

2026 Annual Accountability Report

Department on Aging

Agency Code: L060

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AGENCY NAME:	South Carolina Department on Aging		
AGENCY CODE:	L060	SECTION:	040

Agency's Discussion and Analysis

The South Carolina Department on Aging (SCDOA) is mandated as the state agency for receiving and disbursing federal funds under the federal Older Americans Act (OAA) and to serve as the lead agency for programs for the aging population.

The mission and vision of the South Carolina Department on Aging address the needs of older adults, family caregivers, and vulnerable adults in South Carolina. It improves older adults' quality of life by advocating for their needs and developing resources in partnership with governments, nonprofits, and others. The SCDOA strives to help older adults live better lives, allowing them to contribute to their communities, achieve economic security, and receive support to age independently with dignity.

The Department on Aging plays a crucial role in advocating for and meeting their needs. According to the 2023 5-year American Community Survey, of South Carolina's population of 5.2 million, there are 1.3 million older adults aged 60 or older. The Department on Aging fulfills its OAA mandate by providing critical support through advocacy, facilitation, education, grant distribution, and regulation of services, ensuring that our most vulnerable population receives the assistance they need.

Beyond its service roles, the department serves as a central source for aging-related data and information, functioning as a think tank to create innovative solutions for older adults, family caregivers, and people with disabilities. With a growing number of individuals aging in place or retiring, it is vital for South Carolina to enhance and expand service delivery, raise public awareness, identify specific needs, tailor services, and remove barriers that hinder access for older adults and their caregivers.

A crucial step to addressing the rapid population growth and gaps in services is to build on external partnerships. We know that funding from the OAA was never intended to meet every need, but it was established to provide "seed money" to encourage states to build external partnerships. This is essential for meeting the needs of those on waiting lists. Implementing effective outreach methods can significantly enhance service delivery. By collaborating, communicating, and cooperating with community partners and government entities, along with the advocacy and networking efforts of community leaders, we can bridge gaps in fragmented services and improve access to services.

Strategic Planning

SCDOA is in the first year of implementation of the 2025-2028 State Plan on Aging, Bridging Gaps, Building Access: The Blueprint for Aging Services in SC. We have focused on our four focus areas.

- **Accessibility** - Improve access to essential services for older adults, adults living with disabilities, and family caregivers, especially those facing additional barriers, by enhancing service delivery, raising awareness, aligning services with needs across the state, expanding options, offering services with various cultural and social considerations, providing assistive technologies, and ensuring physical locations are fully accessible.

- **Workforce** - Enhance the support and resources available to the robust workforce surrounding aging individuals, including direct care workers, family caregivers, older workers and job seekers, volunteers, and the staff within the South Carolina Aging Network by creating a comprehensive framework that fosters collaboration, training, and recognition to ensure access to necessary tools, education, and support to thrive in each workforce role.

- **Quality of Life** - Enhance the quality of life for older adults, adults with disabilities, and family caregivers by developing and implementing responsive programs that prioritize client preferences. Develop healthy aging initiatives that support and promote comprehensive healthy aging initiatives that encourage independence and empower individuals to make choices that suit their unique needs.

- **Safety & Security** - Enhance the safety and security of older adults, adults with disabilities, and their family caregivers by fostering improvements in home and community environments by developing and advocating for community infrastructure, along with programs and services, prioritizing accessibility and safety in public spaces and at home.

South Carolina has been fortunate to receive state support that enhances core services under the Older Americans Act (OAA), helping us achieve our established goals. We have launched our Dementia Care Specialist Program, which is supported by this funding, and placed ten regional Dementia Care Specialists statewide.

Older adults, family caregivers, and individuals living with disabilities represent a significant segment of South Carolina's population, each group possessing distinct needs and required services. As a relatively small state characterized by numerous rural areas and limited resources, South Carolina faces challenges in addressing the evolving needs of its older adult population. Furthermore, the state's appeal as a desirable retirement destination adds to these complexities.

The South Carolina Department on Aging employs various methods to gather data and understand the intricate needs, preferences, and desires of older adults in the state. This analysis incorporates findings from essential assessments, planning initiatives, and evaluations conducted by the state office, regional Area Agencies on Aging (AAAs), and other esteemed partners and organizations. Such efforts include, but are not limited to, the SC4A Needs Assessment, Regional Area Plans and presentations, federal reports such as the Older Americans Act Performance System (OAAPS), Statewide Presenting and Unmet Needs data, the annual Senior Day celebration event, and the Live Healthy South Carolina's State Health Assessment Companion Report. The goals, objectives, and strategies outlined in the State Plan on Aging are aligned with insights gleaned from these reports, ongoing monitoring processes, the SCDOA's Annual Aging Summit, and regular training sessions with AAA Directors.

ARPA Expenditures - SCDOA continued to oversee ARPA expenditures and encouraged the Area Agencies on Aging to use these funds for innovative programs. We are proud of our aging network’s creativity in addressing the unmet needs of older adults. Through

these efforts, some agencies provided dental services and pest control, generating the data that enabled us to successfully secure legislative support to fund these services through our HCBS program. The ARPA funds concluded on September 30, 2025.

Partnerships

Operation Spread the Joy - For the sixth consecutive year, SCDOA partnered with the South Carolina Department of Corrections to provide holiday gifts to residents of nursing homes and assisted living facilities. As part of this ongoing tradition, inmates produced nearly 1,600 handmade items—including hats, blankets, cards, and other gifts—which were distributed to approximately 1000 residents within twenty-one participating facilities, fostering comfort and goodwill during the Christmas season.

World Elder Abuse Awareness Day (WEAAD) - Partnered and participated alongside the South Carolina Department of Social Services (DSS) to support the World Elder Abuse Awareness Day (WEAAD) initiative, raising awareness of elder abuse, neglect, and exploitation and promoting resources and reporting information statewide.

Hearts United: A Day of Connection - A community event held on May 4, 2026, at The Lourie Center in Columbia, SC, where SCDOA—which serves on the Steering Committee—partnered with the Office for the Study of Aging USC, Senior Resources, and the Richland County Sheriff's Department Project HOPE. The event raised awareness that combating social isolation requires collective action from public health leaders, community organizations, healthcare providers, faith groups, and neighbors. Across South Carolina, these entities are collaborating with researchers and communities to better understand the issue and develop solutions that build meaningful connections.

Significant Activities

Caregiver Alzheimer's Resources Division (CARD)-
Establishment of the Dementia Care Specialist Program and Expansion **-** According to the Alzheimer's Disease Registry maintained by the University of South Carolina's Office for the Study on Aging, 125,538 people in South Carolina are living with a diagnosis of dementia. In August of 2022, the SC Department on Aging utilized funds from a Public Health Workforce Grant through ACL to pilot a Dementia Care Specialist Program. In July of 2024 the state budget granted $1.1 million request to hire 10 statewide Dementia Care Specialist. To date, 10 Dementia Care Specialists have been placed regionally across the state. Our Dementia Care Specialists provide community education and support to those living with a dementia diagnosis as well as help build resources for long-term support. Our DCS teams are located within community hubs, such as libraries, technical colleges, office of rural health, and a local aging provider.

In FY26, Dementia 101: The Basics was attended by 1,107 people, Dementia 201: Positive Interactions was attended by 912. Attendees included people working in long-term care facilities, family caregivers, and the general public seeking more information. Due to demand, other dementia education events have been added to include

"Love Your Brain, Dementia Myths, and a quarterly Dementia Seminar series. All education programs combined have reached 3,623 people. The Dementia Care Specialists also provide care consultations to families living with a dementia diagnosis, in FY 26 366 care consultations were provided by the DCSs.

SCDOA conducted a statewide survey of family caregivers who participated in the Dementia 101 and Dementia 201 trainings to evaluate the effectiveness and relevance of educational opportunities. Participant feedback demonstrated strong satisfaction and positive outcomes. For Dementia 101, 93% of participants found the training extremely informative, 95% rated the presenter as knowledgeable, and 97% would recommend the training. For Dementia 201: A Positive Approach to Direct Care, 93% found the training extremely informative, 94% rated the presenter as knowledgeable, and 92% would recommend the training. Dementia 201: Positive Interactions received particularly strong results, with 98% finding the training extremely informative, 91% rating the presenter as knowledgeable, and 100% reporting that they could apply what they learned to their work and would recommend the training. These results demonstrate SCDOA's continued commitment to using stakeholder feedback to strengthen programs and provide practical education and support to caregivers and professionals serving individuals living with dementia.

The agency has done an exceptional job of seeking additional funding by acquiring discretionary grants. One of the grants awarded to support the Family Caregiver Support Program is federally and state-funded to support and provide family caregivers with respite, caregiver training and education, support groups, counseling, and resource referrals. Through a highly competitive grant application process, SCDOA was awarded the ACL Grant National Strategy to Support Family Caregivers.

Through this grant, we have implemented Trualta, a web-based family caregiver education and support platform which, since its launch in March, has 700 users statewide. Additional plans under this grant include a family caregiver self-recognition campaign and an employer toolkit for family caregiver support in the workplace.

Community Resources Division-

Home Stabilization Program - The Older Adult Home Modification Program (OAHMP), funded by the U.S. Department of Housing and Urban Development (HUD), began at the South Carolina Department on Aging (SCDOA) in October 2021 and concluded in October 2024. While the program improved the lives of many older adults in South Carolina, its reach was limited by both funding and HUD eligibility requirements. Unlike SCDOA, which serves individuals aged 60 and older, HUD restricted participation to those 62 and older. Additional requirements included home ownership, a household income at or below 80% of the local Area Median Income (AMI) or the Federal Poverty Guidelines, and residence outside of designated flood zones. Because of these restrictions, HUD approved the program in only 29 of the state's 46 counties. To address these gaps, the state-funded Home Stabilization Program was established to serve all 46 counties.

The South Carolina Department on Aging (SCDOA) administers the Home Stabilization Program, which provides minor home repairs and modifications to support older adults in maintaining safe and functional living environments. Many older adults wish to remain in

their homes for as long as possible but lack the financial resources to address necessary repairs due to limited income. The program is designed to reduce injuries, hospitalizations, and nursing home placements resulting from falls, thereby enabling older adults to age in place safely and independently. Assistance of up to $8,000 per home may be provided for a range of modifications, including the installation of wheelchair ramps, grab bars, and handrails; floor repairs; the replacement of standard toilets with comfort-height models; and the provision of adaptive equipment such as shower chairs and tub transfer benches.

The overarching vision of the program prioritizes individuals facing challenges in performing Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs), which include bathing, dressing, transferring, and meal preparation, thus facilitating greater independence. Occupational therapists collaborating within the minor home repair framework employ a person-centered approach, equipping older adults with strategies aimed at mitigating environmental hazards and providing education on fall prevention.

A critical aspect of the program is assessing fall risk among older adults. The Centers for Disease Control and Prevention (CDC) initiative, "Stopping Elderly Accidents, Deaths, & Injuries" (STEADI), offers valuable resources for fall prevention, including a structured questionnaire to identify individual fall risk. During the Area Agency on Aging (AAA) assessment process, older adults are encouraged to self-report any falls experienced within the past year, the frequency of such incidents, and any existing fear of falling. By integrating information related to ADLs, IADLs, and fall risk, aging services personnel are better equipped to assess the needs of older adults, thereby enhancing safety and well-being within their home environments.

Eligibility for the Home Stabilization Program requires that applicants are aged 60 or older and maintain residence within the State of South Carolina. Applicants must be the owner or co-owner of a single-family or manufactured/mobile home, as rental properties are not eligible for assistance. Furthermore, applicants must demonstrate a substantiated need for services, with priority consideration afforded to those whose living environments present fall risks or other significant home hazards.

Veterans' Homelessness and Transition Grant -In May 2026, SCDOA applied for and was awarded the Veterans' Homelessness and Transition Grant from the South Carolina Department of Veterans' Affairs. The grant provides eligible South Carolina veterans statewide with housing assistance, rental or utility assistance, and transitional housing for substance abuse programs.

Faith-Based Symposium - In October 2025, SCDOA held its annual Faith-Based Symposium, "Connecting My Faith and My Health," bringing together key members of the faith-based community and partner agencies, including the Alliance for a Healthier South Carolina, South Carolina Victim Assistance Network, Able SC, and the Department of Mental Health. The symposium strengthened stakeholder engagement and increased awareness of available programs, resources, and support, as demonstrated by continued participation in stakeholder meetings. Additionally, speaker requests have doubled over the last State Fiscal Year, demonstrating increased awareness of SCDOA's programs,

resources, and expertise and reflecting growing interest in the agency's role in serving older South Carolinians. The efforts to increase awareness and utilization of the GetCareSC web-based database resulted in an increase of 3,073 individuals seeking information and resources available through the platform.

Senior Community Service Employment Program (SCSEP) - SCDOA strengthened partnerships with state workforce agencies to expand employment opportunities for older adults, particularly in rural and underserved areas. Through its partnership with the South Carolina Department of Employment and Workforce (DEW), the agency's SCSEP was included in the State's Combined Workforce Plan for Program Years 2024–2027. SCSEP provides low-income adults age 55 and older with community service and work-based training to build skills and obtain unsubsidized employment.

South Carolina was recognized by the U.S. Department of Labor as one of the top-performing states for participants obtaining employment after exiting SCSEP, demonstrating the program's success in promoting workforce participation and economic independence.

SCDOA also partnered with DEW and SC WORKS to host two career fairs connecting older adults and veterans with employers, with a third planned for September in recognition of National Employ Older Workers Week. The events have resulted in on-site hires and more than 35 older adults securing unsubsidized employment.

In addition, SCDOA and DEW shared South Carolina's SCSEP best practices and innovative workforce strategies at national Southeastern Employment and Training conferences.

ElderCare Trust Fund - The ElderCare Trust Fund awards grants to non-profit organizations that create innovative programs to help older adults live in dignity in their homes, avoiding institutionalization. During the past SFY, three entities were awarded the ElderCare Trust Fund in the amount of 10,000.00 each

Geriatric Physician Loan Forgiveness Program – The Geriatric Physician Loan Forgiveness Program incentivizes physicians in the fields of geriatrics and geriatric psychiatry to practice medicine in South Carolina by helping to repay their medical school debt. Only physicians who have completed fellowships or are in the process of completing fellowships in geriatrics or geriatric psychiatry are eligible to apply. In exchange for a commitment to practice geriatric medicine in South Carolina for at least five years, eligible doctors can apply to receive a $35,000 award to help repay their medical school debt. In 2025-2026, the Geriatric Physician Loan Forgiveness Advisory Board unanimously voted to award $35,000 to a highly qualified recipient.

Accountability

The South Carolina Department on Aging (SCDOA) implements a comprehensive monitoring and programmatic evaluation framework designed to ensure the efficacy and compliance of its initiatives. This framework encompasses various activities, including Area Agencies on Aging (AAA) monitoring, targeted training sessions, technical assistance, advocacy endeavors, data analysis, and client prioritization. The insights garnered from

these processes, along with updates from the Administration for Community Living (ACL) and recommendations derived from state legislative reviews, serve to inform the agency's policy revisions, procedural updates, and long-term strategic planning.

SCDOA conducts annual on-site programmatic and fiscal monitoring of each AAA, during which the fiscal and program managers engage in direct oversight. These visits are aimed at assessing compliance with established policies, identifying exemplary programmatic successes, and diagnosing challenges that may necessitate technical assistance. Monthly, both fiscal and program teams meticulously review expenditure reports accompanied by payment request forms prior to the disbursement of funds to the AAAs. It is mandated that these payment requests are substantiated by documentation and the AAA accounting general ledger. Additionally, AAAs are responsible for overseeing their contracted service providers, ensuring that service unit data is validated before submitting payment requests to the state. In FY25-26, over 60 monitoring visits were conducted to ensure compliance of AAA partners and other federal grant recipients.

Regular training sessions held monthly or bi-monthly foster collaboration between the SCDOA and AAA program and fiscal staff. These sessions focus on program access, procedures, and developmental strategies, while also allowing for discussions on improving service delivery. Additionally, training initiatives encourage regional staff to share success stories and challenges, promoting a collaborative environment for brainstorming and identifying best practices.

The Agency Director and members of their executive leadership team collaborate with the President of the South Carolina Association of Area Agencies on Aging (SC4A) and the President of the South Carolina Association of Council on Aging Directors (SCACAD) on a monthly basis. These regularly scheduled meetings help to address communication barriers among the three levels of the aging network.

The South Carolina Department on Aging systematically analyzes findings from monitoring visits, desk-top reviews, client prioritization reports, and various data sources to ensure adherence to the stipulations outlined in the Older Americans Act, as well as to state-supported aging programs. The outcomes of these evaluations have significantly informed the SUA program staff’s efforts to align with the four strategic pillars of the State Plan, which encompass accessibility, workforce development, quality of life, and safety and security.

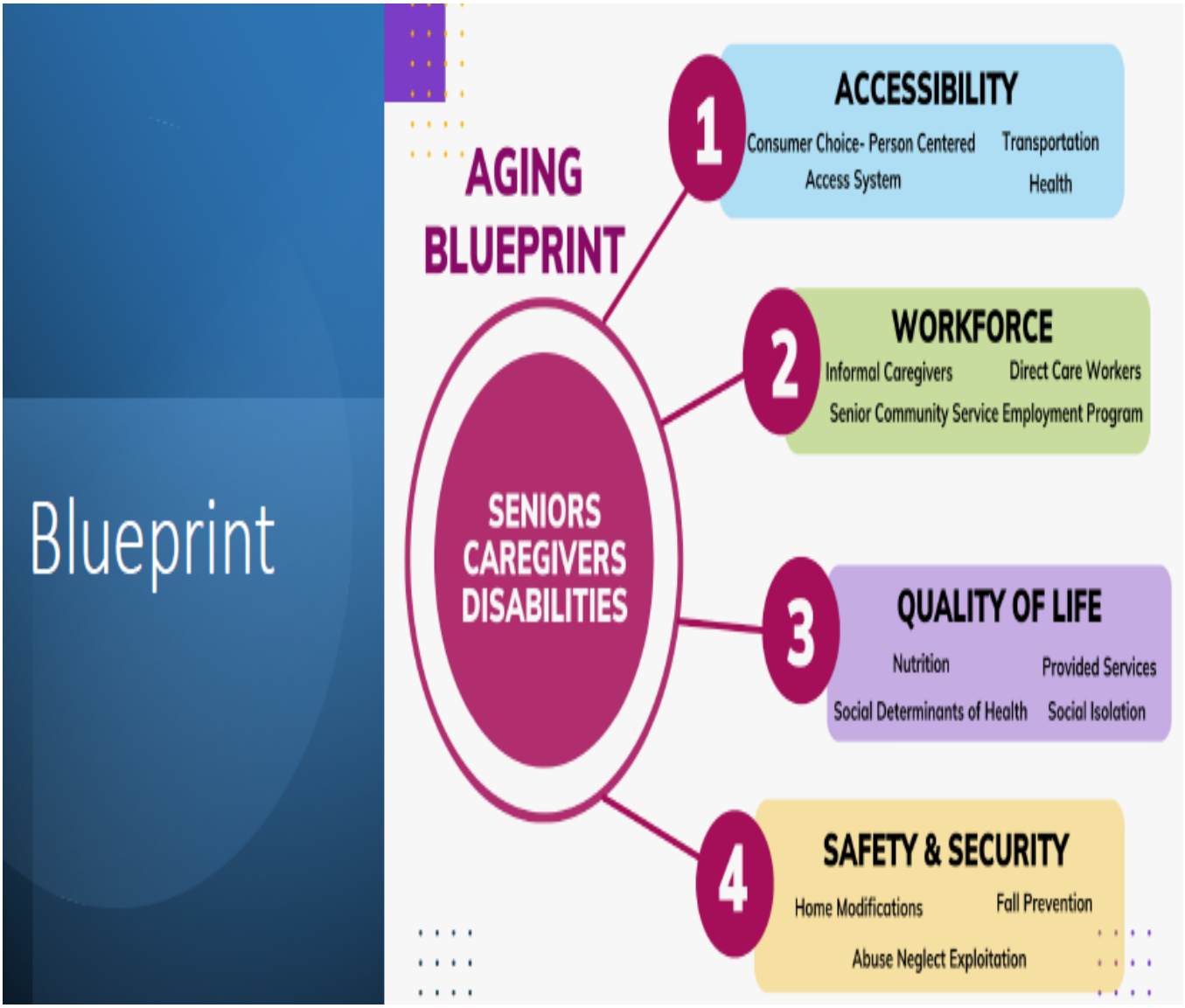
Risk Assessment and Mitigation Strategies

Our agency has continued to work with the aging network and our federal, state, and public/ private partnerships to meet the needs of our older population, which has quickly become the fastest-growing population in the US. We know that we must coordinate and collaborate with these stakeholders to meet the needs that will continue to keep our older adults, caregivers, and those with disabilities actively engaged and living healthy, independent lives while they are allowed to age in place with dignity and choice.

If the Agency is unable to accomplish its goals and objectives, it could result in declining levels of health among our older adult population and greater levels of costly

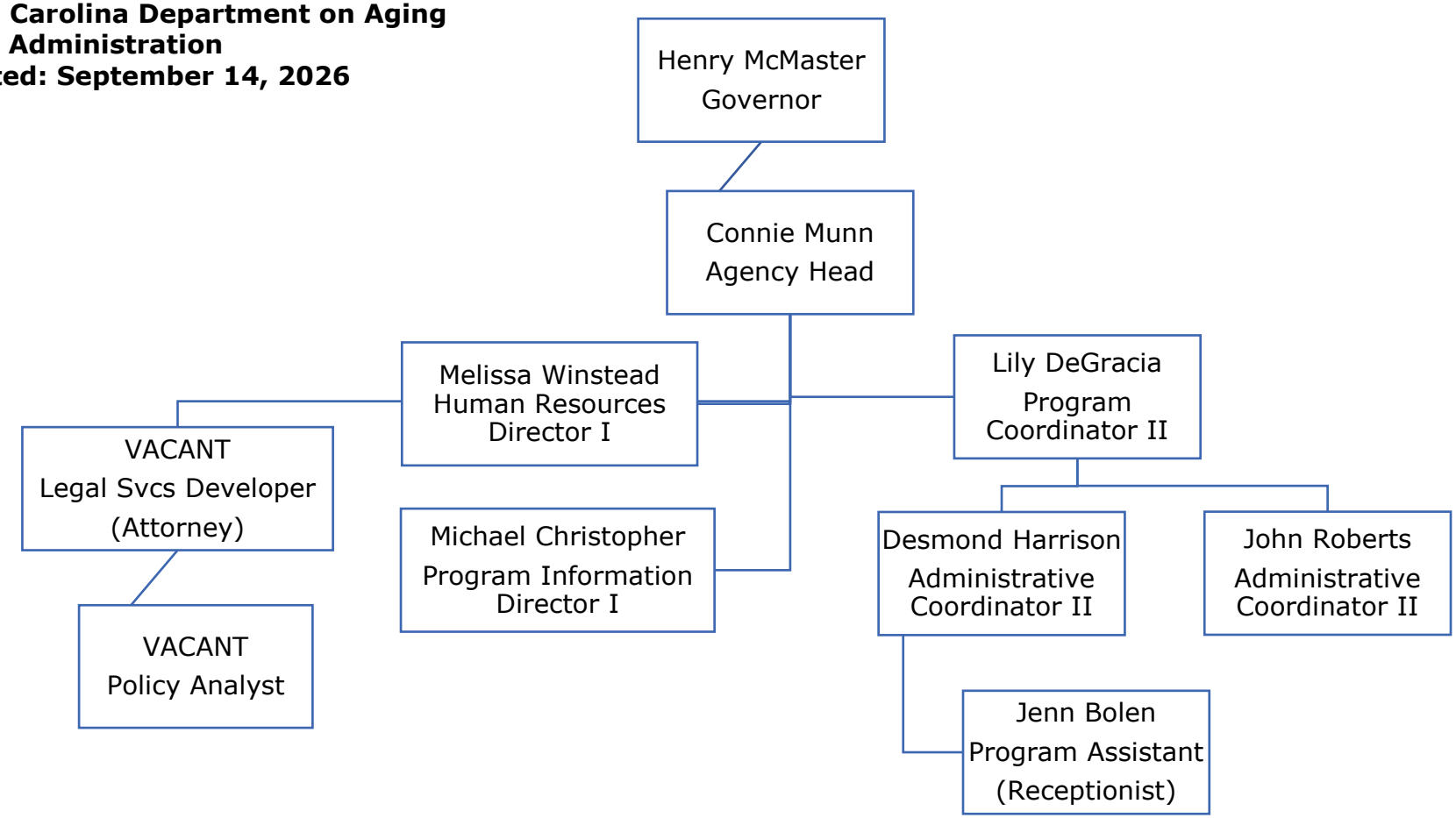
institutionalization. The home and community-based services the Agency provides through the aging network are critical to their health and well-being to remain independent and active in their homes and communities. The General Assembly has been very supportive of our funding requests to provide home and community services to our older adults and our family caregivers, and funding to continue providing for our maintenance of efforts, as well as funding positions to continue doing the work that must be done for our population we serve. By reinstating the Long-Term Care Council, it gives the agency the authority to convene the many vital cabinet agencies, stakeholders, and consumers to develop avenues that allow for a better coordinated system of services for our populations that we serve.

AGENCY NAME:	South Carolina Department on Aging		
AGENCY CODE:	L060	SECTION:	040



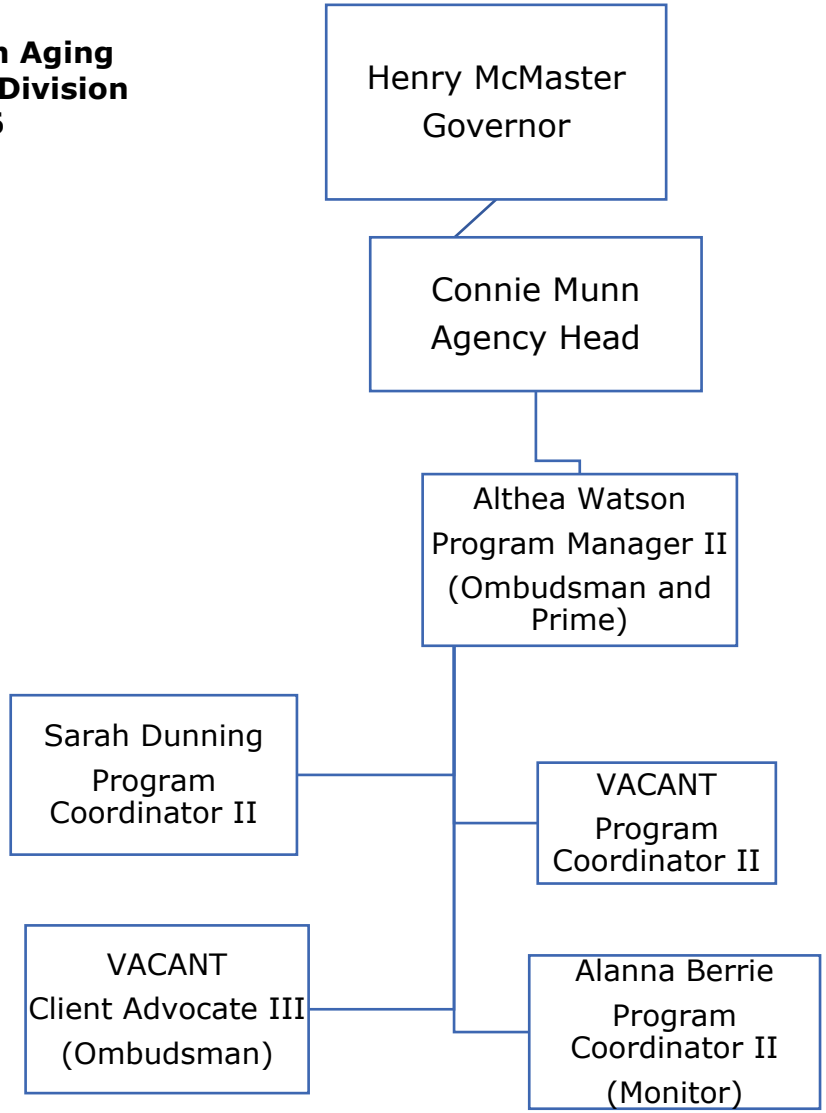
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AGENCY CODE:	L060	SECTION:	040

South Carolina Department on Aging
Aging Administration
Updated: September 14, 2026



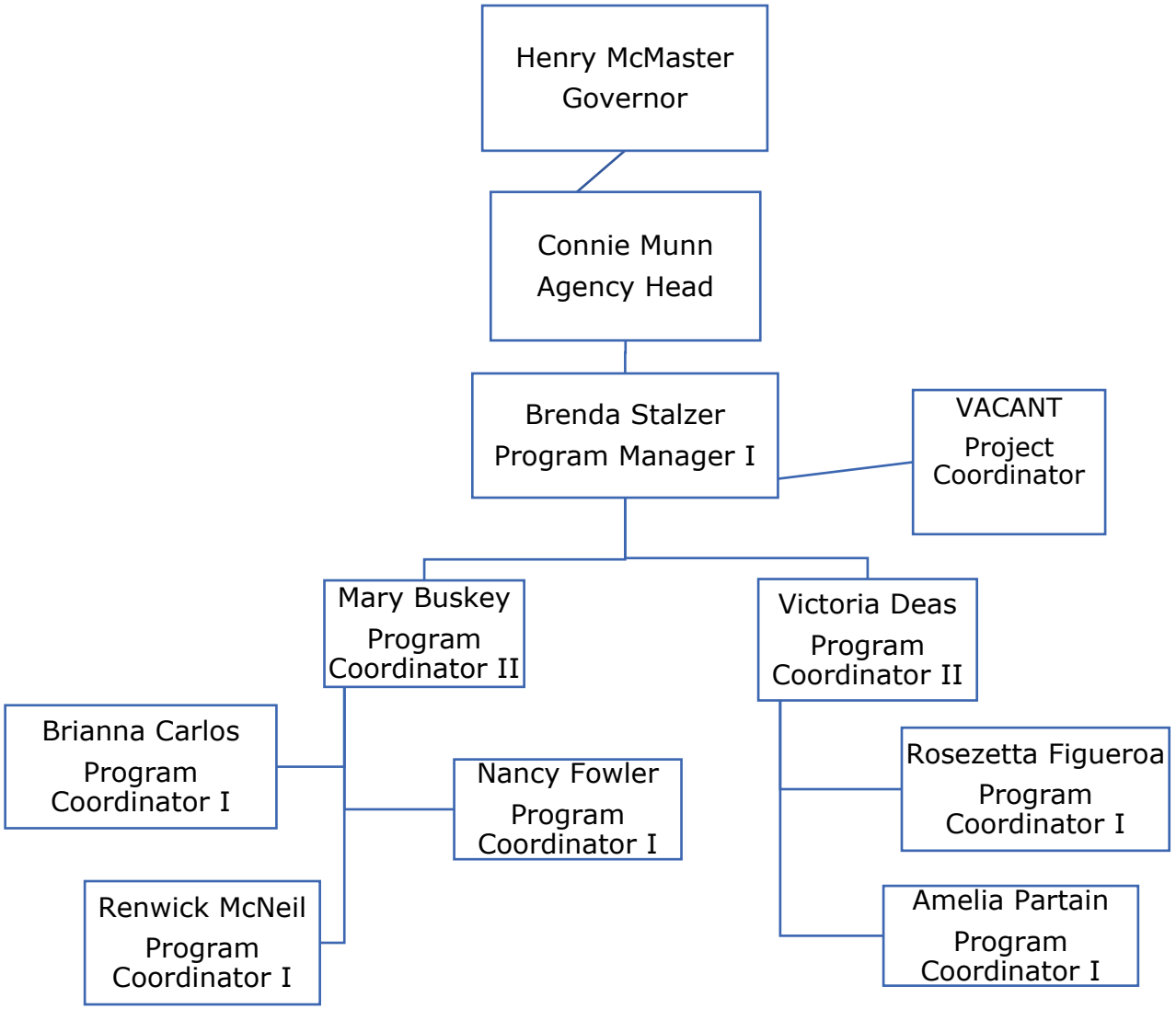
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AGENCY CODE:	Type Agency Code	L060	SECTION:	Type Agency Section Long Term Care Ombudsman Division

South Carolina Department on Aging
Long Term Care Ombudsman Division
Updated: September 14, 2026



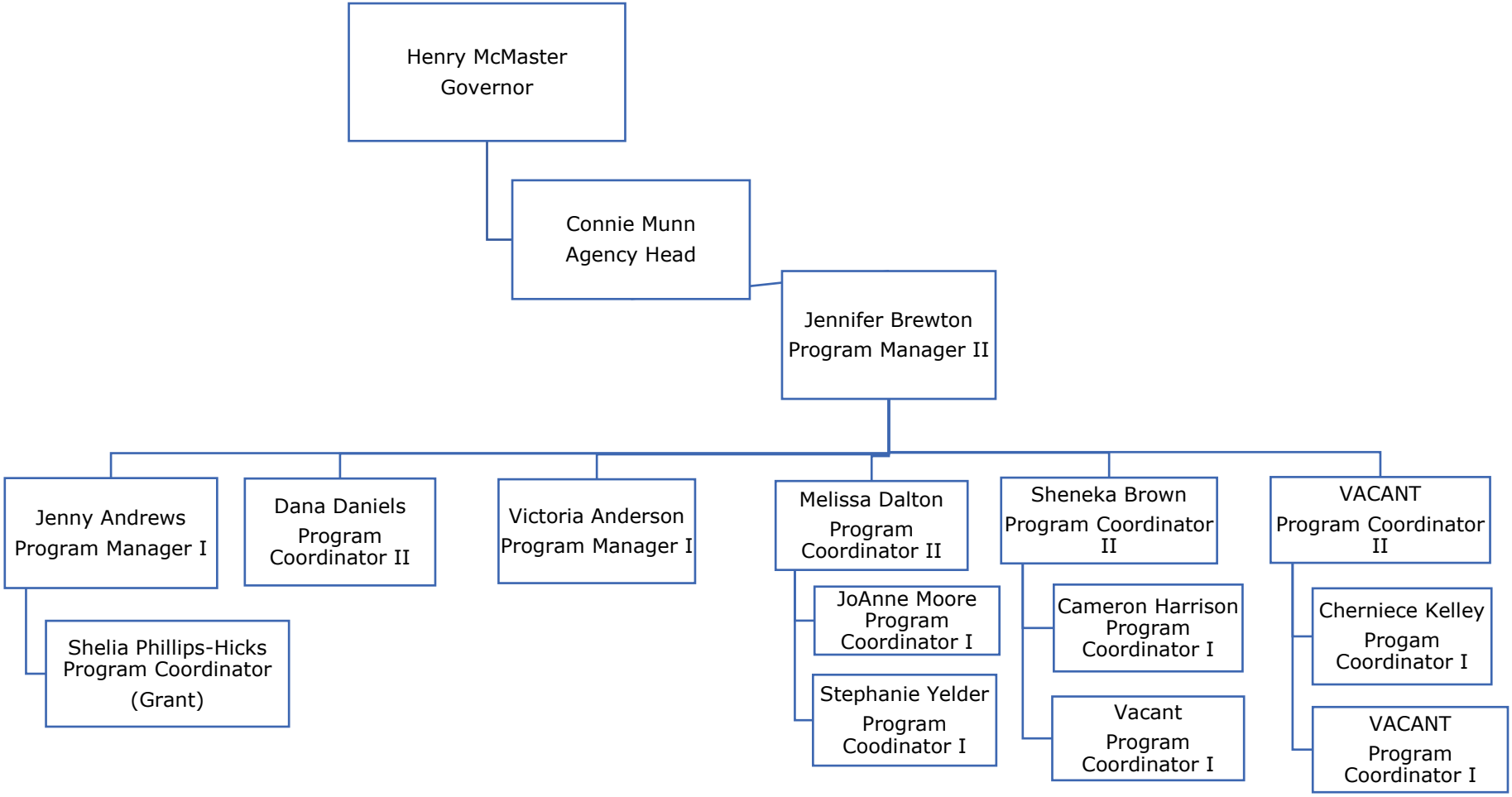
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AGENCY CODE:	Type Agency Code	L060	SECTION:	Type Agency Section Vulnerable Adult Guardian ad Litem

South Carolina Department on Aging
Vulnerable Adult Guardian ad Litem Division
Updated: September 14, 2026



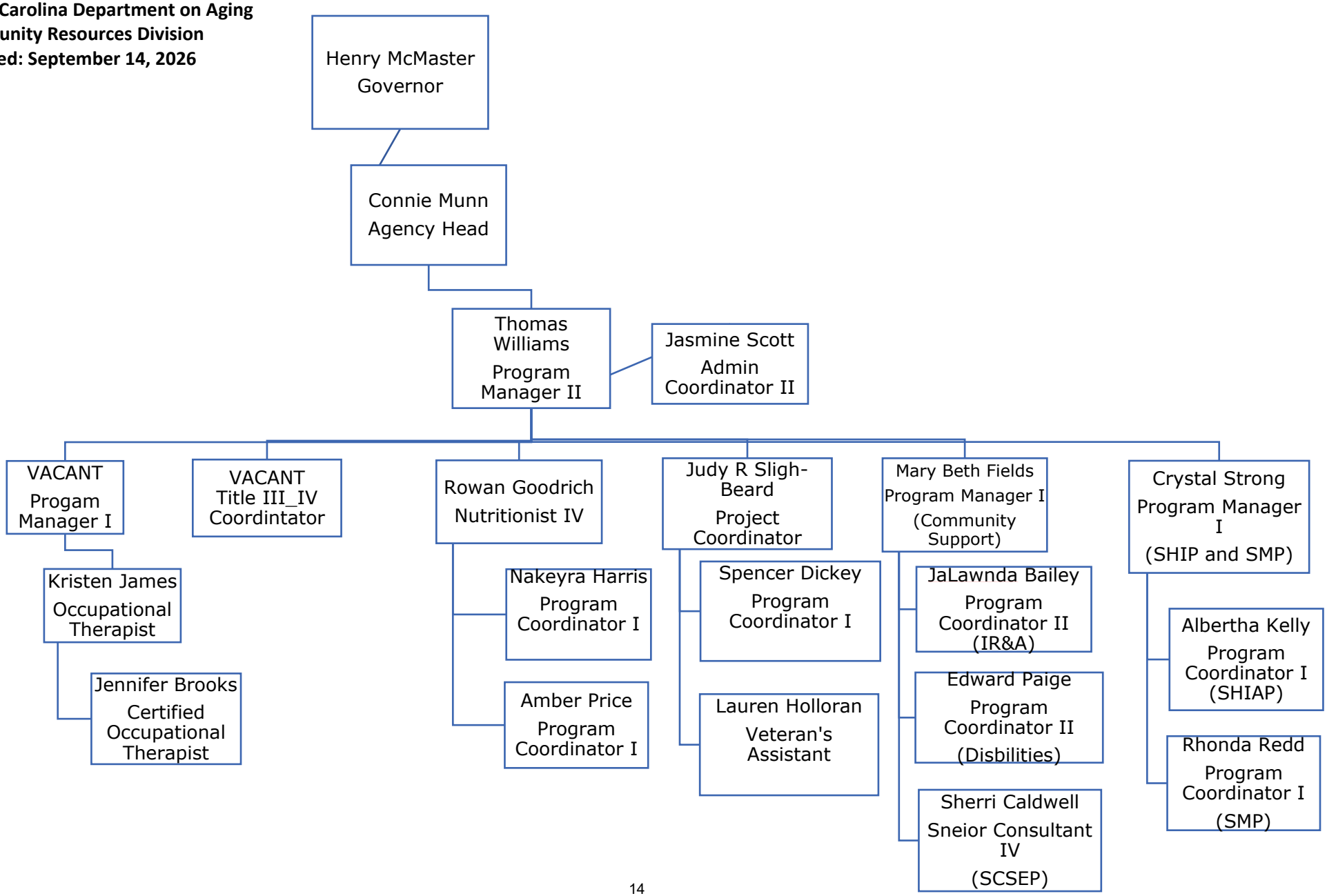
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AGENCY CODE:	Type Agency Code	L060	SECTION:	Type Agency Section Caregiver Alzheimer's Resource Division

South Carolina Department on Aging
Caregiver Alzheimer's Resource Division
Updated: September 14, 2026



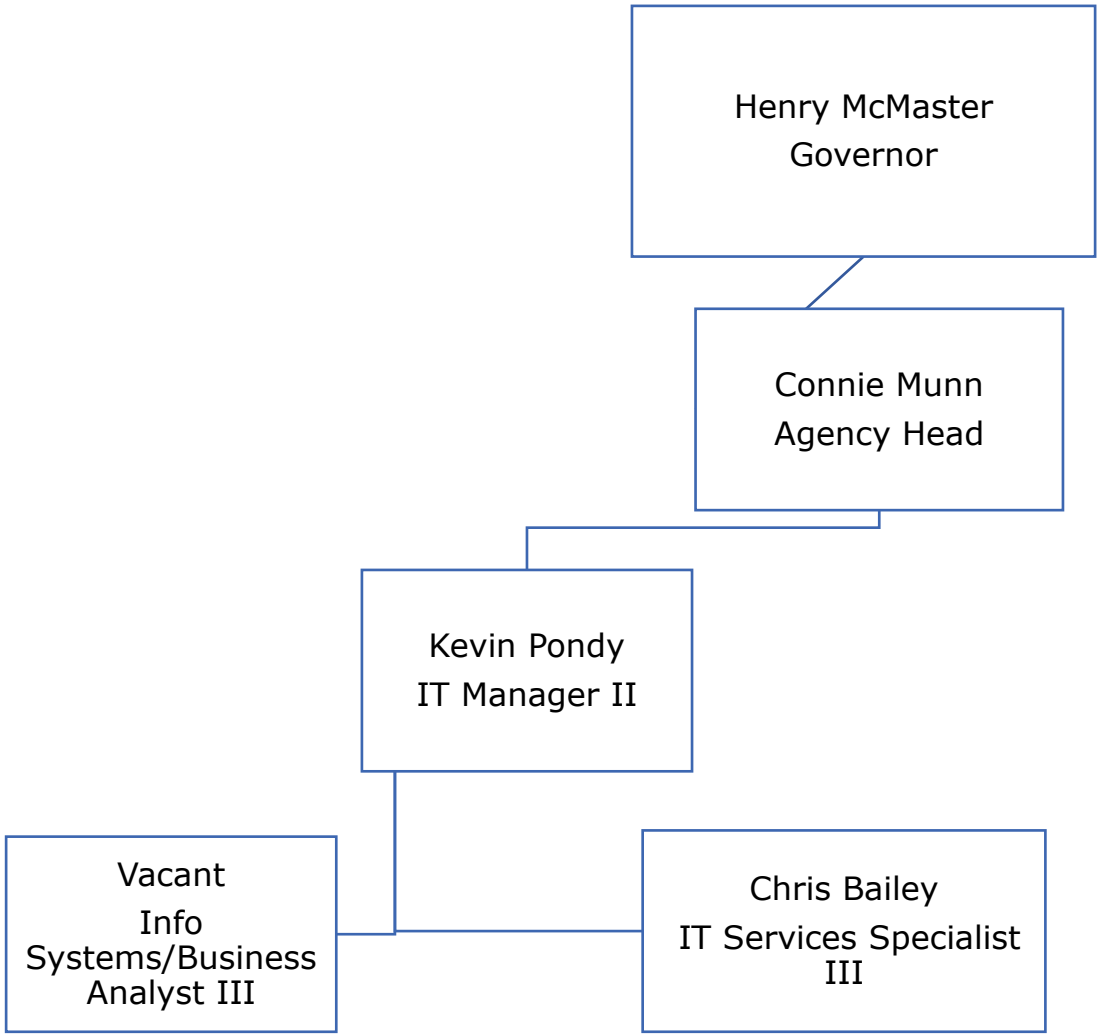
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South Carolina Department on Aging
Community Resources Division
Updated: September 14, 2026



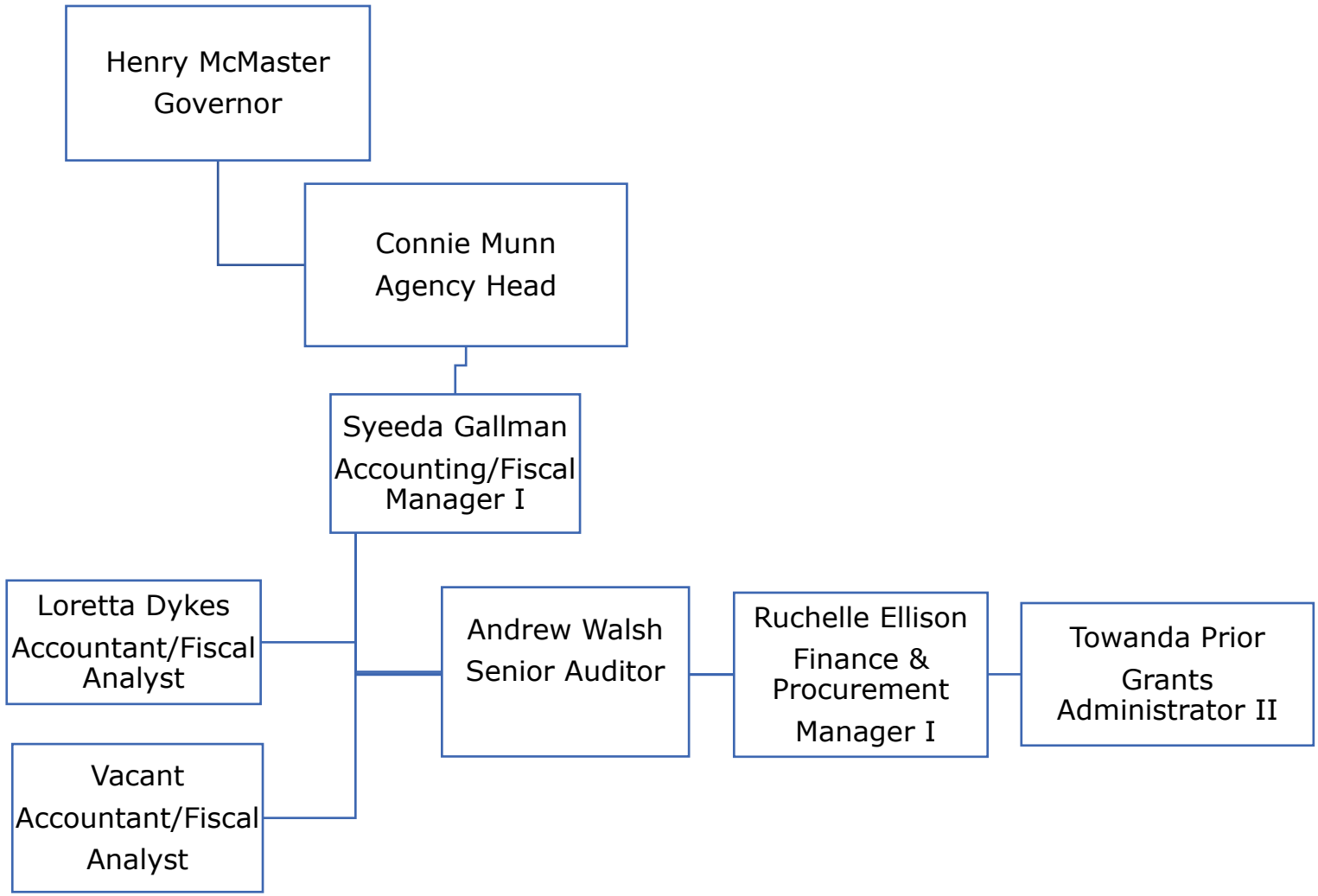
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AGENCY CODE:	Type Agency Code	L060	SECTION:	Type Agency Section IT Division

South Carolina Department on Aging
IT Division
Updated: September 14, 2026



AGENCY NAME:	Type Agency Name	South Carolina Department on Aging (SCDOA)		
AGENCY CODE:	Type Agency Code	L060	SECTION:	Type Agency Section Finance Division

South Carolina Department on Aging
Finance Division
Updated: September 14, 2026



2026

Reorganization and Compliance

as submitted for the Accountability Report by:

L060 - DEPARTMENT ON AGING

Primary Contact

First Name	Last Name	Role/Title	Email Address	Phone
Lily	DeGracia	Executive Coordinator	ldegracia@aging.sc.gov	803-734-9875

Secondary Contact

First Name	Last Name	Role/Title	Email Address	Phone

Agency Mission	**Adopted in:**	**2019**

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 advocation, planning, and developing resources in partnership with federal, state governments, local governments, nonprofits, the private sector, and individuals.

Agency Vision	**Adopted in:**	**2019**

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).

Recommendations for reorganization requiring legislative change:

None

Agency intentions for other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in the succeeding fiscal year:

None

Significant events related to the agency that occurred in FY2026

Description of Event	Start	End	Agency Measures Impacted	Other Impacts
Senior Day at the State Fair	October	October	Develop and distribute handouts and flyers regarding recognizing abuse, neglect, and exploitation	Increased awareness to the public of the South Carolina Department on Aging, its programs and initiatives
Alz. Assoc. press conference to share the Brain Health Tool Kit	November	June	Increase usage of Family Caregiver-focused evidence-based programs	Health leaders and advocates gathered at the South Carolina State House to provide an update on the state's 5 year plan to combat the disease and introduce new resources for families. Alzheimer's and related dementias remain a significant public health challenge in South Carolina, with the state experiencing a higher mortality rate than the national average. New tools were announced to assist families, from early detection to daily caregiving support.
Awarded the National Strategy to Support Family Caregivers Grant from ACL	October	June	Increase usage of Family Caregiver-focused evidence-based programs	Increase access to Family Caregiver Education and Support through Trualta, an evidence-based web program.

9 of 10 regions served with Dementia Care Specialist	April	June	Each Dementia Care Specialist will work in their region to ensure the expansion of community resources through fostering local connections who will work towards establishing programming in their community.	Expansion of dementia-specific support and programing
Trained 7 Master Trainers for Stress-Busting for Caregivers (Chronic Illness and Dementia)	September		Increase usage of Family Caregiver-focused evidence-based programs	7 Master Trainers from AAA Network and SCDOA trained to facilitate and train additional class leaders for evidence-based Stress Busters for Family Caregivers courses; 3 Sessions held to serve family caregivers
Older Adult Job/Career Fairs	February	June	Partnered with SC DEW to help older adults return to the workforce to maintain self-sufficiency.	Helped meet federal performance measures for Title V under the Older Americans Act (Senior Community Services Employment Program).
Hearts United Event for Social Connection	May	May	Number of awareness and education activities to promote social connection	In collaboration with USC Office for the Study of Aging, co-hosted 1st annual event to promote social connection

Results-Based Accountability Strategic Planning Training provided to SCDOA and AAA Network by Office of Rural Health	March	March	Number of Aging Network accessibility activities completed (trainings, development of facility standards, etc.)	SCDOA and AAA Network participated in a collaborative training led by the SC Office of Rural Health for strategic planning through Results-Based Accountability
Nourish to Flourish South Carolina	July	June	Percent of new service recipients identified as having low food security, with improved food security status upon reassessment	Nourish to Flourish SC is a statewide nutrition education and malnutrition awareness initiative developed by the SCDOA to help older adults and the communities that serve them recognize nutritional risks, access available supports, and take steps toward improved health and well-being. The initiative brings together education, outreach, community engagement, resource sharing, and awareness activities to strengthen the reach of nutrition supports across South Carolina.

Lunch at the Market	March	June	Percent of new service recipients identified as having low food security, with improved food security status upon reassessment	Lunch at the Market events provide an opportunity for senior center participants and community patrons to visit their local farmers market to shop for farm fresh food, engage in conversation, and meet neighbors for lunch, while enjoying the festive atmosphere. FY26 events: Winnsboro, August 2025 & Orangeburg June 2026
Implemented Trualta, web-based family caregiver education and support platform	March	June	Family caregiver education and support group access is increased statewide	
Dementia Toolkit awarded as a Notable State Document by State Library	March	June	Visibility of the Dementia Toolkit increased	South Carolinians have access to web-based and print versions of resources and information related to dementia.
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
Reason agency is out of compliance: (if applicable)				
Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).				Yes

Does the law allow the agency to promulgate regulations?	No
Law number(s) which gives the agency the authority to promulgate regulations:	
Has the agency promulgated any regulations?	No
Is the agency in compliance with S.C. Code Ann. § 1-23-120 (J), which requires an agency to conduct a formal review of its regulations every five years?	Yes
(End of Reorganization and Compliance Section)	

Strategic Plan Results

as submitted for the Accountability Report by:

L060 - DEPARTMENT ON AGING

FY2026

Goal 1 Accessibility: Enhance access to OAA and HCBS services, along with other essential services, by broadening options, offering a range of services, providing assistive technologies, and ensuring that physical locations are fully accessible.

Goal 2 Workforce: Create a comprehensive framework that fosters collaboration, training, and recognition to ensure access to necessary tools, education, and support to thrive in each workforce role.

Goal 3 Quality of Life: Healthy Aging Initiatives - Develop, support, and promote comprehensive healthy aging initiatives that encourage independence and empower individuals to make choices that suit their unique needs.

Goal 4 Safety and Security: Develop and advocate for community infrastructure, along with programs and services, that prioritize accessibility and safety in public spaces and at home.

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1	**Improve access to essential services for older adults, adults living with disabilities, and family caregivers, especially those facing additional barriers, by enhancing service delivery, raising awareness, and aligning services with state needs.**									**State Objective: Government and Citizens**				
1.1.1	Number of Aging Network accessibility activities completed (trainings, development of facility standards, etc.)	0	Minimum of 3	10	Count	Equal to or greater than	Federal Fiscal Year	Number of activities	Tracking sheet	Tracking sheet - maintained by Disabilities specialist and senior nutrition program	Promote and increase accessibility.	+60 adults, adults with disabilities	0500.200100.000	
1.1.2	Conduct routine visits to long-term care facilities in each region (3-4 visits annually)	90%	90% of facilities annually	4,289	Percent complete	Equal to or greater than	Federal Fiscal Year	Count of quarterly visits to long term care facilities	WellSky Database	WellSky Database	Consistent access to the Long Term Care Ombudsman meets the residents need for advocacy, protection and resolution of concerns, ensuring the residents' voices are heard and their rights safeguarded.	Long Term Care Residents	0500.400100.000	
1.1.3	Work with each AAA to expand the offering of both Personal Care and Homemaker services in each region	8	3 year to achieve expansion	8	Percent complete	Complete	State Fiscal Year	Determine by NGA funding request and Caseworthy data	Determine by NGA funding request and Caseworthy data	NGA and CaseWorthy data for billing	Increased older adults ability to Age in Place	Older Adults	0500.200100.000	
1.1.4	Work with each AAA to expand the support service options in each region to at least 3 different services	6	3 years to achieve expansion	7	Percent complete	Equal to or greater than	State Fiscal Year	Determine by NGA funding request and Caseworthy data	Determine by NGA funding request and Caseworthy data	NGA and CaseWorthy data for billing	Increased older adults ability to Age in Place	Older Adults	0500.200100.000	
1.1.5	Increase client contacts for all Title III programs	27,491	1% increase annually (based on the previous year's total)	25,597	Count	Equal to or greater than	State Fiscal Year	Count on number of contacts in SC ACT	SC ACT	SC ACT	Access to appropriate information, referrals and assistance to access services to remain at home.	Older Adults and People living with Disabilities	0500.200100.000	
1.1.6	Percentage of total beneficiary contact forms per Medicare beneficiaries under 150% FPL in the State (MIPPA)	2%	Reach 3% of identified population	1.57% (5,705 Contacts)	Percent complete	Equal to or greater than	Other	MIPPA data is gathered using the Beneficiary Contact Form (BCF) that is entered into the SHIP Tracking and Reporting System (STARS) for each one -on-one contact.	Beneficiary Contact Forms	STARS	Direct benefit for the Medicare beneficiaries by reducing prescription drug and premium costs, plus enhancing access to preventive care, especially for low-income, rural, or ESL beneficiaries, making Medicare more affordable.	Medicare Beneficiaries	0500.200100.000	
1.1.7	Percentage of total client contacts per Medicare beneficiaries in the State (SHIP)	0.92%	Reach 3% of identified population	0.82% (9,689 Contacts)	Percent	Equal to or greater than	Other	The state population is provided by Administration for Community Living (ACL) and entered in to STARS. Using this data is how we calculate the number of Medicare beneficiaries that need to be reached during the project year.	Beneficiary Contact Forms	STARS	Direct benefit for beneficiaries get one-on-one help with applications, understanding benefits, and navigating complex Medicare rules from trained counselors.	Medicare Beneficiaries	0500.200100.000	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1.8	Execute the first action in response to a complaint for ANE within 24 hours	90%	90% of all contacts to achieve this action	92%	Percent	Equal to or greater than	Federal Fiscal Year	Count of first action response time	WellSky Database	WellSky Database	Ensuring the first action occurs within 24 hours demonstrates that residents have consistent, reliable access to the Ombudsman Program when urgent concerns arise.	Long Term Care Residents	0500.400100.000	
1.1.9	Each SCDOA and AAA staff person, with direct consumer contact, receives annual person-centered training	1	1 training annually	2	Count	Maintain or Complete	State Fiscal Year	Number of people who participate	Certificates of completion and Registrations	AAA and SCDOA reporting	Consumers have a say in how services are delivered-person centered	Older Adults and People with Disabilities	0500.200100.000	
1.1.10	Ensure Family Caregiver Support programs participate in at least one outreach event in each county within their region annually	82%	100% of counties reached	84%	Percent complete	Maintain	State Fiscal Year	Metrics from GetCareSC will be compared from year to year, with growth measured based on the amount of family caregiver-related resources available at the beginning and end of the year	Family Caregiver Staff at the AAAs track and document outreach event information in the SCDOA-approved database. Data collected includes location and reach of the event, by county.	CaseWorthy	Increase awareness of FCSP statewide	family caregivers	0500.203000X000	No outreach events reported by Lower Savannah (6 counties); Newberry County had no reported outreach events
1.1.11	Increased utilization of Caregiver education and training services	452	3% increase annually (based on the previous year's total)	617	Count	Equal to or greater than	State Fiscal Year	Count of family caregivers attending trainings	Family Caregiver Staff at the AAAs track and document caregiver education and training information in the SCDOA-approved database.	CaseWorthy	Education and training of family caregivers to ensure confidence and sustainability as a family caregiver.	family caregivers; care recipients; general public	0500.203000X000	
1.2	**Accessibility: Implement robust outreach and education efforts to raise awareness about available services and how to access them, targeted communication campaigns, partnership with community organizations, and clear, user-friendly materials.**									**State Objective:**	**Government and Citizens**			
1.2.1	Conduct a facility training per Ombudsman per quarter	40	43	Yes	Count	Equal to or greater than	Federal Fiscal Year	Count of trainings	WellSky Database	WellSky Database	Quarterly trainings ensure that facility staff are consistently updated on best practices, policies, and resources that improve residents' access to services.	Long Term Care Residents and facility staff	0500.400100.000	
1.2.2	Percentage of persons reached through presentations, booths/exhibits, and enrollment events per Medicare beneficiaries in the State (SHIP)	1.71%	Reach 3% of identified population	2.42% (28,554 Contacts)	Percent	Equal to or greater than	Other	Based on data entered into STARS the previous year is used to calculate the projected number of events and persons needed to be reached for the next projected year.	Group Education and Outreach Form	STARS	Direct benefit to beneficiaries by empowering them with crucial knowledge, helping them navigate complex options, save money on costs (like prescriptions/premiums via programs like Extra Help/MSPs), choose the best plans (Original Medicare vs. MA), avoid enrollment errors, ultimately leading to better-informed decisions.	Medicare Beneficiaries	0500.200100.000	
1.2.3	Total number of people reached as reported on group outreach and education forms (MIPPA)	4.94%	Reach 3% of identified population	6.63% (24,148 Contacts)	Percent	Equal to or greater than	Other	Based on data entered into STARS the previous year is used to calculate the projected number of events and persons needed to be reached for the next projected year.	Group Education and Outreach Form	STARS	Direct benefit for the Medicare beneficiaries by reducing prescription drug and premium costs, plus enhancing access to preventive care, especially for low-income, rural, or ESL beneficiaries, making Medicare more affordable.	Medicare Beneficiaries	0500.200100.000	

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1.2.4	Each local LTCOP of the Office of the State Long Term Care Ombudsman Program will increase social media Prescence and awareness of the Ombudsman program by providing monthly social media postings	12	Monthly (12)	12	Count	Equal to or greater than	Federal Fiscal Year	Count of social media/online posts	WellSky Database	WellSky Database	Regular social media activity ensures that information about services, rights, and resources is consistently reaching residents, families, caregivers, and community partners	Residents and families, caregivers and community partners	0500.400100.000	
1.2.5	Each local LTCOP of the Office of the State Long Term Care Ombudsman Program will increase social media presence and awareness of the Long Term Care Ombudsman program by conducting quarterly Facebook live sessions	40	Quarterly (4)	2	Count	Equal to or greater than	Federal Fiscal Year	Count of FB Live sessions	WellSky Database	WellSky Database	Hosting Facebook Live sessions each quarter provides a direct, interactive platform for residents, families, caregivers, and community partners to learn about available services and ask questions in real time	Residents, families, caregivers and community partners.	0500.400100.000	Ombudsmen cited hesitancy by residents and family members to participate and increased workload. Many of the regions had new staff that are in the process of training.
1.2.6	Increase outreach for each region yearly to ensure a comprehensive and coordinated delivery system	469	1% increase annually (based on the previous year's total)	866	Count	Equal to or greater than	State Fiscal Year	Count on number of contacts in SC ACT	SC ACT	SC ACT	Access to appropriate information, referrals and assistance to access services to remain at home.	Older Adults and People with Disabilities	0500.200100.000	we worked with our Area Agencies on Aging extensively to increase outreach across South Carolina.
1.2.7	Ensure widespread access to dementia education by offering inclusive and accessible training opportunities for professional caregivers, family caregivers, and the general public seeking to better understand dementia.	2,366	2,000 participants	3,623	Count	Equal to or greater than 2000 participants in dementia education courses.	State Fiscal Year	Count of total number of participants	Currently managed by region via Excel spreadsheet	Shared DCS drive. Each region has its own running report	Education on dementia and resources to allow people to better advocate for themselves and their family members	General public	0500.450100.000	
1.2.8	Increase the number of Family Caregiver-related resources in GetCareSC	0	1% increase annually (based on the previous year's total)	164	Count	Equal to or greater than	State Fiscal Year	Metrics from GetCareSC will be compared from year to year, with growth measured based on the amount of family caregiver-related resources available at the beginning and end of the year	GetCareSC database	GetCareSC Database	Access to relevant resources and information for family caregivers	family caregivers, referral specialist/case managers, caregiver-focused programs, organizations, and businesses	0500.203000X000	No previous data to compare. This year will serve as our baseline data.
1.3	**Improve access to essential services for older adults, adults living with disabilities, and family caregivers, especially those facing additional barriers, by enhancing service delivery, raising awareness, and aligning services with state needs.**									**State Objective:**	**Government and Citizens**			
1.3.1	Percent increase in the number of federal, state, and local nutrition resources for programs and services in the GetCareSC database	88	5% increase annually	137	Count	Equal to or greater than	State Fiscal Year	Number of resources in the database	GetCareSC database	GetCareSC database, independent tracking form maintained by Senior Nutrition Program staff - Community Resources Division	Increased awareness and access to community resources	Older adults, caregivers, adults with disabilities	0500.200100.000	
1.3.2	Host quarterly Long Term Care Council Meeting	4	Quarterly (4)	0	Count	Complete	Calendar Year	Number of meetings held	scheduled meetings on calendar	Internal	Ensure accessible, accurate, and practical information that empowers South Carolinians to make informed long-term care and financial decisions.	Older adults, disabled individuals, Families and caregivers, member agencies, general public	0100.000000.000	The LTCC is still in the organizational phase during the reporting period. The enactment of H. 3022, which changed the names of the agencies represented on the council, required additional time to update membership and establish the committee's structure.
1.3.3	Conduct quarterly meetings with key stakeholders to educate the Aging Network on transportation options for service delivery (Non-Emergency Medical Transportation program and South Carolina Department of Transportation)	0	4 annually	0	Count	Complete	State Fiscal Year	Count based on number of meetings held	scheduled meetings on calendar	Outlook	Better understanding of transportation resources in SC	Older Adults and People with Disabilities	0500.200100.000	Meeting were not held.

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1.3.4	Initiate activities to expand options of non-traditional respite options (breakrooms, memory cafes, etc.)	7	1 annually	11 (DCS) 5 (Active Breakrooms)	Count	Complete	State Fiscal Year	Number of new and existing Breakrooms and non-traditional respite options	Reports from Lifespan Respite grant partners related to development of Breakrooms	Quarterly Lifespan Respite Reports	Respite options for family caregivers	Family caregivers, care recipients, volunteer staff	0500.200100.000	
1.3.5	Evaluation of all programs and services in GetCareSC for gaps in service availability or listing	New Task	Yes/No	No	Percent complete	Equal to or greater than	State Fiscal Year	Compare the number of resources in GetCareSC by taxonomy code to the number of unmet and presenting needs within SC ACT. Also review total number of taxonomy terms with the total number of resources per term.	GetCareSC database and SC ACT contacts	GetCareSC and SC ACT	Access and knowledge for services available in South Carolina, as well as understanding where there are service gaps for analysis or recruitment for additional support.	General public	0500.200100.000	This is a new report for evaluation. (There will be no base measurement, unless we need to identify the desired outcome.) Report is underway but has not been completed. Spencer is working on this project.
1.3.6	Percentage of low-income, rural, and non-native English contacts per total "hard-to-reach" Medicare beneficiaries in the State (SHIP)	0.90%	Reach 3% of identified population	0.85% (5,474 Contacts)	Percent	Equal to or greater than	Other	Based on data entered into STARS the previous year is used to calculate the projected number of events and persons needed to be reached for the next projected year.	Beneficiary Contact Forms	STARS	Targeted outreach helps people with disabilities and those in rural areas find tailored assistance and access to other resources.	Disabled Medicare Beneficiaries, Rural	0500.200100.000	
1.3.7	Total number of beneficiary contact forms by target beneficiary groups (Under 65, Rural, Native American, English as a Secondary Language)	0.01%	Reach 3% of identified population	0.54% (1,963 Contacts)	Percent	Equal to or greater than	Other	Based on data entered into STARS the previous year is used to calculate the projected number of events and persons needed to be reached for the next projected year.	Beneficiary Contact Forms	STARS	Targeted outreach helps people with disabilities and those in rural areas find tailored assistance and access to other resources.	Disabled Medicare Beneficiaries, Rural	0500.200100.000	This is a total of contacts in those populations calculated with the total number of Total Medicare Beneficiaries Below 150% FPL
1.3.8	Quarterly meetings between the Catawba Indian Nation Tribe and SCDOA to enhance coordination between Title III and Title VI programs	4	4 Annually	0	Count	Complete	State Fiscal Year	Count of meetings documented between SCDOA and the Catawba Indian Nation	Tracking sheet to document each meeting.	Internal tracking by the Program Manager.	Ensures coordination of services between Title III and Title VI programs.	Recipients of aging services that are part of a federally recognized tribe.	0500.200100.000	While the performance measure target was not met, there has been ongoing communication and coordination between the South Carolina Department on Aging (SCDOA) and the Catawba Indian Nation's Title VI Director. This relationship was strengthened when the SCDOA Director and Community Resources Division Director visited the Catawba Indian Nation reservation on June 16, 2025. Since that visit, SCDOA has maintained consistent communication with the tribe regarding funding opportunities, emergency preparedness, Title III/Title VI coordination, and the Tribe's collaboration in the development of the agency's new Title III/Title VI Coordination Policy. These continued efforts demonstrate SCDOA's commitment to strengthening its partnership with the Catawba Indian Nation and supporting effective coordination of services and resources for Tribal elders.
1.3.9	Each Dementia Care Specialist will work in their region to ensure the expansion of community resources through fostering local connections who will work towards establishing programming in their community.	0	6 New community Partners	380	Count	Equal to or greater	State Fiscal Year	Count of networking opportunities	Reports from networking opportunities	Excel spreadsheet in shared drive.	Efficient, coordinated delivery of services as well as establishment of collaborative dementia support programming.	People living with ADRD and their family caregivers	0500.450100.000	

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1.3.10	Support South Carolina residents who suspect they may have dementia or have received a diagnosis, along with their family caregivers, through care consultations conducted by statewide Dementia Care Specialists.	141	100 per Dementia Care Specialist per year	366	Count	Equal to or greater than	State Fiscal Year	Count of total number of individual or family consultations	List from caregiver consultation calls	Excel spreadsheet in shared drive.	Guidance for individual, caregiver and families on navigating a suspicion or diagnosis of dementia and connecting them with appropriate resources	People living with ADRD and their family caregivers	0500.450100.000	
2.1	**Workforce: Create a comprehensive framework that fosters collaboration, training, and recognition to ensure access to necessary tools, education, and support to thrive in each workforce role.**									**State Objective: Education, Training, and Human Development**				
2.1.1	Each regional volunteer coordinator representative of the Office of the State Long Term Care Ombudsman Program will host a minimum of one "Coffee Talk " training for volunteers in the Ombudsman program.	10	10 events annually	100.00%	Percent complete	Complete	Federal Fiscal Year	Count of events hosted	WellSky Database	WellSky Database	Regular Coffee Talk sessions provide a structured yet informal opportunity for volunteers to receive training, share experiences, and strengthen collaboration.	Volunteers	0500.400100.000	
2.1.2	Each representative of the Office of the State Long Term Care Ombudsman Program will attain the minimum number of 36 hours of certification training required by Federal law	100%	100%	100%	Percent complete	Complete	Other	Count of modules and required training	Absorb LMS and WellSky	Absorb LMS and WellSky	Requiring Ombudsmen to complete 36 hours of certification training ensures that every workforce member has the foundational knowledge, skills, and tools necessary to perform their role effectively	Residents and families	0500.400100.000	
2.1.3	Each representative of the Office of the State Long Term Care Ombudsman Program will maintain the minimum number of 18 hours of CEU's required by Federal law	100%	100%	100%	Percent complete	Complete	Federal Fiscal Year	Count of hours completed	WellSky Database	WellSky Database	Requiring Ombudsmen to complete 18 CEUs ensures ongoing professional development beyond initial certification, keeping skills and knowledge current.	Residents and families, Regional LTCOs, community partners and policy makers	0500.400100.000	
2.1.4	The Learning Management Systems Manager will work with the program staff to develop curriculum and coordinate training opportunities.	1 FTE	1 year	1FTE	Acceptable Range	Complete	State Fiscal Year	Successful acquisition of a Learning Management Systems Manager	Approval from the State for the employee position	SCDOA Human Resources and/or Budget Manager.	Consistent trainings available across the state for employees of the SCDOA, AAAs and their staff, providers, and volunteers.	SCDOA and the Aging Network staff.	0100.000000.000	Human Resources reviewed existing positions internally to identify and reclassify a position to support the Learning Management Systems Manager role.
2.1.5	Meet SCSEP Performance Measure: Entered Employment	16	1 annually	12	Percent complete	Equal to or greater than	State Fiscal Year	Number of people who exited the program for employment	GPMS/WIPS	GPMS/WIPS	Increased earnings for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	The delay in receiving federal funding limited the number of people enrolled in the program.
2.1.6	Meet SCSEP Performance Measure: Average Earnings	$4,661	$3,147	$4,875	Percent complete	Equal to or greater than	State Fiscal Year	Median Earnings Annually	GPMS/WIPS	GPMS/WIPS	Increased earnings for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	
2.1.7	Meet SCSEP Performance Measure: Service to Most-in-Need	3.04	3.04	3.45	Percent complete	Equal to or greater than	State Fiscal Year	Number of participants enrolled have a minimum of three criteria that qualifies the participant for most in need.	GPMS/WIPS	GPMS/WIPS	Increased earnings for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	
2.1.8	Meet SCSEP Performance Measure: Community Service Level	72.70%	72.70%	142.40%	Percent complete	Equal to or greater than	State Fiscal Year	Number of community service hours completed annually.	GPMS/WIPS	GPMS/WIPS	Increased earnings and awareness of OAA services for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	

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2.1.9	Meet SCSEP Performance Measure: Service Level	179.40%	177.10%	179.00%	Percent complete	Equal to or greater than	State Fiscal Year	Number of host agency site that provide training services to SCSEP participants.	GPMS/WIPS	GPMS/WIPS	Increased earnings for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	
2.1.10	Host an annual ADA training regarding accessible documents to ensure website and media compliance	0	1 annually	1	Count	Equal to or greater than	State Fiscal Year	Count of trainings	Event registration	Independent tracking by the Public Information Officer	Compliance for all website documents to be accessible for all populations	General public	0100.000000.000	May June 2026
2.1.11	Increase referrals to SC Respite Coalition's virtual Caregiver and Respite Provider Training Modules	0	1% increase annually (based on the previous year's total)	123	Count	Equal to or greater than	State Fiscal Year	Number of people participating in training modules	training modules data source	Quarterly Lifespan Respite Reports	Training of direct care workforce	family caregivers; care recipients; general public	0500.200100.000	No previous data to compare. This year will serve as our baseline data.
2.1.12	Host a training regarding Employee Assistance Programs available to working caregivers for counseling and other support services	0	1 annually	2	Count	Complete	State Fiscal Year	Training conducted to inform constituents of EAP and other counseling and support service availability	training conducted	CaseWorthy	Awareness of family caregivers of available resources	Family caregivers, care recipients, volunteer staff	0500.203000X000	Presented at USC and Dept. of Revenue. No base data previously to compare. This will serve as our baseline data.
2.1.13	Conduct outreach or presentations to employers regarding the complexities of working family caregivers	0	1 annually	0	Count	Complete	State Fiscal Year	Training conducted to educate constituents of the complexities of working family caregivers	training conducted	CaseWorthy	Awareness of family caregivers in the workplace	family caregivers, general public, employers	0500.203000X000	This activity is part of our National Strategy to Support Family Caregiver grant efforts. The beginning of this grant was delayed due to the federal government shutdown, which has delayed this aspect of the work.
2.1.14	Provide support to VAGAL SC volunteers who have been recruited and trained, and who have either served as guardians ad litem for vulnerable adults in family court or supported the program through recruitment, training, or involvement in Vulnerable Adult Fund initiatives.	50	50 volunteers annually	50	Count	Equal to or greater than	State Fiscal Year	Count of participants in various activities or trainings.	Quickbase	Quickbase	Providing education and training for consistent practices or handling of cases across the state.	Volunteers in the VAGAL SC program	0500.300100.000	
2.2	**Workforce: Establish innovative partnerships and targeted initiatives to develop sustainable solutions for the challenges faced by various workforce roles associated with older adults in South Carolina.**									**State Objective: Government and Citizens**				
2.2.1	Leverage SCSEP participants to perform Community Service Hours in host agencies that serve OAA services	0	3 participants annually	0	Percent complete	Equal to or greater than	State Fiscal Year	Number of participants that complete community service hours where OAA services are offered.	GPMS/WIPS	GPMS/WIPS	Increased earnings for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	
2.2.2	Coordinate with the SC Department of Employment and Workforce to host older workers job fairs across SC with employers who want to hire older workers.	2	2 annually	2	Count	Equal to or greater than	State Fiscal Year	Number of participants that exited the program for employment.	GPMS/WIPS	GPMS/WIPS	Indirect benefits to agency customers, such as increased employee knowledge/skills, new partnerships or resources implemented	Older Adults 55+	0500.200100.000	
2.2.3	Increase the number of referrals to support groups for Family Caregivers	0	2% increase annually (based on the previous year's total)	646	Count	Equal to or greater than	State Fiscal Year	Referrals for family caregiver support groups	referrals made	CaseWorthy	support for family caregivers	family caregivers; care recipients; general public	0500.203000X000	No previous data to compare. This year will serve as our baseline data.
2.2.4	Work with each AAA to ensure support group services are offered in each region	50%	3 years to achieve expansion	100%	Percent complete	Equal to or greater than	State Fiscal Year	availability of support groups statewide	annual monitoring report shows and increase in support group availability	annual regional monitoring reports	support for family caregivers	family caregivers; care recipients; general public	0500.203000X000	

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2.2.5	Increase the number of support groups documented in GetCareSC	0	1% increase annually (based on the previous year's total)	30	Count	Equal to or greater than	State Fiscal Year	Comparing the current number of support groups in the GetCareSC database to the number from the previous year.	Profiles identified as support groups in the GetCareSC resource database	GetCareSC	Emotional and physical support to a caregiver or other person that may be experiencing similar situations	Caregivers and populations related to Support Group focus	0500.203000X000	No previous data to compare. This year will serve as our baseline data.
2.2.6	Assign volunteer guardians ad litem to advocate for the best interests of vulnerable adults who are at substantial risk of abuse, neglect, self-neglect, or exploitation throughout South Carolina.	75	75	73	Count	Equal to or less than	State Fiscal Year	Count of cases assigned to volunteers	Cases assigned to volunteers are recorded in VAGAL SC app using the Quickbase platform.	Quickbase	Advocate for vulnerable adults in family court	Vulnerable adults	0500.300100.000	The number of cases fluctuates across the state, and some regions with heavier caseloads did not have a sufficient number of volunteers to meet the demand.
2.3	**Workforce: Increase awareness of the importance of volunteer opportunities across all facets of aging programs to expand volunteer networks.**									**State Objective:**	**Government and Citizens**			
2.3.1	Establish and host quarterly meetings of a Volunteer Transportation Collaborative to include faith-based organizations, non-profit, for-profit, and other stakeholders interested in providing free or low-cost transportation resources to South Carolina's older adults	0	4 annually	0	Count	Complete	State Fiscal Year	Count based on number of meetings held	scheduled meetings on calendar	Outlook	More options for older adults to access transportation	Older Adults and People with Disabilities	0500.200100.000	The strategic goal is being reassessed for relevance, feasibility and alignment with current priorities.
2.3.2	Work with each AAA to ensure volunteer opportunities are available through the Family Caregiver Support Program in each region	30%	3 years to achieve expansion	50	Percent complete	Equal to or greater than	State Fiscal Year	expansion of volunteer opportunities available through FCSP	annual monitoring report shows and increase in volunteer opportunities	annual regional monitoring reports	Constituents seeking volunteer opportunities offering a sense of purpose and belonging.	constituents seeking volunteer opportunities, family caregivers, care recipients	0500.203000X000	
2.3.3	Each VAGAL SC regional coordinator will attend or host at least one event within their region to recruit new guardian ad litem volunteers.	10	10 events annually	25	Count	Equal to or greater than	State Fiscal Year	Count of events attended	Documented list of events attended	Quickbase	Ensure Guardian ad Litem representation of vulnerable adults in South Carolina	Vulnerable adults	0500.300100.000	
3.1	**Enhance the quality of life for older adults, adults with disabilities, and family caregivers by developing and implementing responsive programs that prioritize client preferences.**									**State Objective:**	**Healthy and Safe Families**			
3.1.1	Implement a process for new service recipients who have a high malnutrition score to be referred to a Registered Dietitian	0%	2 years to achieve	MAW Trifold provided from the MST Screening Trigger - Accept 40%	Percent complete	Equal to or greater than	State Fiscal Year	Malnutrition Risk count/percentage	QuestionPro/CaseWorthy via the Assessment, review "accept" for malnutrition information	QuestionPro/CaseWorthy, independent tracking form maintained by Senior Nutrition Program Staff - Community Resources Division	Reduce senior malnutrition	60+ adults, adults with disabilities	0500.200100.000	MAW Trifold provided from the MST Screening Trigger - Accept 40%
3.1.2	Percent of new service recipients identified as having low food security, with improved food security status upon reassessment	0	0.25	27%	Percent	Equal to or greater than	State Fiscal Year	Food security count/percent	QuestionPro/CaseWorthy via the Assessment	QuestionPro/CaseWorthy, maintained by Senior Nutrition Program Staff - Community Resources Division	Reduce food insecurity risk	60+ adults, adults with disabilities	0500.200100.000	

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3.1.3	Percent increase in the number of partners and stakeholders utilizing the Nourish to Flourish SC social media toolkit	0	10% increase annually	11	Count	Equal to or greater than	State Fiscal Year	Number of partners	SCDOA social media account	SCDOA social media account, tracked by Senior Nutrition Program staff - Community Resources Division	Increase awareness of senior malnutrition and associated resources	older adults, caregivers, adults with disabilities	0500.200100.000	
3.1.4	Create the opportunity for a statewide evidence-based program focused on family caregivers	0	3 years to achieve	100	Percent complete	Equal to or greater than	State Fiscal Year	implementation of evidence-based caregiver programs	utilization of evidence-based programs for family caregivers	CaseWorthy	Family caregivers being provided with education and support through evidence-based programs.	family caregivers; care recipients; general public	0500.203000X000	No previous data to compare. This year will serve as our baseline data.
3.1.5	Provide care consultations to people living with dementia and their family caregivers, helping to navigate resources and local supports.	141	200 families annually	366	Count	Equal to or greater than	State Fiscal Year	Count of total number of individual or family consultations	List from caregiver consultation calls	Excel spreadsheet in shared drive.	Guidance for individual, caregiver and families on navigating a suspicion or diagnosis of dementia and connecting them with appropriate resources	People living with ADRD and their family caregivers	0500.450100.000	
3.2	**Quality of Life: Community Responsiveness - Ensure existing and new programs, resources, and education are responsive to the needs, interests, and preferences of target populations in each community.**									**State Objective: Government and Citizens**				
3.2.1	The State Long Term Care Ombudsman will seek opportunities to comment on legislation and respond to governmental bodies and policy makers regarding issues affecting the care of residents	1	Yes/No	Yes	Ratio	Maintain	Federal Fiscal Year	Count of legislative/governmental/policymaker engagements	WellSky Database	WellSky Database	By actively engaging in legislative and policy discussions, the SLTCO ensures that programs and resources reflect the real needs and preferences of residents in long-term care facilities	Long Term Care Residents	0500.400100.000	
3.2.2	Develop and conduct training programs, as well as other learning opportunities for all long-term care facilities in each region (1 per region)	10	10 annually	10	Count	Equal to or greater than	Federal Fiscal Year	Count of total trainings	WellSky Database	WellSky Database	The delivery of consistent region-wide training meets the need for well-trained, knowledgeable and responsive facility staff.	Long Term Care Residents and facility staff	0500.400100.000	
3.2.3	Provide guardian ad litem representation at hearings for vulnerable adults who are at substantial risk of abuse, neglect, self-neglect, or exploitation and are either in SCDSS custody or have an open legal case with SCDSS. (Note: This generally excludes probable cause hearings, except in limited circumstances.)	100%	100%	699	Percent complete	Equal to or greater than	State Fiscal Year	Count of total cases received compared with count of cases assigned.	Cases received from APS and internal tracking of assigned Guardian ad Litem	Quickbase	Ensure Guardian ad Litem representation of vulnerable adults in South Carolina	Vulnerable adults	0500.300100.000	We attend 100% of hearings for vulnerable adults who are in SCDSS custody or who have an open legal case with SCDSS. This generally excludes probable cause hearings.
3.3	**Enhance the quality of life for older adults, adults with disabilities, and family caregivers by developing and implementing responsive programs that prioritize client preferences.**									**State Objective: Education, Training, and Human Development**				
3.3.1	Number of awareness and education activities to promote social connection	0	10 annually	10	Count	Equal to or greater than	State Fiscal Year	Number of activities	Tracking sheet	Tracking sheet - maintained by SCDOA S.O.C.I.A.L.	Promote socialization. Reduce isolation.	Older adults, family caregivers, adults with disabilities	0500.204000X000	
3.3.2	Review of loneliness scores (UCLA Loneliness Scale) for new service recipients and their reassessment score between the Congregate Dining and Home Delivered Nutrition programs	0	2 years to achieve	1 in 3 with improvement in loneliness score	Percent complete	Equal to or greater than	State Fiscal Year	Loneliness score count/percent	QuestionPro/CaseWorthy via the Assessment, review data 29% score got better	QuestionPro/CaseWorthy, maintained by Senior Nutrition Program Staff - Community Resources Division	Promote socialization. Reduce isolation.	60+ adults, adults with disabilities	0500.200100.000	First year review complete - 1 in 3 with improvement in loneliness score. Will continue to monitor this data for reassessments and potential further improvements with continued services.
4.1	**Safety and Security: Develop and advocate for community infrastructure, along with programs and services, that prioritize accessibility and safety in public spaces and at home.**									**State Objective: Healthy and Safe Families**				

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.1.1	The Office of the State Long Term Care Ombudsman Program will provide training on establishing Multi-Disciplinary Teams to the regional representatives of the Office of the State Long Term Care Ombudsman	1	1 annually	1	Count	Equal to or greater than	Federal Fiscal Year	Count of MDT training provided	WellSky Database	WellSky Database	Safety and security are reinforced through collaborative infrastructure, ensuring that residents have access to coordinated protections and advocacy across multiple systems.	Residents and families, Regional LTCOs, community partners and policy makers	0500.400100.000	
4.1.2	Each local/regional Long Term Care Ombudsman Program will establish or strengthen an Elder Justice advocacy group in their respective regions	10	10 annually	6	Ratio	Equal to or greater than	Federal Fiscal Year	Count of Elder Justice Advocacy groups assisted	WellSky Database	WellSky Database	Establishing or strengthening advocacy groups enhances responsiveness by embedding resident perspectives into community infrastructure, ultimately improving quality of life and safeguarding rights.	Long Term Care Residents	0500.400100.000	The goal was not achieved because of staff turnover and a lack of interest by key personnel in some of the regions.
4.1.3	Develop and distribute handouts and flyers regarding recognizing abuse, neglect, and exploitation	3	1 year to achieve	3	Percent complete	Update, print and distribute information to include flyers, pamphlets and bookmarks.	State Fiscal Year	Type and number of items developed	LTCOP staff will review and annotate the activity in the WellSky database	WellSky Database	Consistent, proactive education, meets the stakeholder need for awareness, prevention, and empowerment in recognizing and addressing ANE.	Long Term Care Residents, family, facility staff, and community partners	0500.400100.000	
4.1.4	Create social media posts or other online activities to educate on the signs and symptoms of abuse, neglect, and exploitation	5	6 annually	6	Count	Equal to or greater	Federal Fiscal Year	Count of social media/online posts	WellSky Database	WellSky Database	Consistent online engagement strengthens prevention efforts, builds community responsiveness, and ensures stakeholders are empowered to recognize and report ANE.	Long Term Care Residents, caregivers and persons residing in the community.	0500.400100.000	
4.1.5	Host Senior PREP events across the state	4 annually	4 annually	10	Count	Equal to or greater than	State Fiscal Year	Number of Senior P.R.E.P. events held within the state fiscal year	Obtain participant numbers based on attendance at each event	Internal	Benefits to the community, such as increased education and knowledge of emergency resources available at the local and state level. In some cases, emergency kits are provided to those in need. Connections are made between local and state partners to identify and collaborate on additional events.	Older Adults 55+, Community members, adults with disabilities	0100.000000.000	
4.2	**Enhance the safety and security of older adults, adults living with disabilities, and their family caregivers by fostering improvements in home and community environments.**									**State Objective:**	**Maintaining Safety, Integrity and Security**			
4.2.1	Number of awareness and education activities to promote falls prevention, chronic health conditions, and associated evidence-based programs.	0	6 annually	16	Count	Equal to or greater than	State Fiscal Year	Number of activities	Tracking sheet	Tracking sheet - maintained by Senior Nutrition Program Manager, Community Resources Division	Improved health and wellness.	older adults, caregivers, adults with disabilities	0500.200100.000	This was a new measure. Counts across different programs were tabulated.
4.3	**Safety and Security: Implement initiatives that promote physical, mental, and emotional well-being, recognizing the importance of preventing abuse, neglect, and exploitation, as well as the need for social connections and effective support systems.**									**State Objective:**	**Maintaining Safety, Integrity and Security**			
4.3.1	Increase usage of Family Caregiver-focused evidence-based programs	10	1% increase annually (based on the previous year's total)	376	Count	Equal to or greater than	State Fiscal Year	count of caregivers utilizing evidence-based programs	caregivers accessing evidence-based programs	CaseWorthy	Family caregivers being provided with education and support through evidence-based programs.	family caregivers; care recipients; general public	0500.203000X000	
4.3.2	Increase Caregiver Counseling utilization and referrals	69	1% increase annually (based on the previous year's total)	27	Count	Equal to or greater than	State Fiscal Year	count of counseling referrals and utilization	counseling referrals	CaseWorthy	Counseling provided to family caregivers to provide emotional support during the caregiver journey	family caregivers; care recipients	0500.203000X000	Many AAAs moved to a self-directed model for service choice. When given the choice, more family caregivers chose to utilize their full award amount on respite and supplemental services.
4.3.3	Each local/regional Long Term Care Ombudsman Program will offer one workshop annually on resident rights and self-advocacy (1 event in each region)	10	10 workshops annually	10	Count	Equal to or greater than	Federal Fiscal Year	Count of total Resident Rights/Self-Advocacy workshops	WellSky Database	WellSky Database	Accessibility and quality of life are enhanced through consistent education, ensuring residents are not only protected but also empowered to advocate for themselves.	Long Term Care Residents	0500.400100.000	

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.3.4	Provide training for VAGAL SC volunteers focused on recognizing the autonomy of older and vulnerable adults and ensuring their voices are heard during court proceedings and while in SCDSS custody.	4	4	10	Count	Equal to or greater than	State Fiscal Year	Count of total number of trainings	Attendee list from educational events	Excel spreadsheet in shared drive	Providing education and training for consistent practices or handling of cases across the state.	Volunteers in the VAGAL SC program	0500.300100.000	

Strategic Plan Development

as submitted for the Accountability Report by:

FY2027

L060 - DEPARTMENT ON AGING

Goal 1 Accessibility: Enhance access to OAA and HCBS services, along with other essential services, by broadening options, offering a range of services, providing assistive technologies, and ensuring that physical locations are fully accessible.

Goal 2 Workforce: Create a comprehensive framework that fosters collaboration, training, and recognition to ensure access to necessary tools, education, and support to thrive in each workforce role.

Goal 3 Quality of Life: Healthy Aging Initiatives - Develop, support, and promote comprehensive healthy aging initiatives that encourage independence and empower individuals to make choices that suit their unique needs.

Goal 4 Safety and Security: Develop and advocate for community infrastructure, along with programs and services, that prioritize accessibility and safety in public spaces and at home.

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1	**Improve access to essential services for older adults, adults living with disabilities, and family caregivers, especially those facing additional barriers, by enhancing service delivery, raising awareness, and aligning services with state needs.**								**State Objective: Government and Citizens**				
1.1.1	Number of Aging Network accessibility activities completed (trainings, development of facility standards, etc.)	10	Minimum of 3	Count	Equal to or greater than	Federal Fiscal Year	Number of activities	Tracking sheet	Tracking sheet - maintained by Disabilities specialist and senior nutrition program	Promote and increase accessibility.	+60 adults, adults with disabilities	0500.200100.000	
1.1.2	Conduct routine visits to long-term care facilities in each region (3-4 visits annually)	90%	90% of facilities annually	Percent complete	Equal to or greater than	Federal Fiscal Year	Count of quarterly visits to long term care facilities	WellSky Database	WellSky Database	Consistent access to the Long Term Care Ombudsman meets the residents need for advocacy, protection and resolution of concerns, ensuring the residents' voices are heard and their rights safeguarded.	Long Term Care Residents	0500.400100.000	
1.1.3	Work with each AAA to expand the offering of both Personal Care and Homemaker services in each region	8	3 year to achieve expansion	Percent complete	Complete	State Fiscal Year	Determine by NGA funding request and Caseworthy data	Determine by NGA funding request and Caseworthy data	NGA and CaseWorthy data for billing	Increased older adults ability to Age in Place	Older Adults	0500.200100.000	
1.1.4	Work with each AAA to expand the support service options in each region to at least 3 different services	7	3 years to achieve expansion	Percent complete	Equal to or greater than	State Fiscal Year	Determine by NGA funding request and Caseworthy data	Determine by NGA funding request and Caseworthy data	NGA and CaseWorthy data for billing	Increased older adults ability to Age in Place	Older Adults	0500.200100.000	
1.1.5	Increase client contacts for all Title III programs	25,597	1% increase annually (based on the previous year's total)	Percent complete	Equal to or greater than	Other	MIPPA data is gathered using the Beneficiary Contact Form (BCF) that is entered into the SHIP Tracking and Reporting System (STARS) for each one -on-one contact.	Beneficiary Contact Forms	STARS	Direct benefit for the Medicare beneficiaries by reducing prescription drug and premium costs, plus enhancing access to preventive care, especially for low-income, rural, or ESL beneficiaries, making Medicare more affordable.	Medicare Beneficiaries	0500.200100.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1.6	Percentage of total beneficiary contact forms per Medicare beneficiaries under 150% FPL in the State (MIPPA)	1.57% (5,705 Contacts)	Reach 3% of identified population	Percent complete	Equal to or greater than	Other	MIPPA data is gathered using the Beneficiary Contact Form (BCF) that is entered into the SHIP Tracking and Reporting System (STARS) for each one -on-one contact.	Beneficiary Contact Forms	STARS	Direct benefit for the Medicare beneficiaries by reducing prescription drug and premium costs, plus enhancing access to preventive care, especially for low-income, rural, or ESL beneficiaries, making Medicare more affordable.	Medicare Beneficiaries	0500.200100.000	
1.1.7	Percentage of total client contacts per Medicare beneficiaries in the State (SHIP)	0.82% (9,689 Contacts)	Reach 3% of identified population	Percent	Equal to or greater than	Other	The state population is provided by Administration for Community Living (ACL) and entered in to STARS. Using this data is how we calculate the number of Medicare beneficiaries that need to be reached during the project year.	Beneficiary Contact Forms	STARS	Direct benefit for beneficiaries get one-on-one help with applications, understanding benefits, and navigating complex Medicare rules from trained counselors.	Medicare Beneficiaries	0500.200100.000	
1.1.9	Each SCDOA and AAA staff person, with direct consumer contact, receives annual person-centered training	2	1 training annually	Count	Maintain or Complete	State Fiscal Year	Number of people who participate	Certificates of completion and Registrations	AAA and SCDOA reporting	Consumers have a say in how services are delivered-person centered	Older Adults and People with Disabilities	0500.200100.000	
1.1.10	Ensure Family Caregiver Support programs participate in at least one outreach event in each county within their region annually	84%	1 annually per county	Percent complete	Maintain	State Fiscal Year	Metrics from GetCareSC will be compared from year to year, with growth measured based on the amount of family caregiver-related resources available at the beginning and end of the year	Family Caregiver Staff at the AAAs track and document outreach event information in the SCDOA-approved database. Data collected includes location and reach of the event, by county.	CaseWorthy	Increase awareness of FCSP statewide	family caregivers	0500.203000X000	
1.1.11	Increased utilization of Caregiver education and training services	617	3% increase annually (based on the previous year's total)	Count	Equal to or greater than	State Fiscal Year	Count of family caregivers attending trainings	Family Caregiver Staff at the AAAs track and document caregiver education and training information in the SCDOA-approved database.	CaseWorthy	Education and training of family caregivers to ensure confidence and sustainability as a family caregiver.	family caregivers; care recipients; general public	0500.203000X000	
1.2	**Accessibility: Implement robust outreach and education efforts to raise awareness about available services and how to access them, targeted communication campaigns, partnership with community organizations, and clear, user-friendly materials.**									**State Objective: Government and Citizens**			

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.2.1	Conduct a facility training per Ombudsman per quarter	Yes	Yes/No	Count	Equal to or greater than	Federal Fiscal Year	Count of trainings	WellSky Database	WellSky Database	Quarterly trainings ensure that facility staff are consistently updated on best practices, policies, and resources that improve residents' access to services.	Long Term Care Residents and facility staff	0500.400100.000	
1.2.2	Percentage of persons reached through presentations, booths/exhibits, and enrollment events per Medicare beneficiaries in the State (SHIP)	2.42% (28,554 Contacts)	Reach 3% of identified population	Percent	Equal to or greater than	Other	Based on data entered into STARS the previous year is used to calculate the projected number of events and persons needed to be reached for the next projected year.	Group Education and Outreach Form	STARS	Direct benefit to beneficiaries by empowering them with crucial knowledge, helping them navigate complex options, save money on costs (like prescriptions/premiums via programs like Extra Help/MSPs), choose the best plans (Original Medicare vs. MA), avoid enrollment errors, ultimately leading to better-informed decisions.	Medicare Beneficiaries	0500.200100.000	
1.2.3	Total number of people reached as reported on group outreach and education forms (MIPPA)	6.63% (24,148 Contacts)	Reach 3% of identified population	Percent	Equal to or greater than	Other	Based on data entered into STARS the previous year is used to calculate the projected number of events and persons needed to be reached for the next projected year.	Group Education and Outreach Form	STARS	Direct benefit for the Medicare beneficiaries by reducing prescription drug and premium costs, plus enhancing access to preventive care, especially for low-income, rural, or ESL beneficiaries, making Medicare more affordable.	Medicare Beneficiaries	0500.200100.000	
1.2.6	Increase outreach for each region yearly to ensure a comprehensive and coordinated delivery system	866	1% increase annually (based on the previous year's total)	Count	Equal to or greater than	State Fiscal Year	Count on number of contacts in SC ACT	SC ACT	SC ACT	Access to appropriate information, referrals and assistance to access services to remain at home.	Older Adults and People with Disabilities	0500.200100.000	
1.2.7	Ensure widespread access to dementia education by offering inclusive and accessible training opportunities for professional caregivers, family caregivers, and the general public seeking to better understand dementia.	3,623	2,000 participants	Count	Equal to or greater than 2000 participants in dementia education courses.	State Fiscal Year	Count of total number of participants	Currently managed by region via Excel spreadsheet	Shared DCS drive. Each region has its own running report	Education on dementia and resources to allow people to better advocate for themselves and their family members	General public	0500.450100.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.2.8	Increase the number of Family Caregiver-related resources in GetCareSC	164	1% increase annually (based on the previous year's total)	Count	Equal to or greater than	State Fiscal Year	Metrics from GetCareSC will be compared from year to year, with growth measured based on the amount of family caregiver-related resources available at the beginning and end of the year	GetCareSC database	GetCareSC Database	Access to relevant resources and information for family caregivers	family caregivers, referral specialist/case managers, caregiver-focused programs, organizations, and businesses	0500.203000X000	
1.2.9	One new community partner applies for and is awarded an ARCC Grant to enhance dementia-capable services throughout the state	10	1	Count	Equal to or greater than	State Fiscal Year	Count of first-time grant applicants	ARCC grant applicant	Excel spreadsheet in shared drive	New dementia-specific programs to support people living with dementia	People living with dementia	0500.500100.000	
1.3	**Improve access to essential services for older adults, adults living with disabilities, and family caregivers, especially those facing additional barriers, by enhancing service delivery, raising awareness, and aligning services with state needs.**								**State Objective:**	**Government and Citizens**			
1.3.1	Percent increase in the number of federal, state, and local nutrition resources for programs and services in the GetCareSC database	137	5% increase annually	Count	Equal to or greater than	State Fiscal Year	Number of resources in the database	GetCareSC database	GetCareSC database, independent tracking form maintained by Senior Nutrition Program staff - Community Resources Division	Increased awareness and access to community resources	Older adults, caregivers, adults with disabilities	0500.200100.000	
1.3.2	Host quarterly Long Term Care Council Meeting	4	Quarterly	Count	Complete	Calendar Year	Number of meetings held	scheduled meetings on calendar	Internal	Ensure accessible, accurate, and practical information that empowers South Carolinians to make informed long-term care and financial decisions.	Older adults, disabled individuals, Families and caregivers, member agencies, general public	0100.000000.000	
1.3.3	Conduct quarterly meetings with key stakeholders to educate the Aging Network on transportation options for service delivery (Non-Emergency Medical Transportation program and South Carolina Department of Transportation)	0	1 annually	Count	Complete	State Fiscal Year	Count based on number of meetings held	scheduled meetings on calendar	Outlook	Better understanding of transportation resources in SC	Older Adults and People with Disabilities	0500.200100.000	
1.3.4	Initiate activities to expand options of non-traditional respite options (breakrooms, memory cafes, etc.)	11 (DCS) 5 (Active Breakrooms)	1 annually	Count	Complete	State Fiscal Year	Number of new and existing Breakrooms and non-traditional respite options	Reports from Lifespan Respite grant partners related to development of Breakrooms	Quarterly Lifespan Respite Reports	Respite options for family caregivers	Family caregivers, care recipients, volunteer staff	0500.200100.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.3.5	Evaluation of all programs and services in GetCareSC for gaps in service availability or listing	No	Yes/No	Percent complete	Equal to or greater than	State Fiscal Year	Compare the number of resources in GetCareSC by taxonomy code to the number of unmet and presenting needs within SC ACT. Also review total number of taxonomy terms with the total number of resources per term.	GetCareSC database and SC ACT contacts	GetCareSC and SC ACT	Access and knowledge for services available in South Carolina, as well as understanding where there are service gaps for analysis or recruitment for additional support.	General public	0500.200100.000	
1.3.6	Percentage of low-income, rural, and non-native English contacts per total "hard-to-reach" Medicare beneficiaries in the State (SHIP)	0.85% (5,474 Contacts)	Reach 3% of identified population	Percent	Equal to or greater than	Other	Based on data entered into STARS the previous year is used to calculate the projected number of events and persons needed to be reached for the next projected year.	Beneficiary Contact Forms	STARS	Targeted outreach helps people with disabilities and those in rural areas find tailored assistance and access to other resources.	Disabled Medicare Beneficiaries, Rural	0500.200100.000	
1.3.7	Total number of beneficiary contact forms by target beneficiary groups (Under 65, Rural, Native American, English as a Secondary Language)	0.54% (1,963 Contacts)	Reach 3% of identified population	Percent	Equal to or greater than	Other	Based on data entered into STARS the previous year is used to calculate the projected number of events and persons needed to be reached for the next projected year.	Beneficiary Contact Forms	STARS	Targeted outreach helps people with disabilities and those in rural areas find tailored assistance and access to other resources.	Disabled Medicare Beneficiaries, Rural	0500.200100.000	
1.3.8	Quarterly meetings between the Catawba Indian Nation Tribe and SCDOA to enhance coordination between Title III and Title VI programs	4	4 annually	Count	Complete	State Fiscal Year	Count of meetings documented between SCDOA and the Catawba Indian Nation	Tracking sheet to document each meeting.	Internal tracking by the Program Manager.	Ensures coordination of services between Title III and Title VI programs.	Recipients of aging services that are part of a federally recognized tribe.	0500.200100.000	
1.3.9	Each Dementia Care Specialist will work in their region to ensure the expansion of community resources through fostering local connections who will work towards establishing programming in their community.	380	6 New community Partners	Count	Equal to or greater	State Fiscal Year	Count of networking opportunities	Reports from networking opportunities	Excel spreadsheet in shared drive.	Efficient, coordinated delivery of services as well as establishment of collaborative dementia support programming.	People living with ADRD and their family caregivers	0500.450100.000	
1.3.10	Support South Carolina residents who suspect they may have dementia or have received a diagnosis, along with their family caregivers, through care consultations conducted by statewide Dementia Care Specialists.	366	10 per Dementia Care Specialist per year	Count	Equal to or greater than	State Fiscal Year	Count of total number of individual or family consultations	List from caregiver consultation calls	Excel spreadsheet in shared drive.	Guidance for individual, caregiver and families on navigating a suspicion or diagnosis of dementia and connecting them with appropriate resources	People living with ADRD and their family caregivers	0500.450100.000	
1.3.11	ARCC Council seats are filled sufficiently to meet the needs of the council	22	25	Count	Equal to or greater than	State Fiscal Year	Count of Appointed ARCC Council Members	ARCC Council	ARCC Council list available	Representation of ARCC Council appointees to ensure perspectives of people living with dementia and working for people living with dementia are represented on the Council	People affected by dementia	0500.500100.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.1	**Workforce: Create a comprehensive framework that fosters collaboration, training, and recognition to ensure access to necessary tools, education, and support to thrive in each workforce role.**								**State Objective:**	**Education, Training, and Human Development**			
2.1.1	Each regional volunteer coordinator representative of the Office of the State Long Term Care Ombudsman Program will host a minimum of one "Coffee Talk " training for volunteers in the Ombudsman program.	1	10 events annually	Percent complete	Complete	Federal Fiscal Year	Count of events hosted	WellSky Database	WellSky Database	Regular Coffee Talk sessions provide a structured yet informal opportunity for volunteers to receive training, share experiences, and strengthen collaboration.	Volunteers	0500.400100.000	
2.1.2	Each representative of the Office of the State Long Term Care Ombudsman Program will attain the minimum number of 36 hours of certification training required by Federal law	100%	0%	Percent complete	Complete	Other	Count of modules and required training	Absorb LMS and WellSky	Absorb LMS and WellSky	Requiring Ombudsmen to complete 36 hours of certification training ensures that every workforce member has the foundational knowledge, skills, and tools necessary to perform their role effectively	Residents and families	0500.400100.000	
2.1.3	Each representative of the Office of the State Long Term Care Ombudsman Program will maintain the minimum number of 18 hours of CEU's required by Federal law	100%	100%	Percent complete	Complete	Federal Fiscal Year	Count of hours completed	WellSky Database	WellSky Database	Requiring Ombudsmen to complete 18 CEUs ensures ongoing professional development beyond initial certification, keeping skills and knowledge current.	Residents and families, Regional LTCOs, community partners and policy makers	0500.400100.000	
2.1.4	The Learning Management Systems Manager will work with the program staff to develop curriculum and coordinate training opportunities.	1 FTE	1 year	Acceptable Range	Complete	State Fiscal Year	Successful acquisition of a Learning Management Systems Manager	Approval from the State for the employee position	SCDOA Human Resources and/or Budget Manager.	Consistent trainings available across the state for employees of the SCDOA, AAAs and their staff, providers, and volunteers.	SCDOA and the Aging Network staff.	0100.000000.000	
2.1.5	Meet SCSEP Performance Measure: Entered Employment	12	1 annually	Percent complete	Equal to or greater than	State Fiscal Year	Number of people who exited the program for employment	GPMS/WIPS	GPMS/WIPS	Increased earnings for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	
2.1.6	Meet SCSEP Performance Measure: Average Earnings	4,875	3,147	Percent complete	Equal to or greater than	State Fiscal Year	Median Earnings Annually	GPMS/WIPS	GPMS/WIPS	Increased earnings for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	
2.1.7	Meet SCSEP Performance Measure: Service to Most-in-Need	3.45	3.04	Percent complete	Equal to or greater than	State Fiscal Year	Number of participants enrolled have a minimum of three criteria that qualifies the participant for most in need.	GPMS/WIPS	GPMS/WIPS	Increased earnings for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	
2.1.8	Meet SCSEP Performance Measure: Community Service Level	142.40%	72.70%	Percent complete	Equal to or greater than	State Fiscal Year	Number of community service hours completed annually.	GPMS/WIPS	GPMS/WIPS	Increased earnings and awareness of OAA services for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.1.9	Meet SCSEP Performance Measure: Service Level	179%	177.10%	Percent complete	Equal to or greater than	State Fiscal Year	Number of host agency site that provide training services to SCSEP participants.	GPMS/WIPS	GPMS/WIPS	Increased earnings for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	
2.1.10	Host an annual ADA training regarding accessible documents to ensure website and media compliance	1	1 annually	Count	Equal to or greater than	State Fiscal Year	Count of trainings	Event registration	Independent tracking by the Public Information Officer	Compliance for all website documents to be accessible for all populations	General public	0100.000000.000	
2.1.11	Increase the utilization of SC Respite Coalition's virtual Caregiver and Respite Provider Training Modules	123	1% increase annually (based on the previous year's total)	Count	Equal to or greater than	State Fiscal Year	Number of people participating in training modules	training modules data source	Quarterly Lifespan Respite Reports	Training of direct care workforce	family caregivers; care recipients; general public	0500.200100.000	
2.1.12	Host a training regarding Employee Assistance Programs available to working caregivers for counseling and other support services	2	1 annually	Count	Complete	State Fiscal Year	Training conducted to inform constituents of EAP and other counseling and support service availability	training conducted	CaseWorthy	Awareness of family caregivers of available resources	Family caregivers, care recipients, volunteer staff	0500.203000X000	
2.1.13	Conduct outreach or presentations to employers regarding the complexities of working family caregivers	0	1 annually	Count	Complete	State Fiscal Year	Training conducted to educate constituents of the complexities of working family caregivers	training conducted	CaseWorthy	Awareness of family caregivers in the workplace	family caregivers, general public, employers	0500.203000X000	
2.1.14	Provide support to VAGAL SC volunteers who have been recruited and trained, and who have either served as guardians ad litem for vulnerable adults in family court or supported the program through recruitment, training, or involvement in Vulnerable Adult Fund initiatives.	50	50 volunteers annually	Count	Equal to or greater than	State Fiscal Year	Count of participants in various activities or trainings.	Quickbase	Quickbase	Providing education and training for consistent practices or handling of cases across the state.	Volunteers in the VAGAL SC program	0500.300100.000	
2.2	**Workforce: Establish innovative partnerships and targeted initiatives to develop sustainable solutions for the challenges faced by various workforce roles associated with older adults in South Carolina.**								**State Objective: Government and Citizens**				
2.2.1	Leverage SCSEP participants to perform Community Service Hours in host agencies that serve OAA services	0	3 participants annually	Percent complete	Equal to or greater than	State Fiscal Year	Number of participants that complete community service hours where OAA services are offered.	GPMS/WIPS	GPMS/WIPS	Increased earnings for older adults to become more self-sufficient	Older Adults 55+	0500.200100.000	
2.2.2	Coordinate with the SC Department of Employment and Workforce to host older workers job fairs across SC with employers who want to hire older workers.	2	2 annually	Count	Equal to or greater than	State Fiscal Year	Number of participants that exited the program for employment.	GPMS/WIPS	GPMS/WIPS	Indirect benefits to agency customers, such as increased employee knowledge/skills, new partnerships or resources implemented	Older Adults 55+	0500.200100.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.2.3	Increase the utilization of support groups for Family Caregivers	646	2% increase annually (based on the previous year's total)	Count	Equal to or greater than	State Fiscal Year	Referrals for family caregiver support groups	referrals made	CaseWorthy	support for family caregivers	family caregivers; care recipients; general public	0500.203000X000	
2.2.4	Work with each AAA to ensure support group services are available in each region	100	3 years to achieve expansion	Percent complete	Equal to or greater than	State Fiscal Year	availability of support groups statewide	annual monitoring report shows and increase in support group availability	annual regional monitoring reports	support for family caregivers	family caregivers; care recipients; general public	0500.203000X000	
2.2.5	Increase the number of support groups documented in GetCareSC	30	1% increase annually (based on the previous year's total)	Count	Equal to or greater than	State Fiscal Year	Comparing the current number of support groups in the GetCareSC database to the number from the previous year.	Profiles identified as support groups in the GetCareSC resource database	GetCareSC	Emotional and physical support to a caregiver or other person that may be experiencing similar situations	Caregivers and populations related to Support Group focus	0500.203000X000	
2.2.6	The number of vulnerable adult cases assigned to a volunteer GAL. The SCDOA VAGAL staff provides supervision and support for volunteers.	73	75	Count	Equal to or greater than	State Fiscal Year	Count of cases assigned to volunteer GALs	Quickbase	Quickbase	Advocacy for vulnerable adults	Vulnerable adults	0500.500100.000	
2.3	**Through education and community outreach, volunteer opportunities will be made available and accessible for potential volunteers.**								**State Objective:**	**Education, Training, and Human Development**			
2.3.2	Work with each AAA to ensure volunteer opportunities are available through the Family Caregiver Support Program in each region	0	3 years to achieve expansion	Percent complete	Equal to or greater than	State Fiscal Year	expansion of volunteer opportunities available through FCSP	annual monitoring report shows and increase in volunteer opportunities	annual regional monitoring reports	Constituents seeking volunteer opportunities offering a sense of purpose and belonging.	constituents seeking volunteer opportunities, family caregivers, care recipients	0500.203000X000	
2.3.3	Each VAGAL SC regional coordinator will attend or host at least one event within their region to recruit new guardian ad litem volunteers.	10	10 events annually	Count	Equal to or greater than	State Fiscal Year	Count of events attended	Documented list of events attended	Quickbase	Ensure Guardian ad Litem representation of vulnerable adults in South Carolina	Vulnerable adults	0500.300100.000	
3.1	**Enhance the quality of life for older adults, adults with disabilities, and family caregivers by developing and implementing responsive programs that prioritize client preferences.**								**State Objective:**	**Healthy and Safe Families**			
3.1.1	Implement a process for new service recipients who have a high malnutrition score to be referred to a Registered Dietitian	25	2 years to achieve	Percent complete	Equal to or greater than	State Fiscal Year	Malnutrition Risk count/percentage	QuestionPro/CaseWorthy via the Assessment, review "accept" for malnutrition information	QuestionPro/CaseWorthy, independent tracking form maintained by Senior Nutrition Program Staff - Community Resources Division	Reduce senior malnutrition	60+ adults, adults with disabilities	0500.200100.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
3.1.2	Percent for improvement in low food security score compared to continued service for 3 years: Assessment (baseline), second reassessment (new score) for congregate and home delivered meal recipients	40%	25%	Percent complete	Equal to or greater than	State Fiscal Year	Low food security count/ percentage	QuestionPro/ CaseWorthy via the Assessment, review for Expanded Food Security Screener	QuestionPro/ CaseWorthy via the Assessment, review for Expanded Food Security Screener - Nutrition Program Staff - Community Resources Division	Reduce food security	60+ adults, adults with disabilities	0500.200100.000	
3.1.3	Percent increase in the number of partners and stakeholders utilizing the Nourish to Flourish SC social media toolkit	28%	10% increase annually	Count	Equal to or greater than	State Fiscal Year	Number of partners	SCDOA social media account	SCDOA social media account, tracked by Senior Nutrition Program staff - Community Resources Division	Increase awareness of senior malnutrition and associated resources	older adults, caregivers, adults with disabilities	0500.200100.000	
3.1.4	Create the opportunity for a statewide evidence-based program focused on family caregivers	11	3 years to achieve	Percent complete	Equal to or greater than	State Fiscal Year	implementation of evidence-based caregiver programs	utilization of evidence-based programs for family caregivers	CaseWorthy	Family caregivers being provided with education and support through evidence-based programs.	family caregivers; care recipients; general public	0500.203000X000	
3.1.5	Provide care consultations to people living with dementia and their family caregivers, helping to navigate resources and local supports.	100	200 families annually	Count	Equal to or greater than	State Fiscal Year	Count of total number of individual or family consultations	List from caregiver consultation calls	Excel spreadsheet in shared drive.	Guidance for individual, caregiver and families on navigating a suspicion or diagnosis of dementia and connecting them with appropriate resources	People living with ADRD and their family caregivers	0500.450100.000	
3.1.6	Provide low-cost, high-impact home modifications to older adults that reduce the risk of falls and related injuries, prevent or delay institutionalization, and enable older adults to remain safely and independently in their own homes and communities as they age in place	67	67	Count	Equal to or greater than	State Fiscal Year	Count of homes completed.	Tracking sheet and database system.	Database system.	Accessibility and quality of life are improved by providing home modifications that reduce the risk of falls and related injuries, allowing older adults to remain safe and independent in their homes and communities.	Older adults who have experienced falls and need home repairs or modifications to age safely and independently in their homes.	0500.500100.000	
3.1.7	Provide grant awards to non-profit organizations to implement innovative programs that help the state's older adults age in place in their homes and communities, avoiding institutionalization.	applications received	number of awards	Count	Equal to or greater than	State Fiscal Year	Number of awards	Tracking sheet	Maintained by the program manager, divisional manager, and Finance	Older Adults, family caregivers and people with disabilities	60+ adults, family caregivers, and adults with disabilities	0500.200100.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
3.1.8	Expand and provide awareness of the available fellowships grants available through our agency.	applications received	award annually	Count	Maintain range	State Fiscal Year	Count for award	Tracking sheet	Maintained by the program manager, divisional manager, and Finance	Older Adults, family caregivers and people with disabilities	60+ adults, family caregivers, and adults with disabilities	0500.200100.000	
3.2	**Quality of Life: Community Responsiveness - Ensure existing and new programs, resources, and education are responsive to the needs, interests, and preferences of target populations in each community.**								**State Objective: Government and Citizens**				
3.2.1	The State Long Term Care Ombudsman will seek opportunities to comment on legislation and respond to governmental bodies and policy makers regarding issues affecting the care of residents	366	Yes/No	Ratio	Maintain	Federal Fiscal Year	Count of legislative/governmental/policymaker engagements	WellSky Database	WellSky Database	By actively engaging in legislative and policy discussions, the SLTCO ensures that programs and resources reflect the real needs and preferences of residents in long-term care facilities	Long Term Care Residents	0500.400100.000	
3.2.2	Develop and conduct training programs, as well as other learning opportunities for all long-term care facilities in each region (1 per region)	Yes	10 annually	Count	Equal to or greater than	Federal Fiscal Year	Count of total trainings	WellSky Database	WellSky Database	The delivery of consistent region-wide training meets the need for well-trained, knowledgeable and responsive facility staff.	Long Term Care Residents and facility staff	0500.400100.000	
3.2.3	Provide guardian ad litem representation at hearings for vulnerable adults who are at substantial risk of abuse, neglect, self-neglect, or exploitation and are either in SCDSS custody or have an open legal case with SCDSS. (Note: This generally excludes probable cause hearings, except in limited circumstances.)	100%	100%	Percent complete	Equal to or greater than	State Fiscal Year	Count of total cases received compared with count of cases assigned.	Cases received from APS and internal tracking of assigned Guardian ad Litem	Quickbase	Ensure Guardian ad Litem representation of vulnerable adults in South Carolina	Vulnerable adults	0500.300100.000	
3.3	**Enhance the quality of life for older adults, adults with disabilities, and family caregivers by developing and implementing responsive programs that prioritize client preferences.**								**State Objective: Education, Training, and Human Development**				
3.3.1	Number of awareness and education activities to promote social connection	699	10 annually	Count	Equal to or greater than	State Fiscal Year	Number of activities	Tracking sheet	Tracking sheet - maintained by SCDOA S.O.C.I.A.L.	Promote socialization. Reduce isolation.	Older adults, family caregivers, adults with disabilities	0500.204000X000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
3.3.2	Review for improvement in loneliness scores (UCLA Loneliness Scale) for service recipients receiving services for at least 3 years (assessment: baseline compared to second reassessment: newest score) for the Congregate Dining and Home Delivered Nutrition programs	10	2 years to achieve	Percent complete	Equal to or greater than	State Fiscal Year	Loneliness score count/percent	QuestionPro/CaseWorthy via the Assessment, review data 29% score got better	QuestionPro/CaseWorthy, maintained by Senior Nutrition Program Staff - Community Resources Division	Promote socialization. Reduce isolation.	60+ adults, adults with disabilities	0500.200100.000	
4.1	**Safety and Security: Develop and advocate for community infrastructure, along with programs and services, that prioritize accessibility and safety in public spaces and at home.**								**State Objective: Healthy and Safe Families**				
4.1.1	The Office of the State Long Term Care Ombudsman Program will provide training on establishing Multi-Disciplinary Teams to the regional representatives of the Office of the State Long Term Care Ombudsman	1	1 annually	Count	Equal to or greater than	Federal Fiscal Year	Count of MDT training provided	WellSky Database	WellSky Database	Safety and security are reinforced through collaborative infrastructure, ensuring that residents have access to coordinated protections and advocacy across multiple systems.	Residents and families, Regional LTCOs, community partners and policy makers	0500.400100.000	
4.1.2	Each local/regional Long Term Care Ombudsman Program will establish or strengthen an Elder Justice advocacy group in their respective regions	1	10 annually	Ratio	Equal to or greater than	Federal Fiscal Year	Count of Elder Justice Advocacy groups assisted	WellSky Database	WellSky Database	Establishing or strengthening advocacy groups enhances responsiveness by embedding resident perspectives into community infrastructure, ultimately improving quality of life and safeguarding rights.	Long Term Care Residents	0500.400100.000	
4.1.3	Develop and distribute handouts and flyers regarding recognizing abuse, neglect, and exploitation	6	1 year to achieve	Percent complete	Update, print and distribute information to include flyers, pamphlets and bookmarks.	State Fiscal Year	Type and number of items developed	LTCOP staff will review and annotate the activity in the WellSky database	WellSky Database	Consistent, proactive education, meets the stakeholder need for awareness, prevention, and empowerment in recognizing and addressing ANE.	Long Term Care Residents, family, facility staff, and community partners	0500.400100.000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.1.4	Create social media posts or other online activities to educate on the signs and symptoms of abuse, neglect, and exploitation	6	6 annually	Count	Equal to or greater	Federal Fiscal Year	Count of social media/online posts	WellSky Database	WellSky Database	Consistent online engagement strengthens prevention efforts, builds community responsiveness, and ensures stakeholders are empowered to recognize and report ANE.	Long Term Care Residents, caregivers and persons residing in the community.	0500.400100.000	
4.1.5	Host Senior PREP events across the state with no more than two in the same region.	5-6 annually	5-6 annually	Count	Equal to or greater than	State Fiscal Year	Number of Senior P.R.E.P. events held within the state fiscal year	Obtain participant numbers based on attendance at each event	Internal	Benefits to the community, such as increased education and knowledge of emergency resources available at the local and state level. In some cases, emergency kits are provided to those in need. Connections are made between local and state partners to identify and collaborate on additional events.	Older Adults 55+, Community members, adults with disabilities	0100.000000.000	
4.2	**Enhance the safety and security of older adults, adults living with disabilities, and their family caregivers by fostering improvements in home and community environments.**								**State Objective:**	**Maintaining Safety, Integrity and Security**			
4.2.1	Number of awareness and education activities to promote falls prevention, chronic health conditions, and associated evidence-based programs.	10	15 annually	Count	Equal to or greater than	State Fiscal Year	Number of activities	Tracking sheet	Tracking sheet - maintained by Senior Nutrition Program Manager, Community Resources Division	Improved health and wellness.	older adults, caregivers, adults with disabilities	0500.200100.000	
4.3	**Safety and Security: Implement initiatives that promote physical, mental, and emotional well-being, recognizing the importance of preventing abuse, neglect, and exploitation, as well as the need for social connections and effective support systems.**								**State Objective:**	**Maintaining Safety, Integrity and Security**			
4.3.1	Increase usage of Family Caregiver-focused evidence-based programs	16	1% increase annually (based on the previous year's total)	Count	Equal to or greater than	State Fiscal Year	count of caregivers utilizing evidence-based programs	caregivers accessing evidence-based programs	CaseWorthy	Family caregivers being provided with education and support through evidence-based programs.	family caregivers; care recipients; general public	0500.203000X000	
4.3.2	Increase Caregiver Counseling utilization and referrals	69	1% increase annually (based on the previous year's total)	Count	Equal to or greater than	State Fiscal Year	count of counseling referrals and utilization	counseling referrals	CaseWorthy	Counseling provided to family caregivers to provide emotional support during the caregiver journey	family caregivers; care recipients	0500.203000X000	

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
4.3.3	Each local/regional Long Term Care Ombudsman Program will offer one workshop annually on resident rights and self-advocacy (1 event in each region)	10	10 workshops annually	Count	Equal to or greater than	Federal Fiscal Year	Count of total Resident Rights/Self-Advocacy workshops	WellSky Database	WellSky Database	Accessibility and quality of life are enhanced through consistent education, ensuring residents are not only protected but also empowered to advocate for themselves.	Long Term Care Residents	0500.400100.000	
4.3.4	Provide training for VAGAL SC volunteers focused on recognizing the autonomy of older and vulnerable adults and ensuring their voices are heard during court proceedings and while in SCDSS custody.	10	4	Count	Equal to or greater than	State Fiscal Year	Count of total number of trainings	Attendee list from educational events	Excel spreadsheet in shared drive	Providing education and training for consistent practices or handling of cases across the state.	Volunteers in the VAGAL SC program	0500.300100.000	

2026 Budget Data

as submitted for the Accountability Report by:

L060 - DEPARTMENT ON AGING

State Funded Program No.	State Funded Program Title	Description of State Funded Program	(Actual) General	(Actual) Other	(Actual) Federal	(Actual) Total	(Projected) General	(Projected) Other	(Projected) Federal	(Projected) Total
0100.000000.000	Administration	Administration	$ 2,740,324.52	$ (3,505.90)	$ 1,840,814.48	$ 4,577,633.10	$ 2,824,870.89	$ 80,000.00	$ 2,500,000.00	$ 5,404,870.89
0500.200100.000	Aging Assistance	Aging Assistance	$ 3,955,198.52	$ 855,911.50	$ 28,208,380.10	$ 33,019,490.12	$ 5,004,703.66	$ 2,500,000.00	$ 28,000,000.00	$ 35,504,703.66
0500.201500X000	Alzheimers	Alzheimer's	$ 134,797.21	$ -	$ -	$ 134,797.21	$ 270,823.61	$ -	$ -	$ 270,823.61
0500.202000X000	Geriatric Physician Loan Program	Geriatric Physician Loan Program	$ 35,000.00	$ -	$ -	$ 35,000.00	$ 140,000.00	$ -	$ -	$ 140,000.00
0500.203000X000	Family Caregivers	Family Caregivers	$ 2,883,720.61	$ -	$ -	$ 2,883,720.61	$ 3,500,000.00	$ -	$ -	$ 3,500,000.00
0500.203500X000	Silver Haired Legislature	Silver Haired Legislature	$ 15,000.00	$ -	$ -	$ 15,000.00	$ 15,000.00	$ -	$ -	$ 15,000.00
0500.204000X000	Home and Community Based Services	Home and Community Based Services	$ 16,782,526.40	$ -	$ -	$ 16,782,526.40	$ 25,000,000.00	$ -	$ -	$ 25,000,000.00
0500.300100.000	Adult Guardian ad Litem	Adult Guardian ad Litem	$ 837,279.31	$ 6,438.88	$ -	$ 843,718.19	$ 1,000,000.00	$ 8,000.00	$ -	$ 1,008,000.00
9500.050000.000	State Employer Contributions	State Employer Contributions	$ 1,080,182.80	$ -	$ 573,469.94	$ 1,653,652.74	$ 1,200,000.00	$ 30,000.00	$ 650,000.00	$ 1,880,000.00
9817.050000X000	Office On Aging - Software & Technology Sys Upgrade	Office On Aging - Software & Technology Systems Upgrade	$ -	$ (149,709.00)	$ -	$ (149,709.00)	$ -	$ 326,170.02	$ -	$ 326,170.02
0500.400100.000	State Long Term Care Ombudsman	State Long Term Care Ombudsman	$ 923,741.76	$ -	$ 2,781,676.72	$ 3,705,418.48	$ 1,500,000.00	$ 8,000.00	$ 2,990,452.00	$ 4,498,452.00
9824.070000X000	Hud Home Modifications	Discretionary 1 time funds of Hud grant	$ 8,195.25	$ -	$ 9,228.02	$ 17,423.27	$ -	$ -	$ -	$ -
9827.010000X000	Orangeburg Senior Community Center	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9830.060000X000	American Rescue Plan Funding	American Rescue Plan Funding	$ 139,643.08	$ -	$ 757,705.00	$ 897,348.08	$ -	$ -	$ -	$ -

State Funded Program No.	State Funded Program Title	Description of State Funded Program	(Actual) General	(Actual) Other	(Actual) Federal	(Actual) Total	(Projected) General	(Projected) Other	(Projected) Federal	(Projected) Total
9835.020000X000	Fairfax Senior Citizen's Building	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9810.350000x000	Antioch Senior Center	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9822.120000x000	Darlington Council on Aging	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9822.190000x000	Sumter YMCA - Senior Center	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9824.180000x000	Senior Citizens Assoc - Leatherman Senior Center Expansion	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9826.160000x000	Friends of the Lowcountry Senior Center	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9827.170000x000	Lourie Center - Facility Maintenance	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9828.150000x000	Foothills Agricultural Res. and Marketing Center	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9830.140000x000	Dorchester County - N. Chas. Area Senior Center	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9832.130000x000	City of Mauldin - Ray W. Hopkins Senior Center	Pass thru	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
0500.450100.000	Caregiver and Alzheimer Resource Division	Caregiver and Alzheimer Division	$ 496,189.60			$ 496,189.60	$ 800,000.00	$ -	$ -	$ 800,000.00
0500.500100.000	Home Stabilization Program	Statewide home modifications	$ 338,782.53			$ 338,782.53	$ 700,000.00	$ -	$ -	$ 700,000.00
9836.040000X000	Orangeburg County - Rural Life Resources	Pass thru	$ -			$ -	$ -	$ -	$ -	$ -

State Funded Program No.	State Funded Program Title	Description of State Funded Program	(Actual) General	(Actual) Other	(Actual) Federal	(Actual) Total	(Projected) General	(Projected) Other	(Projected) Federal	(Projected) Total
9819.380000X000	The Unumb Center of Neurodevelopment - Adult Residential Campus	Pass thru	$ -			$ -	$ -	$ -	$ -	$ -
9839.030000X000	Allendale County - Recreational Walking Trail	Pass thru	$ -			$ -	$ -	$ -	$ -	$ -
9823.200000X000	Tri-City Visionaries Inc. - Senior Housing Repairs	Pass thru	$ -			$ -	$ -	$ -	$ -	$ -
0500.204500X000	Alzheimers Respite	State Alzheimer's Respite Services	$ 838,607.99	$ -	$ -	$ 838,607.99	$ 900,000.00			$ 900,000.00

2026

Legal Data

as submitted for the Accountability Report by:

L060 - DEPARTMENT ON AGING

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
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 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		No Change
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	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		No Change
42 U.S.C. § 3030d	Federal	Statute	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		No Change
42 U.S.C. § 3030m; 42 U.S.C. § 3030n	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		No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
42 U.S.C. § 3030s; 42 U.S.C. § 3030s-1; 42 U.S.C. § 3030s-2	Federal	Statute	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		No Change
42 U.S.C. § 3058g(a)(3)(A)	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	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.	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
42 U.S.C. §§ 300ii - 300ii-4	Federal	Statute	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		No Change
42 U.S.C. §§ 3056-3056p; 42 U.S.C. § 3030d(a)(12)	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		No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
42 U.S.C. §1315a	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	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.	No Change
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	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		No Change
Proviso 40.1	State	FY23-24 Proviso	Any 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		No Change
Proviso 40.2	State	FY23-24 Proviso	(Aging: State Match Funding Formula) of the state funds appropriated under "Aging Assistance," 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		No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
Proviso 40.3	State	FY22-23 Proviso	The Department on Aging is authorized to receive and expend registration fees for educational, training and certification programs.	Requires a service	Educational, training, and certification programs.	No Change
Proviso 40.5	State	FY23-24 Proviso	(AGING: Home Community-Based Services) 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. Allowable services as defined in the Department on Aging's State Plan include: group dining, home delivered meals, transportation, to group dining sites, transportation for essential trips, personal care, homemaker, home chore, home modifications, legal assistance, and Assessments. Area agencies on Aging(AAA's) may expend no more than ten percent for administrative services and one-quarter of one percent shall be retained by the department to provide monitoring and oversight of the program. However, up to three percent of the annual state appropriation for Home Community-Based Services may be retained at the Department on Aging to be allocated by the department to the affected regions in cases of an emergency and/or natural disaster recognized by the Governor. If this funds are not utilized by the fiscal year allocated they are to be treated as carry forward funds and reallocated to the AAA's. The intrastate funding Formula shall be used as a guideline for the allocation of state funds appropriated for Home Community - Based Services. The Department on Aging shall develop and implement a structured methodology to allocate the state Home	Requires a service	Funding services that allow seniors to live independently at home; this is achieved by providing funding to the Area Agencies on Aging.	No Change
Proviso 40.6	State		(AGING: Geriatric Loan Forgiveness Program) 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		No Change
Proviso 40.7	State	FY23-24 Proviso	(AGING: Caregivers Carry Forward) 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		No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
Proviso 40.8	State	FY23-24 Proviso	(AGING: Vulnerable Adult Guardian ad Litem Carry Forward) 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		No Change
Proviso 40.9	State	FY23-24 Proviso	(AGING: Alzheimer's Respite Program) Funds appropriated to the Department on Aging for Alzheimer's Respite Program must be used to provide respite care and diagnostic services and must be maximized, to the extent feasible, to attain federal matching dollars. On or before September thirtieth of each year, the department must submit to the Governor, Senate Finance Committee, and House Ways and Means Committee an annual financial statement and outcomes measures attained for the fiscal year just ended. In addition, when instructed by the Executive Budget Office or the General Assembly to reduce funds by a certain percentage, the department may not reduce the program funds greater than such stipulated percentage.	Requires a manner of delivery		Added
SC Acts and Joint Resolutions 2018, Act No. 291.	State	Statute	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	The study committee submitted its report on the state of palliative care in South Carolina with findings and recommendations to the Governor and the General Assembly a report on December 31, 2019. The study committee was dissolved per statue	Suspended

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
Section 12-21-4200, Section 43-31-40 (k)	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		No Change
Section 30-4-10 et. seq.	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	Yes	No Change
Section 43-21-10; Section 43-21-20	State	Statute	Coordinate and host the South Carolina Advisory Council on Aging.	Board, commission, or committee on which someone from our agency must/may serve		No Change
Section 43-21-120	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		No Change
Section 43-21-130; Section 43-21-140; and Section 43-21-150	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	The council has been removed from Proviso 40.4 and is to be reinstated.	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
Section 43-21-160	State	Statute	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		No Change
Section 43-21-190	State	Statute	Provide funding through budget line item to the Silver Haired Legislature.	Distribute funding to another entity		No Change
Section 43-21-200	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	The SCDOA recommending to Correct the agency name in Section 43 35 310(A)(2)(b); increase the amount of the award each year, change the number of participants accepted each year to two; Consider expanding the program to allied geriatric health care professionals such as: geriatric physicians and psychiatrists who have not completed a geriatric fellowship program, nurse practitioners, social workers, physical therapists, and occupational therapists.	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
Section 43-35-200(A); Section 43-35-220; Section 43-35-230	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	Correct the agency name in Section 43-35-310(A)(2)(b).	No Change
Section 43-35-220(A); Section 43-35-45(C)	State	Statute	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	Increase the amount of the award each year;	No Change
Section 43-35-310; Section 43-35-320; Section 43-35-330; Section 43-35-340; Section 43-35-350	State	Statute	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	Change the number of participants accepted each year to two;	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2026
Section 44-36-310; Section 44-36-320	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	Distribute funding to another entity	Consider expanding the program to allied geriatric health care professionals such as: geriatric physicians and psychiatrists who have not completed a geriatric fellowship program, nurse practitioners, social workers, physical therapists, and occupational therapists.	No Change

2026 Services Data

as submitted for the Accountability Report by:

L060 - DEPARTMENT ON AGING

Description of Service	Description of Direct Customer	Customer Name	Others Impacted by Service	Division or major organizational unit providing the service.	Description of division or major organizational unit providing the service.	Primary negative impact if service not provided.	Changes made to services during FY2026	Summary of changes to services
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	No Change	
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.	No Change	
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.	No Change	
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	No Change	

Description of Service	Description of Direct Customer	Customer Name	Others Impacted by Service	Division or major organizational unit providing the service.	Description of division or major organizational unit providing the service.	Primary negative impact if service not provided.	Changes made to services during FY2026	Summary of changes to services
Federal OAA program of Family Caregiver Support Program and Lifespan Respite, State Programs: Alzheimer's Resource Coordination Center,	Government and citizens	Family Caregivers, older adults, persons living with dementia	state and local agencies in the field of Alzheimer's Disease and related dementia, constituents seeking general knowledge of ADRD	Caregiver and Alzheimer's Resource Division	Provides funding for caregiver services and programs in order to improve the quality of life for South Carolina caregivers, allowing them to keep their loved one in the community as long as possible. Provides education and management of programs to enhance the lives of those living with all forms of dementia and their family caregivers.	Vulnerable adults would be at higher risk of institutionalization.	No Change	

2026

Partnerships Data

as submitted for the Accountability Report by:

L060 - DEPARTMENT ON AGING

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	Alzheimer's Association - SC Chapter	Aging Partner	No Change
Non-Governmental Organization	AARP SC	Aging Partner	No Change
Non-Governmental Organization	ABLE SC	Aging Partner	No Change
Non-Governmental Organization	ADvancing States	Aging Partner	No Change
Non-Governmental Organization	Inform USA	Aging Partner	Amend
Non-Governmental Organization	American Red Cross	Aging Partner	No Change
Higher Education Institute	Clemson University	Aging Partner	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Federal Government	CMS (Center for Medicare and Medicaid Services)	Aging Partner	No Change
Non-Governmental Organization	Consumer Voice	Aging Partner	No Change
Non-Governmental Organization	Family Connection of SC	Aging Partner	No Change
Non-Profit Organization	Goodwill	Aging Partner	No Change
Non-Governmental Organization	Harvest Hope Food Bank	Aging Partner	No Change
Non-Governmental Organization	Healthy Palmetto	Aging Partner	Add
State Government	Legislative Committee to Study Services, Programs and Facilities for Aging (Joint Legislative Committee on Aging)	Aging Partner	No Change
Higher Education Institute	Medical University of South Carolina	Aging Partner	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	USAging	Aging Partner	Amend
Professional Association	National Association of State Ombudsman Program	Aging Partner	No Change
Non-Governmental Organization	National Council on Aging (NCOA)	Aging Partner	No Change
Non-Governmental Organization	National Institute of Senior Centers (NISC)	Aging Partner	No Change
Non-Governmental Organization	National Meals on Wheels	Aging Partner	No Change
Non-Governmental Organization	Salvation Army	Aging Partner	No Change
State Government	SC Advisory Council on Aging	Aging Partner	No Change
Non-Governmental Organization	SC Association of Council on Aging Directors (SCACAD)	Aging Partner	No Change
Non-Governmental Organization	SC Association of Farmers Markets	Aging Partner	Add
State Government	SC Attorney Generals' Office (Medicaid Fraud)	Aging Partner	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	SC Bar Association	Aging Partner	No Change
Private Business Organization	SC Blue Cross Blue Shield	Aging Partner	No Change
State Government	SC Department of Corrections	Aging Partner	No Change
State Government	SC Department of Education	Aging Partner	No Change
State Government	SC Department of Health and Human Services (Medicaid)	Aging Partner	No Change
State Government	SC Department of Public Health (SNAP-Ed, Injury Prevention and Aging Programs, Evaluation and Epidemiology)	Aging Partner	No Change
State Government	SC Department of Transportation	Aging Partner	No Change
State Government	SC Emergency Management Division	Aging Partner	No Change
State Government	SC Fire Marshall (Fire Safe SC)	Aging Partner	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	SC Hospital Association	Aging Partner	No Change
Higher Education Institute	SC Institute of Medicine and Public Health	Aging Partner	No Change
Non-Governmental Organization	SC Legal Services	Aging Partner	No Change
State Government	SC Protection and Advocacy	Aging Partner	Amend
Non-Governmental Organization	SC Thrive	Aging Partner	No Change
Professional Association	SC Veterinarian Association	Aging Partner	No Change
Non-Governmental Organization	Southeast Association of Area Agencies on Aging (SE4A)	Aging Partner	No Change
Non-Governmental Organization	Department of Veterans affairs	Aging Partner	No Change
Professional Association	SCARN (SC Aging Research Network)	Aging Partner	No Change
Non-Governmental Organization	SC Respite Coalition	Aging Partner and service contractor	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Profit Organization	Alzheimer's Family Services of Greater Beaufort	Aging Partner ARCC	No Change
Non-Profit Organization	Leeza's Care Connection	Aging Partner ARCC	No Change
Non-Profit Organization	Magnolia Memory Care	Aging Partner ARCC	No Change
Non-Profit Organization	Respite Care Charleston	Aging Partner ARCC	No Change
Non-Profit Organization	The Ark of Summerville	Aging Partner ARCC	No Change
Non-Government Organization	Let's Walk	Aging Partner ARCC	Add
Non-Government Organization	Franklin Home Health Agency	Aging Partner ARCC	Add
Local Government	Lexington County Sheriff's Department-Project Lifesaver	Aging Partner ARCC	Add
Non-Government Organization	Lifecare Memory Partners	Aging Partner ARCC	Add
Non-Profit Organization	Anderson Interfaith Ministries	Aging Partner ECT	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Profit Organization	Association for the Blind	Aging Partner ECT	No Change
Non-Governmental Organization	Leading Age	Aging Partner Long Term Care Ombudsman Program	No Change
Non-Governmental Organization	SC Assisted Living Association (SCALA)	Aging Partner Long Term Care Ombudsman Program	No Change
Non-Governmental Organization	Sincere HomeOwners United Together (SHOUT)	Aging Partner Long Term Care Ombudsman Program	No Change
Non-Governmental Organization	The Cooperative Ministry	Aging Partner Long Term Care Ombudsman Program	No Change
Non-Governmental Organization	Absolute Total Care	Aging Partner Prime Ombudsman Program	No Change
Non-Governmental Organization	Molina Health	Aging Partner Prime Ombudsman Program	No Change
State Government	Department of Insurance	Aging Partner SHIP	No Change
Federal Government	Social Security Administration	Aging Partner SHIP	No Change
Local Government	Appalachian Area Agency on Aging	Contracted Services	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	Catawba Area Agency on Aging	Contracted Services	No Change
Local Government	Central Midlands Area Agency on Aging	Contracted Services	No Change
Local Government	Lowcountry Area Agency on Aging	Contracted Services	No Change
Local Government	Lower Savannah Area Agency on Aging	Contracted Services	No Change
Non-Profit Organization	Palmetto Care Connections	Contracted Services	No Change
Non-Governmental Organization	Regional contracted service providers	Contracted Services	No Change
Local Government	Santee-Lynches Area Agency on Aging	Contracted Services	No Change
Non-Governmental Organization	Trident Area Agency on Aging	Contracted Services	No Change
Non-Government Organization	Walgreens	Emergency preparedness partner	Add
State Government	South Carolina Department of Insurance	Emergency preparedness partner	Add

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
State Government	South Carolina Department of Public Health	Emergency preparedness partner	Add
State Government	Department of Behavioral Health & Developmental Disabilities (BHDD)	Emergency preparedness partner and Aging Partner	Add
State Government	SC Department of Public Health	Faith Based Partner/ Long Term Care Ombudsman Program	Add
Federal Government	Administration for Community Living	Funding entity	No Change
Federal Government	Center for Medicaid and Medicare Services	Funding entity	No Change
Non-Government Organization	Disability Rights (SC)	Long Term Care Ombudsman Program Partner	Add
State Government	South Carolina Department of Consumer Affairs	Scam prevention and education	Add
State Government	SC Department of Employment and Workforce	SCSEP Partner	Add
State Government	SC Works	SCSEP Partner	Add

2026

Reports Data

as submitted for the Accountability Report by:

L060 - DEPARTMENT ON AGING

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Alzheimer's Resource Coordination Center Annual Report	S.C. Code Ann. § 44-36-320 (2012)	Annual report	September-25	Annually	South Carolina state agency or agencies	Available on agency's website	ddaniel@aging.sc.gov	No Change	
Alzheimer's Respite Funding Report	Proviso 40.9	Provide information and comply with regulations.	September-25	Annually	South Carolina state agency or agencies	Electronic copy available upon request	jbrewton@aging.sc.gov	No Change	
Alzheimer's State Plan	S.C. Code Ann. § 44-36-320 (2023)	Provide information and comply with regulations.	September-23	Every 5 years	South Carolina state agency or agencies	Available on agency's website	ddaniel@aging.sc.gov	No Change	This report is completed every 5 years. The next report will be produced in 2028.
Alzheimer's State Plan	S.C. Code Ann. § 44-36-320 (2023)	Update on status on the progress towards the Alzheimer's State Plan	September-25	Annually	Governor or Lt. Governor AND Legislative entity or entities AND South Carolina state agency or agencies	Available on agency's website	ddaniel@aging.sc.gov	No Change	
Older Americans Act Performance System, (OOAPS)	Older Americans Act, Public Law 89-73	Data on the Ombudsman Program	January-26	Annually	Entity within federal government	Electronic copy available upon request	dwatson@aging.sc.gov	No Change	
Older Americans Act Performance System, (OOAPS)	Older Americans Act, Public Law 89-73	Data on services delivered and amounts expended.	January-26	Annually	Entity within federal government	Electronic copy available upon request	pondyk@aging.sc.gov	No Change	
SFFA (Schedule of Federal Financial Assistance)	§117.94	Fiscal Review	September-25	Annually	South Carolina state agency or agencies	Electronic copy available upon request	TPrior@aging.sc.gov	No Change	

AGENCY NAME:	South Carolina Department on Aging		
AGENCY CODE:	L060	SECTION:	040

2026
Accountability Report

SUBMISSION FORM

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

- Data Template
  - Reorganization and Compliance
  - FY2026 Strategic Plan Results
  - FY2027 Strategic Plan Development
  - Legal
  - Services
  - Partnerships
  - Report or Review
  - Budget
- Discussion Template
- Organizational Template

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.

AGENCY DIRECTOR *(SIGN AND DATE)*:	**SIGNATURE ON FILE**	**Signature Received:** 09/15/2026
(TYPE/PRINT NAME):	Connie D. Munn, MSW	

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