	Strengthen the state's economic and social equity.
19	Improve the state's infrastructure and transportation systems.
20	Enhance the state's environmental protection and natural resource management.
21	Strengthen the state's public safety and law enforcement.
22	Improve the state's health care and social services.
23	Enhance the state's economic development and job creation.
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94	Improve the state's infrastructure and transportation systems.
95	Enhance the state's environmental protection and natural resource management.
96	Strengthen the state's public safety and law enforcement.
97	Improve the state's health care and social services.
98	Enhance the state's economic development and job creation.
99	Strengthen the state's education system and workforce development.
100	Improve the state's housing and community development.

Provide services to seniors that aid them in remaining at home safely and independently for as long as possible.

Government and Citizens
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These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT ON AGING														
Goal	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.													
Strategy	1.2										Statewide Enterprise Objective			
Empower older adults and their families by providing informational services.											Government and Citizens			
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
1.2.1	Total Information and Referral/Assistance (I&R/A) clients served. Targets are based on need.	28000	28000	30506	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	SC ACT	Visionlink	SC Older Adults, people with disabilities, and their family caregivers	To be connected with community resources	0500.200100.000 0500.204000X000	85% federal funding 15% Match HCBS funding
1.2.2	Total Information and Referral/Assistance (I&R/A) outreach events.	330	330	240	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	SC ACT	Visionlink	SC Older Adults, people with disabilities, and their family caregivers	To provide education and information on community resources.	0500.200100.000 0500.204000X000	85% federal funding 15% Match HCBS funding

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT ON AGING														
Goal	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.													
Strategy	1.3										Statewide Enterprise Objective			
Provide respite and family caregiver support.											Government and Citizens			
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
1.3.1	Total Family Caregiver Support Program contacts (Services are based on need and funding availability).	3513	3513	5390	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of contacts	AIM and the SC Caregiver Data System	Amazon Web Services (AWS)	Family Caregivers	Assist Family Caregivers with connection to resources.	0500.200100.000 0500.203000X00	75% federal funding 25% Match funding family caregivers
1.3.2	Total caregiver respite clients (Services are based on need and funding availability).	2909	2909	3653	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	AIM and the SC Caregiver Data System	Amazon Web Services (AWS)	Family Caregivers	Assist Family Caregivers with connection to respite.	0500.200100.000 0500.203000X00	75% federal funding 25% Match funding family caregivers
1.3.3	Total counseling, support groups/caregiver Training.	405	405	1999	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	AIM and the SC Caregiver Data System	Amazon Web Services (AWS)	Family Caregivers	Assist Family Caregivers with connection to support and training.	0500.200100.000 0500.203000X00	75% federal funding 25% Match funding family caregivers



These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT ON AGING														
Goal	Maintain effective and responsible management of OAA services offered through the SCDOA and within the 10 public service areas in South Carolina.													
Strategy	2.1										Statewide Enterprise Objective			
Set sound fiscal and business practices/protocols for the Department on Aging and its Aging Network.											Government and Citizens			
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
2.1.1	Review census data to update weighted targets of the federal Interstate Funding Formula.	0%	100%	100%	Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Census data	Census Bureau servers	The Aging Network	Funds distribution		
2.1.2	Monthly monitoring, reviewing, and approval of AAA's Payment Request Forms by fiscal and programmatic staff.	120	120	120	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	AIM and SC DOA Data Processes				0100.000000.000	
2.1.3	Fiscal monitoring of the Area Agencies on Aging, sub-recipients, and contractors.	10	10	10	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	AIM and SC DOA Data Processes				0100.000000.000	
2.1.4	Compliance monitoring of the Area Agencies on Aging.	10	10	10	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	AIM and SC DOA Data Processes				0100.000000.000	
2.1.5	Programmatic Monitoring of programs and services at the AAAs level.	90	90	90	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	AIM and SC DOA Data Processes	Program managers keep records of all monitoring of AAA's	Administration on Community Living (ACL)	Oversight and technical assistance	0500.200100.000	100% fedreal funding

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT ON AGING														
Goal	Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect, and exploitation.													
Strategy	3.1									Statewide Enterprise Objective				
Increase access and awareness to programs and services to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.										Healthy and Safe Families				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.1.1	Ombudsman Complaints Investigated. Services are based on need.	7000	7000	3555	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of investigations	NORS (National Ombudsman Reporting System)	Federal NORS servers	Residents of care facilities	Support in cases of abuse, neglect, and exploitation	0500.200100.000	100% fedreal funding
3.1.2	Total number of Ombudsman routine visits. Services are based on need.	6909	6909	1927	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of visits	NORS (National Ombudsman Reporting System)	Federal NORS servers	Residents of care facilities	Establishment of a rapport with Ombudsmen	0500.200100.000	100% fedreal funding
3.1.3	Number of Ombudsman consultations provided. Services are based on need.	2200	2200	4799	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of contacts	NORS (National Ombudsman Reporting System)	Federal NORS servers	Residents of care facilities	Support in cases of abuse, neglect, and exploitation	0500.200100.000	100% fedreal funding
3.1.4	Total number of Ombudsman trainings provided.	110	110	69	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	NORS (National Ombudsman Reporting System)	Federal NORS servers	Ombudsman Staff	Knowledge, skills, and ability to be an effective Ombudsman.	0100.000000.000	Different cost center than regular Admin staff-L060B0010

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT ON AGING														
Goal	Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect, and exploitation.													
Strategy	3.2									Statewide Enterprise Objective				
Provide Guardian ad Litem services to vulnerable adults.										Healthy and Safe Families				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.2.1	Total Vulnerable Adult Guardian ad Litem trainings.	4	4	7	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Guardian ad Litem data system	Amazon Web Services (AWS)	Vulnerable Adults Guardian Ad Litem Volunteers	Knowledge, skills, and ability to be an effective guardian ad litem	0500.200100.000	100% fedreal funding
3.2.2	Total Vulnerable Adult Guardian ad Litem volunteers.	40	40	30	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of volunteers	Guardian ad Litem data system	Amazon Web Services (AWS)	Adult	The desire to serve and advocate on behalf of vulnerable adults	0500.200100.000	100% fedreal funding
3.2.3	Total Vulnerable Adult Guardian ad Litem outreach events.	12	12	12	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Guardian ad Litem data system	Amazon Web Services (AWS)	Adult	To recruit volunteers and increase awareness of the program	0500.200100.000	100% fedreal funding
3.2.4	Total Vulnerable Adult Guardian ad Litem cases. Cases are based on need.	672	672	558	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of cases	Guardian ad Litem data system	Amazon Web Services (AWS)	Vulnerable adults under the custody of Adult Protective Services	Representation and advocacy of the adults best interests	0500.200100.000	100% fedreal funding



FY 2020-2021 Agency Accountability Report <b>FY2021-22 Strategic Plan:</b>	
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These responses were submitted for the FY 2020-2021 Accountability Report by the	
DEPARTMENT ON AGING	

Goal	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.
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Strategy	1.1	Statewide Enterprise Objective
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Provide services to seniors that aid them in remaining at home safely and independently for as long as possible.	Government and Citizens
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These responses were submitted for the FY 2020-2021 Accountability Report by the														
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Goal	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.													
Strategy	1.3										Statewide Enterprise Objective			
Provide respite and family caregiver support.										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
1.3.1	Total Family Caregiver Support Program contacts (Services are based on need and funding availability).	5390	5390		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of contacts	AIM and the SC Caregiver Data System	Amazon Web Services (AWS)	Family Caregivers	Assist Family Caregivers with connection to resources.	0500.200100.000 0500.203000X00	
1.3.2	Total caregiver respite clients (Services are based on need and funding availability).	3653	3653		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	AIM and the SC Caregiver Data System	Amazon Web Services (AWS)	Family Caregivers	Assist Family Caregivers with connection to respite.	0500.200100.000 0500.203000X00	
1.3.3	Total counseling, support groups/caregiver Training.	1999	1999		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	AIM and the SC Caregiver Data System	Amazon Web Services (AWS)	Family Caregivers	Assist Family Caregivers with connection to support and training.	0500.200100.000 0500.203000X00	

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Goal	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.													
Strategy	1.4										Statewide Enterprise Objective			
Provide services that offer seniors and their caregivers with current information regarding insurance and Medicare.										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
1.4.1	Total contacts for the State Health Insurance Assistance Program (SHIP) (Service targets are based on need).	13892	13892		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of contacts	SHIP Tracking and Reporting System (STARS)	Federal STARS Servers	Medicare beneficiaries	To make informed decisions on Medicare.	0500.200100.000	
1.4.2	Total number of outreach events for the Senior Medicare Patrol (SMP).	177	177		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	SHIP Tracking and Reporting System (STARS)	Federal STARS Servers	Medicare beneficiaries	Information on and protection against Medicare fraud.	0500.200100.000	
1.4.3	Total number of people reached through the senior Medicare Patrol (SMP).	19401	19401		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of contacts	SHIP Tracking and Reporting System (STARS)	Federal STARS Servers	Medicare beneficiaries	Information on and protection against Medicare fraud.	0500.200100.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT ON AGING														
Goal Maintain effective and responsible management of OAA services offered through the SCDOA and within the 10 public service areas in South Carolina.														
Strategy 2.1										Statewide Enterprise Objective				
Set sound fiscal and business practices/protocols for the Department on Aging and its Aging Network.										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
2.1.1	Review census data to update weighted targets of the federal Interstate Funding Formula.	100%	100%		Percent Complete	Complete	State Fiscal Year (July 1 - June 30).	Percent complete as determined by the agency.	Census data	Census Bureau servers	The Aging Network	Funds distribution		
2.1.2	Monthly monitoring, reviewing, and approval of AAA's Payment Request Forms by fiscal and programmatic staff.	120	120		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	AIM and SC DOA Data Processes				0100.000000.000	
2.1.3	Fiscal monitoring of the Area Agencies on Aging, sub-recipients, and contractors.	10	10		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	AIM and SC DOA Data Processes				0100.000000.000	
2.1.4	Compliance monitoring of the Area Agencies on Aging.	10	10		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	AIM and SC DOA Data Processes				0100.000000.000	
2.1.5	Programmatic Monitoring of programs and services at the AAAs level.	90	90		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	AIM and SC DOA Data Processes	Program managers keep records of all monitoring of AAA's	Administration on Community Living (ACL)	Oversight and technical assistance	0500.200100.000	



These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT ON AGING														
Goal		Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect, and exploitation.												
Strategy	3.2									Statewide Enterprise Objective				
Provide Guardian ad Litem services to vulnerable adults.										Healthy and Safe Families				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.2.1	Total Vulnerable Adult Guardian ad Litem trainings.	7	7		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Guardian ad Litem data system	Amazon Web Services (AWS)	Vulnerable Adults Guardian Ad Litem Volunteers	Knowledge, skills, and ability to be an effective guardian ad litem	0500.200100.000	
3.2.2	Total Vulnerable Adult Guardian ad Litem volunteers.	30	30		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of volunteers	Guardian ad Litem data system	Amazon Web Services (AWS)	Adult	The desire to serve and advocate on behalf of vulnerable adults	0500.200100.000	
3.2.3	Total Vulnerable Adult Guardian ad Litem outreach events.	12	12		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Guardian ad Litem data system	Amazon Web Services (AWS)	Adult	To recruit volunteers and increase awareness of the program	0500.200100.000	
3.2.4	Total Vulnerable Adult Guardian ad Litem cases. Cases are based on need.	558	558		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of cases	Guardian ad Litem data system	Amazon Web Services (AWS)	Vulnerable adults under the custody of Adult Protective Services	Representation and advocacy of the adults best interests	0500.200100.000	

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DEPARTMENT ON AGING														
Goal	Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect, and exploitation.													
Strategy	3.3									Statewide Enterprise Objective				
Provide Legal Services										Healthy and Safe Families				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.3.1	Total Legal Services Cases Opened. Services are based on need.	1618	1618		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of cases			SC older adults		0100.000000.000	
3.3.2	Total Legal Services Cases Closed	1678	1678		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of cases			SC older adults		0100.000000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the														
DEPARTMENT ON AGING														
Goal Allow high risk older adults to live independently in their homes for as long as possible and provide a cost-effective way to safely age in place.														
Strategy 4.1										Statewide Enterprise Objective				
Assess homes for safety risks and barriers which limit ADLs/IDLs.										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.1.1	Total homes assessed for modifications	167	167		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of contacts	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	SC older adults	Maintain independence of older adults	0500.200100.000	





FY 2020-2021 Agency Accountability Report  
Budget Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT ON AGING

			FY 2020-21 Expenditures (Actual)				FY 2021-22 Expenditures (Projected)			
State Funded Program Number	State Funded Program Title	Description of State Funded Program	General	Other	Federal	TOTAL	General	Other	Federal	TOTAL
0100.000000.000	Administration	Administration	\$1,268,873.00	\$40,036.00	\$1,523,957.00	\$2,832,866.00	\$1,685,681.00	\$555,197.00	\$1,944,508.00	\$4,185,386.00
0500.200100.000	Aging Assistance	Aging Assistance	\$718,178.00	\$2,291,659.00	\$34,519,762.00	\$37,529,599.00	\$2,099,592.00	\$5,409,100.00	\$24,979,332.00	\$32,488,024.00
0500.201500X000	Alzheimers	Alzheimer's	\$67,684.00			\$67,684.00	\$150,000.00			\$150,000.00
0500.202000X000	Geriatric Physician Loan Program	Geriatric Physician Loan Program	\$35,000.00			\$35,000.00	\$35,000.00			\$35,000.00
0500.203000X000	Family Caregivers	Family Caregivers	\$919,202.00			\$919,202.00	\$2,400,000.00			\$2,400,000.00
0500.203500X000	Silver Haired Legislature	Silver Haired Legislature					\$15,000.00			\$15,000.00
0500.204000X000	Home and Community Based Services	Home and Community Based Services	\$8,789,015.00			\$8,789,015.00	\$10,972,000.00			\$10,972,000.00
0500.300100.000	Adult Guardian ad Litem	Adult Guardian ad Litem	\$639,532.00			\$639,532.00	\$928,132.00			\$928,132.00
9500.050000.000	State Employer Contributions	State Employer Contributions	\$572,978.00	\$10,297.00	\$463,134.00	\$1,046,409.00	\$660,867.00	\$90,000.00	\$426,083.00	\$1,176,950.00

FY 2020-2021 Agency Accountability Report

Legal Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

DEPARTMENT ON AGING

Description	Purpose	Law Number	Jurisdiction	Type	Notes
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.	Distribute funding to another entity	42 U.S.C. § 1395b-4; 42 U.S.C. § 3012(b)(8)(E); 42 U.S.C. §3030(d)(a)(6)(A); 42 U.S.C. 3030d(a)(9)	Federal	Statute	
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.	Requires a service	42 U.S.C. § 3026(a)(2)(C); 42 U.S.C. § 3027(a)(11); 42 U.S.C. § 3027(a)(13); 42 U.S.C. § 3027(a)(24); 42 U.S.C. § 3030d(a)(16); 42 U.S.C. §3032i(a)-(c); 42 U.S.C. §3058j	Federal	Statute	Yes
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.	Distribute funding to another entity	42 U.S.C. § 3030d	Federal	Statute	
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.	Distribute funding to another entity	42 U.S.C. § 3030m; 42 U.S.C. § 3030n	Federal	Statute	

These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT ON AGING

Description	Purpose	Law Number	Jurisdiction	Type	Notes
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.	Distribute funding to another entity	42 U.S.C. § 3030s; 42 U.S.C. § 3030s-1; 42 U.S.C. § 3030s-2	Federal	Statute	
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.	Requires a service	42 U.S.C. § 3058g(a)(3)(A)	State	Statute	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.

**These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT ON AGING**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
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.	Distribute funding to another entity	42 U.S.C. §§ 300ii - 300ii-4	Federal	Statute	
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.	Distribute funding to another entity	42 U.S.C. §§ 3056-3056p; 42 U.S.C. § 3030d(a)(12)	Federal	Statute	
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.	Requires a service	42 U.S.C. §1315a	Federal	Statute	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.

**These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT ON AGING**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
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.	Distribute funding to another entity	42 U.S.C. 3030d-21; 42 U.S.C. § 3030e; 42 U.S.C. § 3030f; 42 U.S.C. § 3030g; 42 U.S.C. § 3030g-21; 42 U.S.C. § 3030g-22	Federal	Statute	
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.	Distribute funding to another entity	Proviso 40.1	State	FY 2019-20 Proviso	
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.	Distribute funding to another entity	Proviso 40.2	State	FY 2019-20 Proviso	
The Department on Aging is authorized to receive and expend registration fees for educational, training and certification programs.	Requires a service	Proviso 40.3	State	FY 2019-20 Proviso	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.	Requires a service	Proviso 40.4	State	FY 2019-20 Proviso	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.	Requires a service	Proviso 40.5	State	FY 2019-20 Proviso	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.	Requires a manner of delivery	Proviso 40.6	State	FY 2019-20 Proviso	

**These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT ON AGING**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
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.	Requires a manner of delivery	Proviso 40.7	State	FY 2019-20 Proviso	
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.	Requires a manner of delivery	Proviso 40.8	State	FY 2019-20 Proviso	
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.	Report our agency must/may provide	SC Acts and Joint Resolutions 2018, Act No. 291.	State	Statute	
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.	Distribute funding to another entity	Section 12-21-4200, Section 43-31-40 (k)	State	Statute	
The Department on Aging manages, processes, and responds to all Freedom of Information Act request as prescribed by South Carolina state law.	Requires a service	Section 30-4-10 et. seq.	State	Statute	Yes
Coordinate and host the South Carolina Advisory Council on Aging.	Board, commission, or committee on which someone from our agency must/may serve	Section 43-21-10; Section 43-21-20	State	Statute	
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.	Not related to agency deliverable	Section 43-21-120	State	Statute	
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.	Report our agency must/may provide	Section 43-21-130; Section 43-21-140; and Section 43-21-150	State	Statute	

**These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT ON AGING**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
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.	Distribute funding to another entity	Section 43-21-160	State	Statute	
Provide funding through budget line item to the Silver Haired Legislature.	Distribute funding to another entity	Section 43-21-190	State	Statute	
The Department on Aging administers the Geriatric Physician Loan Forgiveness Program which provide state funds to repay loans incurred by physicians licensed to practice in the State of South Carolina who have completed a fellowship training program or who are in the process of completing a training program in geriatrics or geriatric psychiatry accredited by the Accreditation Council for Graduate Medical Education. The Department on Aging executes a contract with physicians who agree to practice in the state for no less than five years immediately following completion of his/her fellowship; agree to accept Medicare and Medicaid patients; accept reimbursement or contractually binding rates and not to discriminate against patients based on their ability to pay.	Distribute funding to another entity	Section 43-21-200	State	Statute	
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.	Requires a service	Section 43-35-200(A); Section 43-35-220; Section 43-35-230	State	Statute	Training and supervision for guardian ad litem recruits and volunteers.
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.	Requires a service	Section 43-35-220(A); Section 43-35-45(C)	State	Statute	Advocacy for a vulnerable adults' best interests in abuse, neglect, and exploitation proceedings in family court.

These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT ON AGING

Description	Purpose	Law Number	Jurisdiction	Type	Notes
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.	Board, commission, or committee on which someone from our agency must/may serve	Section 43-35-310; Section 43-35-320; Section 43-35-330; Section 43-35-340; Section 43-35-350	State	Statute	
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.	Distribute funding to another entity	Section 44-36-310; Section 44-36-320	State	Statute	

FY 2020-2021 Agency Accountability Report  
Services Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT ON AGING

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
Supports the operations of the Department on Aging.	Government and Department on Aging staff	Aging Staff	Seniors of SC	I. Administration of the Department on Aging	Provides funding for the administration of the Department on Aging.	If no staff to monitor, complete outreach seniors don't receive services
Federal Older Americans Act programs and services, and aging services funded through state sources.	Government and citizens	SC Seniors	congregate sites, recreational centers, and Long Term Care facilities	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.	Vulnerable adults would be at higher risk of institutionalization.
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.	Government and citizens	SC Adults	SC DSS	II.B. Adult Guardian ad Litem	Provides funding for the Vulnerable Adult Guardian ad Litem program to recruit and train volunteers and staff to represent vulnerable adults who are under custody of the SC Department of Social Services because they have been abused, neglected, exploited or are no longer able to care for themselves.	Vulnerable adults would be at higher risk of abuse, neglect, self-neglect, and exploitation. APS would have to find other solutions to Guardian ad Litem representation for vulnerable adults in their custody.
Provides for employee benefits to staff at the Department on Aging.	Government and Department on Aging staff	Aging Staff	Aging Staff	III. Employee Benefits	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	If no staff to monitor, complete outreach seniors don't receive services

## Agency Partnerships Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

DEPARTMENT ON AGING

Name of Partner Entity	Type of Partner Entity	Description of Partnership
AARP SC	Non-Governmental Organization	Aging Partner
Alzheimer's Association - SC Chapter	Non-Governmental Organization	Aging Partner
SC Institute of Medicine and Public Health	Higher Education Institute	Aging Partner
USC Arnold School of Public Health /Office for the Study on Aging	Higher Education Institute	Aging Partner
Clemson University	Higher Education Institute	Aging Partner
Medical University of South Carolina	Higher Education Institute	Aging Partner
University of South Carolina College of Social Work	Higher Education Institute	Aging Partner
University of South Carolina	Higher Education Institute	Aging Partner
SC Legal Services	Non-Governmental Organization	Aging Partner
SC Bar Association	Non-Governmental Organization	Aging Partner
SC Department of Social Services / Adult Protective Services	State Government	Aging Partner
SC Advisory Council on Aging	State Government	Aging Partner
SC Veterinarian Association	Professional Association	Aging Partner
SC Fire Marshall (Fire Safe SC)	State Government	Aging Partner
Aging (Joint Legislative Committee on Aging)	State Government	Aging Partner
SC Elks Association	Professional Association	Aging Partner
Harvest Hope Food Bank	Non-Governmental Organization	Aging Partner
SC Association of Council on Aging Directors (SCACAD)	Non-Governmental Organization	Aging Partner
Southeast Association of Area Agencies on Aging (SE4A)	Non-Governmental Organization	Aging Partner
National Association of Area Agencies on Aging (N4A)	Non-Governmental Organization	Aging Partner
National Institute of Senior Centers (NISC)	Non-Governmental Organization	Aging Partner
National Council on Aging (NCOA)	Non-Governmental Organization	Aging Partner
SC Emergency Management Division	State Government	Aging Partner
Walgreens Corporation	Private Business Organization	Aging Partner
SC Blue Cross Blue Shield	Private Business Organization	Aging Partner
American Red Cross	Non-Governmental Organization	Aging Partner
Salvation Army	Non-Governmental Organization	Aging Partner
Family Connection of SC	Non-Governmental Organization	Aging Partner
National Meals on Wheels	Non-Governmental Organization	Aging Partner
AIRS (Alliance of Information and Referral Specialists)	Non-Governmental Organization	Aging Partner
SC Attorney Generals' Office (Medicaid Fraud)	State Government	Aging Partner
SC Department of Health and Human Services (Medicaid)	State Government	Aging Partner
SC Department of Education	State Government	Aging Partner
SC Department of Corrections	State Government	Aging Partner
SC Department of Disabilities and Special Needs	State Government	Aging Partner
CMS (Center for Medicare and Medicaid Services)	Federal Government	Aging Partner
Consumer Voice	Non-Governmental Organization	Aging Partner
National Association of State Ombudsman Program	Professional Association	Aging Partner
SC Department of Transportation	State Government	Aging Partner
SC Protection and Advocacy	State Government	Aging Partner
ADvancing States	Non-Governmental Organization	Aging Partner
SCARN (SC Aging Research Network)	Professional Association	Aging Partner

These responses were submitted for the FY 2020-2021 Accountability Report by the

DEPARTMENT ON AGING

Name of Partner Entity	Type of Partner Entity	Description of Partnership
SC Respite Coalition	Non-Governmental Organization	Aging Partner and service contractor
Appalachian Area Agency on Aging	Local Government	Contracted Services
Upper Savannah Area Agency on Aging	Local Government	Contracted Services
Catawba Area Agency on Aging	Non-Governmental Organization	Contracted Services
Central Midlands Area Agency on Aging	Local Government	Contracted Services
Lower Savannah Area Agency on Aging	Local Government	Contracted Services
Santee-Lynches Area Agency on Aging	Local Government	Contracted Services
Vantage Point-Care South Area Agency on Aging (Pee Dee)	Private Business Organization	Contracted Services
Waccamaw Area Agency on Aging	Local Government	Contracted Services
Trident Area Agency on Aging	Non-Governmental Organization	Contracted Services
Lowcountry Area Agency on Aging	Local Government	Contracted Services
Regional contracted service providers	Non-Governmental Organization	Contracted Services
Administration for Community Living	Federal Government	Funding entity
U.S. Department of Labor	Federal Government	Funding entity
Center for Medicaid and Medicare Services	Federal Government	Funding entity
SC Thrive	Non-Governmental Organization	Aging Partner
SC Hospital Association	Non-Governmental Organization	Aging Partner
ABLE SC	Non-Governmental Organization	Aging Partner
Absolute Total Care	Non-Governmental Organization	Aging Partner Prime Ombudsman Program
Molina Health	Non-Governmental Organization	Aging Partner Prime Ombudsman Program
Sincere HomeOwners United Together (SHOUT)	Non-Governmental Organization	Aging Partner Long Term Care Ombudsman Program
Leading Age	Non-Governmental Organization	Aging Partner Long Term Care Ombudsman Program
SC Assisted Living Association (SCALA)	Non-Governmental Organization	Aging Partner Long Term Care Ombudsman Program
The Cooperative Ministry	Non-Governmental Organization	Aging Partner Long Term Care Ombudsman Program
Department of Veterans affairs	Non-Governmental Organization	Aging Partner
Palmetto Care Connections	Non-Profit Organization	Contracted Services
Womens Missionary Society	Non-Profit Organization	Aging Partner
Goodwill	Non-Profit Organization	Aging Partner
Department of Insurance	State Government	Aging Partner SHIP
Social Security Administration	Federal Government	Aging Partner SHIP
Leeza's Care Connection	Non-Profit Organization	Aging Partner ARCC
Magnolia Memory Care	Non-Profit Organization	Aging Partner ARCC
Alzheimer's Family Services of Greater Beaufort	Non-Profit Organization	Aging Partner ARCC
Golden Corner Respite	Non-Profit Organization	Aging Partner ARCC
Respite Care Charleston	Non-Profit Organization	Aging Partner ARCC
Midlands Community Development Corp	Non-Profit Organization	Aging Partner ARCC
The Ark of Summerville	Non-Profit Organization	Aging Partner ARCC
Oconee Memorial Hospital Foundation	Non-Profit Organization	Aging Partner ARCC
Association for the Blind	Non-Profit Organization	Aging Partner ECT
Under One Roof	Non-Profit Organization	Aging Partner ECT
Anderson Interfaith Ministries	Non-Profit Organization	Aging Partner ECT

**FY 2020-2021 Agency Accountability Report  
Reports Responses:**

**These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT ON AGING**

Report Name	Law Number (If required)	Summary of Information Requested in the Report	Most Recent Submission Date	Reporting Frequency	Type of Entity	Method to Access the Report	Direct access hyperlink or agency contact
Agency Accountability Report	§1-1-810	The report "must contain the agency's or department's mission, objectives to accomplish the mission, and performance measures that show the degree to which objectives are being met." Agencies must "identify key program area descriptions and expenditures and link these to key financial and performance results measures."	10/15/2020	Annually	South Carolina state agency or agencies	Provided to LSA for posting online	
CAFR (Comprehensive Annual Finance Report)	§11-7-60	Fiscal Review		Annually	South Carolina state agency or agencies	Electronic copy available upon request	Please complete the requested contact information. Rhonda Walker, Budget Director-803-734-9917, Rwalker@aging.sc.gov
National Aging Program Information System (NAPIS)-State Reporting Tool (SRT)		Data on aging services delivered in SC. The National Aging Program Information Systems (NAPIS) is a State Reporting Tool (SRT) the Administration for Community Living (ACL)/Administration on Aging (AoA) uses to monitor performance and collect information on Older Americans Act (OAA) Title III, VI (Chapters 3 and 4 grants) and VII programs. States and Area Agencies on Aging (AAA) provide detailed information on OAA program participants, services, and expenditures annually by submitting comprehensive State Program Reports (SPR). Access to data entry and analysis tools is restricted to authorized users (state grantees and sub-grantees). Public Information collected through the SRT is reported annually and can be viewed by visiting the AGID website <a href="https://agid.acl.gov/">https://agid.acl.gov/</a> .	1/30/2021	Annually	Entity within federal government	Electronic copy available upon request	Please complete the contact information to request. Contact SCDOA IT/Data Division Manager Kevin Pondy-803-734-9942-pondyk@aging.sc.gov.
Older Americans Act Performance System, (OOAPS)	Older Americans Act, Public Law 89-73	Data on the Ombudsman Program	1/30/2021	Annually	Entity within federal government	Electronic copy available upon request	Please complete the contact information to request. Contact the SC Long Term Care Ombudsman Dale Watson-803-734-9898 dwatson@aging.sc.gov

These responses were submitted for the FY 2020-2021 Accountability Report by the  
DEPARTMENT ON AGING

Report Name	Law Number (If required)	Summary of Information Requested in the Report	Most Recent Submission Date	Reporting Frequency	Type of Entity	Method to Access the Report	Direct access hyperlink or agency contact
SFFA (Schedule of Federal Financial Assistance)	§117.94	Fiscal Review		Annually	South Carolina state agency or agencies	Electronic copy available upon request	Please complete the requested contact information. Rhonda Walker, Budget Director -803-734-9917, Rwalker@aging.sc.gov
Adult Protection Coordinating Council (APCC)	§43-35-5	Quality data reports regarding number of abuse, neglect and exploitation cases, resolution rates and referrals to law enforcement.		Quarterly	South Carolina state agency or agencies	Electronic copy available upon request	Please complete the contact information to request. Contact the SC Long Term Care Ombudsman Dale Watson-803-734-9898 dwatson@aging.sc.gov
Centers for Medicare and Medicaid Services		Programmatic report for grant entity regarding dual beneficiaries (Medicare and Medicaid)		Monthly	Entity within federal government	Electronic copy available upon request	Please complete the contact information to request. Contact the SC Long Term Care Ombudsman Dale Watson-803-734-9898 dwatson@aging.sc.gov