

Legislative Oversight Committee
South Carolina House of Representatives
Post Office Box 11867
Columbia, South Carolina 29211
Telephone: (803) 212-6810 • Fax: (803) 212-6811



Extension Request Guidelines

Restructuring & Seven-Year Plan Report

March 11, 2015

EXTENSION REQUEST GUIDELINES

Background

Section 1-30-10(G) requires agencies to submit an Annual Restructuring Report and Seven-Year Plan. Legislative Oversight Standard Practices 4.1 and 6.1 state the Legislative Oversight Committee (“Committee”) shall provide agencies with a uniform format for submitting their Annual Restructuring Report and Seven-Year Plan to the House.

The Committee provided agencies the uniform format for these reports. The correspondence with the Report Guidelines, and the actual Report Guidelines, stated the deadline for agencies to submit their completed reports.

The Committee has received a request from the agency for an extension in which to provide the agency’s completed report. Pursuant to the Committee’s Standard Practice 1.2 and Committee Rule 7.1, the following procedures apply to these types of Requests for Extension:

4.1.1 The Chairman may, for reasons he determines as good cause, provide an agency an extension to submit its Annual Restructuring Report.

4.1.2 Before the Chairman will consider a request from an agency for an extension, the agency must fully complete a Committee Extension Request form, as approved by the Committee Chairman, and provide it to the Chairman for consideration.

4.1.3 Until the agency receives a response, it should continue to complete the report to the best of its ability as if it is due on the original deadline.

6.1.1 The Chairman may, for reasons he determines as good cause, provide an agency an extension to submit its Seven-Year Plan.

6.1.2 Before the Chairman will consider a request from an agency for an extension, the agency must fully complete a Committee Extension Request form, as approved by the Committee Chairman, and provide it to the Chairman for consideration.

6.1.3 Until the agency receives a response, it should continue to complete the report to the best of its ability as if it is due on the original deadline.

Submission Process

Please complete the Extension Request Form included on the following pages. All forms should be submitted electronically to the House Legislative Oversight Committee (HCommLegOv@schouse.gov) in both the original format (Word) and saved as a PDF for online reporting. The signed copy of the complete Extension Request Form should be mailed to: House Legislative Oversight Committee, Post Office Box 11867, Columbia, South Carolina 29211. Please direct any questions about this process to Jennifer Dobson (jenniferdobson@schouse.gov) or Charles Appleby (charlesappleby@schouse.gov).

Note the Extension Request Forms will be published online.

EXTENSION REQUEST FORM

RESTRUCTURING & SEVEN-YEAR PLAN REPORT

Lt. Governor's Office on Aging

I. Extension Requested

1. List the Sections for which the Agency is Requesting an Extension:	<i>Major Program Areas - Chart Key Performance Measures Processes Seven Year Plan</i>
2. State the date the agency originally received the report guidelines:	<i>March 2, 2015</i>
3. State the date the agency submitted this request for an extension:	<i>April 3, 2015</i>
4. State the original deadline for the report:	<i>March 31, 2015</i>
5. State the number of additional days the agency is requesting:	<i>45</i>
6. State the new deadline if the additional days are granted:	<i>May 15, 2015</i>

II. History of Extensions

1. List the years in which the agency previously requested an extension, putting the years the extension was granted in bold:	<i>None</i>
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EXTENSION REQUEST FORM

RESTRUCTURING & SEVEN-YEAR PLAN REPORT

III. Organizational Knowledge

Please attach an agency organization structure. Below, and if needed attach additional pages, list all individuals considered upper management at the agency with the section(s) of the agency they oversee and their date of hire.

Position	Section of Agency	Date of Hire	Name
Agency Director	Entire agency	1-14-2015	John Yancey McGill
Exec. Assistant	Division Managers	1-14-2015	Marie D. Waller
Division Managers	LTC Ombudsmen	2005	Dale Watson
	Finance	5/22/2006	Ruchelle Ellison
	IT	10/2/2004	Kevin Pondy
	Grants	10/1/2007	Anne Wolf
	IR&A	8/17/2007	Rene Beard

IV. Good Cause

Please state below good cause as to why the Committee should grant the extension requested by the agency. Please limit the response to two (2) pages.

Both the Director and the Overseeing Body Head (Lt. Governor) came into their positions on January 14, 2015. The Lt. Governor's Office on Aging is one of the first agencies to go through the S. C. Senate Oversight Committee process this year, which began in mid-February. Additionally, we are in the last year of a Five Year Plan, and there was no work done yet by the former Director towards a new Five Year Plan. We are working on the Seven Year Plan now, and hope to everything complete for your oversight process within the next six weeks.

EXTENSION REQUEST FORM

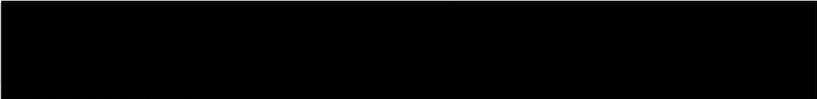
RESTRUCTURING & SEVEN-YEAR PLAN REPORT

V. Verification

I have reviewed and approved the information provided in this Extension Request Form. The information contained in this form is complete and accurate to the extent of my knowledge.

Current Agency Director
(Sign/Date):

(Type/Print Name):


John Prancey McGill

VI. Committee Response

Leave this Section blank. The Chairman will complete this Section after fully considering the agency's request.

Sections for which an Extension is Granted:	<i>Insert Applicable Sections</i>
Number of Additional Days Granted:	<i>Insert Number of Days</i>
New Deadline for Agency Response:	<i>Insert Date</i>

V. Key Performance Measurement Process

A. Results of Agency's Key Performance Measurements

Mission Effectiveness

1. What are the agency's actual performance levels for two to four of the agency's key performance measurements for mission effectiveness (i.e., a process characteristic indicating the degree to which the process output (work product) conforms to statutory requirements (i.e., is the agency doing the right thing?))?

The Lieutenant Governor's Office on Aging (LGOA) follows the Older Americans Act, which is a blueprint that guides the agency in its coordination and delivery of aging services in South Carolina. Most of the programs and services delivered or coordinated by the LGOA are mandated by the Older Americans Act mandates and are stipulated by federal law.

The LGOA works diligently to ensure that its performance measures accurately indicate and conform to the agency's statutory requirements.

(1.6.1) Delivery of Aging Services: Improve the coordination of aging services in South Carolina (break down barriers to improve communication intra and inter agency.).

In the delivery of aging services through the LGOA and the aging network, performance measures and key indicators are determined by the actual number of seniors receiving direct services and informational services. The performance measures are based on data gathered from the LGOA, the Area Agencies on Aging (AAAs), and local service providers through AIM, OLSA, SC Access, and the Ombuds data collection systems.

(1.7.1) Strategic Planning: Develop a strategic planning process for the AAAs/ADRCs (use available agency tools (such as policy, area plans, and area plan updates) to guide the state's aging network.)

The strategic planning process is a critical aspect of the LGOA's mission and its goal of providing aging services to South Carolina's senior citizens. The agency's strategic planning process affects and guides every aspect of the LGOA's operations.

- a. The performance goal(s)/benchmark(s) for the overall process output, and/or critical activities that produce the output.
 - i. Three agency/government entities in other states or non-government entities the agency considers the best in the Country in this process or similar process and why.

The LGOA looks to the Administration for Community Living (ACL) and NASUAD (National Association of States United for Aging and Disabilities), as well as best practices from other State Units on Aging. These entities provide guidance and/or have missions similar to the LGOA that aid in the delivery of aging services.

- ii. If the agency did not use results from an entity the agency listed in response to “i” as a performance goal/benchmark, why not and why did the agency choose the goal/benchmark it did?
Not pertinent as the LGOA answered “i”.
- iii. Individual(s) who are not employed by the agency (government or non-government, located anywhere in the country) whom the agency considers an expert in the process or similar process and their contact information, or if deceased, name of books authorized.
Mr. Costas Miskis, Atlanta Regional Director for the Administration for Community Living (ACL)
Martha Roherty, Executive Director of NASUAD (National Association of States United for Aging and Disabilities)

- b. List the senior leaders who review the performance measures, their title and frequency with which they monitor it.

Mark Plowden, Chief of Staff, reviews as needed.

Yancey McGill, LGOA Director: reviews as needed.

Marie Waller, LGOA Executive Assistant, reviews as needed.

LGOA Divisional Directors and Program Managers, reviews as needed.

- c. Trends the agency has seen and the method by which it analyzes trends in these results.

South Carolina’s senior population is growing significantly and will double by the year 2030. Current agency funding does not meet the need, and as a result there is a statewide waiting list for aging services.

- d. Whether the agency has reasonable control over this result (i.e., more than 50% or enough to be able to influence and accurately measure the result).

Services provided through the LGOA are unique to the agency, and the LGOA has the primary goal as the designated State Unit on Aging to address the critical needs of the growing senior population in South Carolina.

- i. If the agency does not have reasonable control over this result, the other one or more agencies, who when combined with the agency, together have reasonable control over the result and names of those agencies. *NA*

Mission Efficiency

- 2. What are the agency’s actual performance levels for two to four of the agency’s key performance measurements for mission efficiency (i.e., a process characteristic indicating the degree to which the process produces the required output at minimum resource cost (i.e., is the agency doing things right?)) including measures of cost containment, as appropriate?

The LGOA follows the Older Americans Act, which is a blueprint that guides the agency in its coordination and delivery of aging services in South Carolina. Most of the programs and services delivered or coordinated by the LGOA are mandated by the Older Americans Act.

(6.3.1) Lifespan Respite: Create a coalition of advocacy groups and partnerships to provide statewide, regional, and local leadership on aging issues (Identify coalition partners that can effectively advocate on behalf of seniors and senior issues).

Lifespan Respite services are coordinated and funded by the LGOA, but delivered regionally by the 10 Area Agencies on Aging (AAAs). Using aging funding, the AAAs use vouchers to deliver respite services. Costs and prices are set in a manner by the LGOA and the AAAs so that they are appropriate and market-based.

(1.1.3) Delivery of Aging Services: Enhance the aging network's capacity to provide person-centered services for seniors and adults with disabilities (Finalize and deploy standardized assessment procedures).

With the delivery of aging services, the LGOA coordinates and funds services by entering into legal agreements with the 10 Area Agencies on Aging (AAAs), who in turn contract with local service providers which actually deliver the services. Through the competitive procurement process established by the Older Americans Act, the AAAs contract with providers who are able to deliver services at a reasonable market-rate. In 2015, the LGOA set a new policy which stated that all unit cost adjustments are to be based on the current Consumer Price Index (CPI).

- a. The performance goal(s)/benchmark(s) for the overall process output, and/or critical activities that produce the output.
 - i. Three agency/government entities in other states or non-government entities the agency considers the best in the Country in this process or similar process and why.

The LGOA looks to the Administration for Community Living (ACL) and NASUAD (National Association of States United for Aging and Disabilities), as well as best practices from other State Units on Aging. These entities provide legal guidance and/or have missions similar to the LGOA that aid in the delivery of aging services.
 - ii. If the agency did not use results from an entity the agency listed in response to "i" as a performance goal/benchmark, why not and why did the agency choose the goal/benchmark it did?

Not pertinent as the LGOA answered "i".
 - iii. Individual(s) who are not employed by the agency (government or non-government, located anywhere in the country) whom the agency considers an expert in the process or similar process and their contact information, or if deceased, name of books authorized.

Mr. Costas Miskis, Atlanta Regional Director for the Administration for Community Living (ACL)

Martha Roherty, Executive Director of NASUAD (National Association of States United for Aging and Disabilities)

- b. List the senior leaders who review the performance measures, their title and frequency with which they monitor it.

Mark Plowden, Chief of Staff, reviews as needed.

Yancey McGill, LGOA Director: reviews as needed.

Marie Waller, LGOA Executive Assistant, reviews as needed.

LGOA Divisional Directors and Program Managers, reviews as needed.

- c. Trends the agency has seen and the method by which it analyzes trends in these results.

South Carolina's senior population is growing significantly and will double by the year 2030. Current agency funding does not meet the need and as a result there is a statewide waiting list for aging services.

- d. Whether the agency has reasonable control over this result (i.e., more than 50% or enough to be able to influence and accurately measure the result).

Services provided through the LGOA are unique to the agency, and the LGOA has the primary goal as the designated State Unit on Aging to address the critical needs of the growing senior population in South Carolina.

- i. If the agency does not have reasonable control over this result, the other one or more agencies, who when combined with the agency, together have reasonable control over the result and names of those agencies. *NA*

Quality (Customer Satisfaction)

3. What are the agency's actual performance levels for two to four of the agency's key performance measurements for quality (i.e., degree to which a deliverable (product or service) meets customer requirements and expectations (a customer is defined as an actual or potential user of the agency's products or services)) for the agency as a whole and for each program listed in the agency's Major Program Areas Chart?

The LGOA follows the Older Americans Act, which is a blueprint that guides the agency in its coordination and delivery of aging services in South Carolina.

(1.3.1) Delivery of Aging Services: Enhance the network's capacity to provide person-centered services for seniors and adults with disabilities (Share best practices throughout the South Carolina aging network: Use resources such as SC Access, training portals, area plan templates, and Ombudsman meetings to set best practices).

In the delivery of aging services, the LGOA measures quality through the data it collects through its AIM, OLSA, SC Access, and Ombuds data systems, as well as through proactive monitoring, and one-on-one meetings with seniors in visits to senior centers and at outreach events.

Major Program Chart: 1.3.1

Program/Title	Purpose	Expectations
I. Admin Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services, and leads the Office on Aging.	The Lt. Governor leads the LGOA. The LGOA coordinates delivery of aging services statewide.
II.A Admin Office on Aging	Provides leadership, training, coordination to promote services to seniors.	The LGOA plays a critical role by providing administrative oversight to the aging network and setting the policies which guide the coordination of aging services statewide.
II.B Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina's seniors.	The LGOA plays a critical role by providing administrative oversight to the aging network and setting the policies which guide the coordination of aging services statewide.

III.C Employer Contribution	Provides for Retirement, FICA, Workers Compensation, Health Insurance, and Unemployment Insurance for agency staff.	The LGOA plays a critical role by providing administrative oversight to the aging network and setting the policies which guide the coordination of aging services statewide.
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(4.4.2) Information and Referral/Assistance and Outreach: Create a public service awareness campaign for greater knowledge of aging issues, programs, and services (Continue the successful partnership with the Walgreens Corporation, and other private and public partners).

The LGOA's information and referral and outreach efforts provide a valuable tool to South Carolina's seniors who need information. The information provided through the I&R/A program, SC Access, and outreach efforts is critical in the LGOA's mission to keep seniors at home, safely and independently, for as long as possible. Data collected through the LGOA's informational services is collected monthly and analyzed to determine customer satisfaction and participation.

The LGOA has been very successful in building coalitions and partnerships. Its partnership with the Walgreen Corporation for the Senior P.R.E.P. Emergency Management coordination has been nationally recognized and consideration is being given to developing Senior P.R.E.P. in all 50 states.

Major Program Chart: 4.4.2

Program/Title	Purpose	Expectations
I. Admin Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services, and leads the Office on Aging.	The Lt. Governor assists the LGOA in building successful coalitions and partnerships.

II.A Admin Office on Aging	Provides leadership, training, coordination to promote services to seniors.	The LGOA strives to provide seniors with accurate and timely information, and to build successful partnerships and coalitions.
II.B Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina's seniors.	The LGOA strives to provide seniors with accurate and timely information, and to build successful partnerships and coalitions.
III.C Employer Contribution	Provides for Retirement, FICA, Workers Compensation, Health Insurance, and Unemployment Insurance for agency staff.	NA

- a. The performance goal(s)/benchmark(s) for the overall process output, and/or critical activities that produce the output.
 - i. Three agency/government entities in other states or non-government entities the agency considers the best in the Country in this process or similar process and why. *The LGOA looks to the Administration for Community Living (ACL) and NASUAD (National Association of States United for Aging and Disabilities), as well as best practices from other State Units on Aging. These entities provide legal guidance and/or have missions similar to the LGOA that aid in the delivery of aging services.*

- ii. If the agency did not use results from an entity the agency listed in response to “i” as a performance goal/benchmark, why not and why did the agency choose the goal/benchmark it did?
Not pertinent as the LGOA answered “i”.
- iii. Individual(s) who are not employed by the agency (government or non-government, located anywhere in the country) whom the agency considers an expert in the process or similar process and their contact information, or if deceased, name of books authorized.
Mr. Costas Miskis, Atlanta Regional Director for the Administration for Community Living (ACL)
Martha Roherty, Executive Director of NASUAD (National Association of States United for Aging and Disabilities)
- b. List the senior leaders who review the performance measures, their title and frequency with which they monitor it.
Mark Plowden, Chief of Staff, reviews as needed.
Yancey McGill, LGOA Director: reviews as needed.
Marie Waller, LGOA Executive Assistant, reviews as needed.
LGOA Divisional Directors and Program Managers, review as needed.
- c. Trends the agency has seen and the method by which it analyzes trends in these results.
The need for outreach, coalitions, and partnerships has increased significantly as South Carolina’s senior population has grown and will double by the year 2030. As the senior population grows, the need for informational services will be critical in helping seniors remain home safely and independently for as long as possible.
- d. Whether the agency has reasonable control over this result (i.e., more than 50% or enough to be able to influence and accurately measure the result). *Services provided through the LGOA are unique to the agency, and the LGOA has the primary goal as the designated State Unit on Aging to address the critical needs of the growing senior population in South Carolina.*
 - i. If the agency does not have reasonable control over this result, the other one or more agencies, who when combined with the agency, together have reasonable control over the result and names of those agencies. *NA*

Workforce Engagement

- 4. What are the agency’s actual performance levels for two to four of the agency’s key performance measurements for workforce engagement, satisfaction, retention, and development of the agency’s workforce, including leaders, for the agency as a whole and for each program listed in the agency’s Major Program Areas Chart?

The Lt. Governor was sworn into office in January 2015, and he appointed a new LGOA Director at that time. The Lt. Governor and LGOA Director, along with senior staff, are in the process of evaluating the agency’s structure, functions, and workforce protocols. This process is ongoing.

The LGOA is guided by the Older Americans Act, and most of the programs and services provided by the agency are federally mandated. Some of the agency's positions are mandated through the Older Americans Act.

- a. The performance goal(s)/benchmark(s) for the overall process output, and/or critical activities that produce the output.
- i. Three agency/government entities in other states or non-government entities the agency considers the best in the Country in this process or similar process and why.

The LGOA looks to the State Office of Human Resources, the Administration for Community Living (ACL) and NASUAD (National Association of States United for Aging and Disabilities), as well as best practices from other State Units on Aging. These entities provide legal guidance and/or have missions similar to the LGOA that aid in the delivery of aging services.

- ii. If the agency did not use results from an entity the agency listed in response to "i" as a performance goal/benchmark, why not and why did the agency choose the goal/benchmark it did?

Not pertinent as the LGOA answered "i".

- iii. Individual(s) who are not employed by the agency (government or non-government, located anywhere in the country) whom the agency considers an expert in the process or similar process and their contact information, or if deceased, name of books authorized.

Mr. Costas Miskis, Atlanta Regional Director for the Administration for Community Living (ACL)

Martha Roherty, Executive Director of NASUAD (National Association of States United for Aging and Disabilities)

- b. List the senior leaders who review the performance measures, their title and frequency with which they monitor it.

Mark Plowden, Chief of Staff, reviews as needed.

Yancey McGill, LGOA Director: reviews as needed.

Marie Waller, LGOA Executive Assistant, reviews as needed.

LGOA Divisional Directors and Program Managers, reviews as needed.

- c. Trends the agency has seen and the method by which it analyzes trends in these results.

As the senior population continues to grow, the LGOA has worked with the State Office of Human Resources (OHR) to recruit and retain a professional workforce dedicated to serving the needs of the state's senior population. Within the past year, every LGOA employee met privately with representatives of OHR to evaluate the employee's position description and job duties, in order to determine how to best utilize the agency's workforce.

- d. Whether the agency has reasonable control over this result (i.e., more than 50% or enough to be able to influence and accurately measure the result).

Services provided through the LGOA are unique to the agency and the agency works hard to recruit and retain highly professional individuals committed to serving the critical needs of a growing senior population.

- i. If the agency does not have reasonable control over this result, the other one or more agencies, who when combined with the agency, together have reasonable control over the result and names of those agencies. NA

Operational/Work System Performance

5. What are the agency's actual performance levels for two to four of the agency's key performance measurements for operational efficiency and work system performance (includes measures related to cycle or wait times; supplier and partner performance; and results related to emergency drills or exercises) for the agency as a whole and for each program listed in the agency's Major Program Areas Chart?

The LGOA follows the Older Americans Act, which is a blueprint that guides the agency in its coordination and delivery of aging services in South Carolina.

(1.1.4) Delivering Senior Services: To enhance and expand the aging network's capacity to provide person-centered services for seniors and adults with disabilities (To assure that seniors with the greatest social and economic needs are given priority for services).

The AAAs and aging service providers are monitored closely the LGOA by analyzing monthly data with an emphasis on unit cost rates and the number of units served. The information is verified through the AIM system and each program manager reviews the AIM data and payment invoices to guarantee accuracy and fiscal integrity. No AAA is reimbursed unless the invoices accurately reflect the client data collected in the AIM system. This fiscal checks and balances process provides accountability and operational efficiency.

The LGOA works very closely with the AAAs and their local providers to coordinate emergency management operations in the aging network. The LGOA requires each AAA and provider to have an operational emergency management plan. In addition, the Older Americans Act and the LGOA requires each AAA to address its emergency plan in its approved Four-Year Area Plan and Annual Area Plan Update. The LGOA Emergency management Coordinator is actively engaged with the State Emergency Management Division, and the LGOA closely follows the emergency planning requirements established by the Older Americans Act, the Administration for Community Living, and through Presidential directives.

Major Program Chart: 1.1.4

Program/Title	Purpose	Expectations
I. Admin Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services, and leads the Office on Aging.	To lead the aging network and guide in the delivery of aging services.
II.A Admin Office on Aging	Provides leadership, training, coordination to promote services to seniors.	To provide administrative oversight to the aging network.
II.B Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina's seniors.	To coordinate aging services in South Carolina.
III.C Employer Contribution	Provides for Retirement, FICA, Workers Compensation, Health Insurance, and Unemployment Insurance for agency staff.	To provide compensation to staff coordinating aging services.

(6.4.2) Communications: Enhance communications between the LGOA and its aging and disabilities partners (Open dialogue between the LGOA and aging network to ensure the needs of South Carolina’s seniors are met).

The LGOA has established performance levels to ensure effective communication practices and policies. The performance levels are determined by the number of visitors to LGOA websites, Information and Referral/Assistance contacts, SC Access, outreach events, meetings, publications, and one-on-one sessions with seniors, stakeholders, and partners. Much of this data is collected through LGOA data collection systems and reviewed by the agency to determine if the targeted audience is being reached.

Major Program Chart: 6.4.2

Program/Title	Purpose	Expectations
I. Admin Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services, and leads the Office on Aging.	To lead the aging network and guide in the delivery of aging services.
II.A Admin Office on Aging	Provides leadership, training, coordination to promote services to seniors.	To provide administrative oversight to the aging network.
II.B Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina's seniors.	To coordinate aging services in South Carolina.

III.C Employer Contribution	Provides for Retirement, FICA, Workers Compensation, Health Insurance, and Unemployment Insurance for agency staff.	To provide compensation to staff coordinating aging services.
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- a. The performance goal(s)/benchmark(s) for the overall process output, and/or critical activities that produce the output.
 - i. Three agency/government entities in other states or non-government entities the agency considers the best in the Country in this process or similar process and why.
The LGOA looks to the Administration for Community Living (ACL) and NASUAD (National Association of States United for Aging and Disabilities), as well as best practices from other State Units on Aging. These entities provide legal guidance and/or have missions similar to the LGOA that aid in the delivery of aging services.
 - ii. If the agency did not use results from an entity the agency listed in response to “i” as a performance goal/benchmark, why not and why did the agency choose the goal/benchmark it did?
Not pertinent as the LGOA answered “i”.
 - iii. Individual(s) who are not employed by the agency (government or non-government, located anywhere in the country) whom the agency considers an expert in the process or similar process and their contact information, or if deceased, name of books authorized.
Mr. Costas Miskis, Atlanta Regional Director for the Administration for Community Living (ACL)
Martha Roherty, Executive Director of NASUAD (National Association of States United for Aging and Disabilities)
- b. List the senior leaders who review the performance measures, their title and frequency with which they monitor it.
Mark Plowden, Chief of Staff, reviews as needed.
Yancey McGill, LGOA Director: reviews as needed.
Marie Waller, LGOA Executive Assistant, reviews as needed.
LGOA Divisional Directors and Program Managers, review as needed.
- c. Trends the agency has seen and the method by which it analyzes trends in these results.
- d. Whether the agency has reasonable control over this result (i.e., more than 50% or enough to be able to influence and accurately measure the result).
 - i. If the agency does not have reasonable control over this result, the other one or more agencies, who when combined with the agency, together have reasonable control over the result and names of those agencies.

B. Most Critical Performance Measures

- 1. Of the key performance measurement processes listed in Subsection A., which are the three most critical to achieving the overall mission of the agency?

Delivery of aging services, network communications, and building coalitions/partnerships are key to meeting the overall goals set by the agency's mission.

C. Databases/Document Management

1. List all electronic databases/document management/business intelligence systems or programs utilized by the agency, including, but not limited to all relational database management systems.

The LGOA utilizes several databases: Advanced Information Manager (AIM) system, On-line Support Assistant (OLSA), SC Access, and the Ombuds System.

D. Recommended Restructuring

Consider the process taken to review the agency's divisions, programs and personnel to obtain the information contained in response to all the previous questions in the Restructuring Report ("Process").

1. Yes or no, based on the information obtained and analysis performed during the Process, does the agency have any recommendations for restructuring (either that it could do internally or that would need assistance of revised or new legislation) that would merge or eliminate duplicative or unnecessary divisions, programs, or personnel within each department of the agency to provide a more efficient administration of government services?

No, the Lieutenant Governor's Office has made no recommendations for restructuring at this time. A new Lieutenant Governor was inaugurated in January 2015 and he appointed a new director of the Lieutenant Governor's Office on Aging at that time. Both the Lieutenant Governor and LGOA Director are working with staff to evaluate the agency's mission, strategic goals, and performance measures/outcomes. No recommendations will be forthcoming until this internal evaluation is completed by senior leadership.

VI. Seven-Year Plan

A. General

1. Yes or No, does the agency have a plan that provides initiatives and/or planned actions the agency will take during the next seven fiscal years that implement cost savings and increased efficiencies of services and responsibilities in order to continually improve its ability to respond to the needs of the state's citizens? If yes, go to Current/Recommended Actions Section. If no, skip the Current/Recommended Actions Section and go to Additional Questions.

No, The LGOA does not have a seven year plan in place. As an agency headed by an elected constitutional officer who serves a four-year term, it is not feasible for this agency to plan beyond four-years. For example, there were five different

Lieutenant Governors between 2011 and 2015. This resulted in five transitions over a four-year period for the LGOA.

In addition, the Older Americans Act and the Administration for Community Living require that the LGOA submit a four-year state plan. The next four-year plan will be developed in 2016 and must be approved by the Assistant Secretary for Aging at the United States Department of Health and Human Services.

C. Additional Questions

1. What top three strategic objectives of the agency will have the biggest impact on the agency's effectiveness in accomplishing its mission?
 - *Enhancing the aging network's capacity to provide person-centered services for seniors and adults with disabilities.*
 - *Identify and obtain alternative funding streams/resources to meet service needs in the South Carolina Aging Network.*
 - *Create a coalition of advocacy groups and partnerships to provide statewide, regional, and local leadership on aging issues.*

2. What are the fundamentals required to accomplish the objectives?
 - *New funding sources*
 - *Strategic Planning*
 - *Open communication and dialogue with the aging network and seniors*
 - *Coalition and partnership building.*

3. What links on the agency website, if any, would the agency like listed in the report so the public can find more information about the agency?
Lieutenant Governor's Website: <http://ltgov.sc.gov/Pages/default.aspx>
LGOA Website: <http://aging.sc.gov/Pages/default.aspx>
SC Access Website: <http://scaccess.communityos.org/cms/>

4. Is there any additional information the agency would like to provide the Committee or public?

Although the Lieutenant Governor's Office on Aging is a relatively small state agency, the services it provides are comparable to those provided by a larger agency. In addition, as a human services agency, which provides direct services to approximately 24,000 seniors annually and also provides informational services to tens of thousands of other South Carolinians, the organizational network it oversees is complicated in structure.

As stipulated in the South Carolina State Code of Laws, the Lieutenant Governor's Office on Aging (LGOA) is the federally designated State Unit on Aging (SUA). The LGOA is responsible for administering all of the federal Older Americans Act (OAA) funds as well as state appropriated funds. The LGOA is required by law to allocate federal funds (through a formula) to the 10 Planning Service Areas (PSAs), which house the Area Agencies on Aging (AAAs)/Aging and Disability Resource Centers

(ADRCs). The PSAs use this funding for regional planning, resource coordination, client needs assessments, and oversight of a coordinated service delivery system. The AAAs/ADRCs competitively procure with providers/contractors for a wide range of Home and Community-Based services delivered locally to seniors.

With the state's aging population growing significantly, the LGOA plays a critical role in advocating, facilitating, coordinating, educating, granting, and regulating, and is a clearinghouse for aging data and information, as well as serving as a think tank for aging planning and innovative ideas.

Older Americans Act (OAA) Relationship: The LGOA is the legally designated State Unit on Aging (SUA). Without a SUA, the Administration for Community Living (ACL) could not legally award federal aging funds in South Carolina. While the LGOA is legally authorized by South Carolina State Code, the OAA provides the agency most of its day-to-day guidance.

The OAA is a blueprint for all 50 states and territories, and is not tailored for specific aging challenges for each state. Therefore, the OAA grants the LGOA the authority and the latitude to set policies best tailored to serve South Carolina's seniors and vulnerable adults, as long as those policies are within the scope of the OAA. The Office on Aging works with partners like National Association of States United for Aging and Disabilities (NASUAD) and the Administration for Community Living (ACL) to interpret the OAA and to set policies and protocols that work for South Carolina.

Coordinating a statewide aging network: The LGOA administers federal funds received through the OAA and funds appropriated through the State of South Carolina. These funds are distributed to 10 regional Planning Service Areas (PSAs), who then contract with local providers/contractors for services such as home-delivered and group dining meals, transportation, home care services, social adult day care services, respite, and disease prevention/health promotion. The Office is given unmitigated authority by the OAA to administer aging programs and services, yet the unique structure mandated by the OAA provides challenges. The LGOA actively educate policy makers, the public, and the aging network on the important role that the OAA and the South Carolina Code of Laws provides the Office in coordinating and administering aging programs, and in setting policies for service delivery to seniors and vulnerable adults.

5. Consider the process taken to review the agency's divisions, programs, and personnel to obtain the information contained in response to all the previous questions in the Restructuring Report and Seven-Year Plan ("Process"). State the total amount of time taken to do the following:

<i>Complete the process:</i>	<i>40 hours</i>
<i>Complete the report:</i>	<i>40 hours</i>
<i>Total</i>	<i>80 hours</i>

6. **Please complete the Personnel Involved Chart.**
See completed document attached.

Agency Name: Lieutenant Governor's Office on Aging
 Agency Code: E04
 Agency Section: 95

Similar Information Requested Chart

INSTRUCTIONS: Please provide details about other reports which investigate the information requested in the Restructuring Report. This information is sought in an effort to avoid duplication in the future. In the columns below, please list the question number in this report, name of the other report in which the same or similar information is requested, section of the other report in which the information is requested, name of the entity that requests the other report and frequency the other report is required. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Restructuring Report Question #	Name of Other Report	Section of Other Report	Entity Requesting Report	Freq. Other Report is Required
Lieutenant Governor's Office on Aging (LGOA)	All	Senate Restructuring Report	All	SC Senate	Once: January 2015

Agency Name: Lieutenant Governor's Office on Aging
Agency Section: E04
Agency Code: 95

Historical Perspective Chart

INSTRUCTIONS: Please provide information about any restructuring or major changes in the agency's purpose or mission **during the last ten years**. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Year	Description of Restructuring that Occurred	Description of Major Change in Agency's Purpose or Mission
Lieutenant Governor's Office on Aging (LGOA)	N/A	N/A	N/A

Agency Name: Lieutenant Governor's Office on Aging
 Agency Code: E04
 Agency Section: 95

Purpose/Mission/Vision Chart

INSTRUCTIONS: Provide information about the date the agency, in its current form, was initially created and the present purpose, mission and vision of the agency, with the date each were established in paranthesis. The Legal Standards Cross Reference column should link the purpose, mission and vision to the statutes, regulations and provisos listed in the Legal Standards Chart, which they satisfy.

Agency Submitting Report	Date Agency created	Purpose	Mission	Vision	Legal Standards Cross References
Lieutenant Governor's Office on Aging (LGOA)	The Office on Aging was moved to the Lieutenant Governors Office in 2004 through a proviso. The proviso was codified on 7/1/2009	Implement and administer aging programs of Federal and State Government	To meet the present and future needs of aging citizens of the State	To identify and meet the needs of our most vulnerable senior citizens, and to work toward allowing them to remain in their homes, safely and independently, for as long as possible.	Purpose:43-21-10 Mission:43-21-10 Vision:43-21-10

Agency Name: **Lieutenant Governor's Office on Aging**

Agency Code: E04

Agency Section: 95

Key Partner Agencies Chart

INSTRUCTIONS: List the names of the other state agencies which have the biggest impact on the agency's mission success (list a minimum of three); partnership arrangements established and performance measures routinely reviewed with the other entity. The Major Program Areas Cross References Column should link the Partner Agency to the major program area, in the Major Program Areas Chart, on which it has the biggest impact. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable and a minimum of three.

Agency Submitting Report	Agency w/ Impact on Mission Success	Partnership Arrangement Established	Performance Measures Routinely Reviewed Together	Major Program Areas Cross Reference
Lieutenant Governor's Office on Aging (LGOA)	DHHS	Funding source, informational source	data	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	DDSN	Identifying clients	information	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	DSS	Identifying clients	information	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	SC Housing Authority	Funding source, informational source	data	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	Clemson University	Informational source	data	II.A Admin for Office on Aging and II.B Aging Assistance

INSTRUCTIONS: Provide information about the agency's key deliverables (i.e. products or services); primary methods by which these are delivered; and, as applicable, actions that may reduce the general public and/or other agencies initial or repetitive need for the deliverable. List each deliverable on a separate line. If there are multiple ways in which the deliverable is provided, list the deliverable multiple times with each delivery method on a separate line. In the "Three Greatest" column, indicate and rank the three most significant deliverables the agency brings to the people of South Carolina with #1 being the most significant. For the deliverables which are not one of three most significant, do not put anything in this column. The Major Program Areas Cross References Column should link the deliverable to the major program area, in the Major Program Areas Chart, within which that product or service is provided. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Major Programs and Services provided by the LGOA

Agency Submitting Report	Item #	Deliverable (i.e. product or service)	Three Most Significant (#1, #2, #3)	Primary Method of Delivery	What can be done to reduce the general public and/or other agencies initial need for this deliverable? (i.e. preventive measures before the citizen or agency needs to come to the agency)	What can be done to reduce the general public and/or other agencies need to return for this deliverable? (i.e. preventive measures to ensure they do not need to come back to the agency for this service or product after already receiving it once)	If deliverable is identified as one of the three most significant, what would allow the agency to focus on it more?	Major Program Areas Cross Reference
Lieutenant Governor's Office on Aging (LGOA)	1	Nutrition Program/Meals	#1	Providers under contract	family or community support (required by Older Americans Act)	N/A	increased funding	II.A Admin for Office on Aging and II.B Aging
Lieutenant Governor's Office on Aging (LGOA)	2	Transportation Services	#2	Providers under contract	family or community support (required by Older Americans Act)	N/A	increased funding	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	3	LTC Ombudsman Program	#3	Ombudsman visit/investigation	training, observation, security at LTC facilities (required by Older Americans Act)	N/A	increased funding	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	4	Information and Referral		Information and Referral/Assistance Specialists I&R/A	informational serviced based on need ((required by Older Americans Act)	N/A	increased funding and public awareness	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	5	Caregiving		Family Caregiver Support Program	family or community support (required by Older Americans Act)	N/A	increased funding and public awareness	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	6	Rental Assistance		Emergency Rental Assistance Program	family or community support	N/A	increased funding and public awareness	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	7	SC Access		SC Access	informational serviced based on need	N/A	increased funding and public awareness	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	8	Legal Service		Legal Assistance Program	legal services based on need (required by the Older Americans Act)	N/A	increased funding and public awareness	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	9	Veterans Services		Veterans Directed Home and community Based Services Program	family or community support	N/A	increased funding and public awareness	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	10	Senior Employment Services		Senior Community Employment and Training Program	employment services based on need (required by the Older Americans Act)	N/A	increased funding and public awareness	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	11	Insurance Counseling		One-on-one by phone or visit	N/A	N/A	N/A	II.A Admin for Office on Aging and II.B Aging Assistance
Lieutenant Governor's Office on Aging (LGOA)	12	CDSMP		Chronic Disease Self-Management Program	family or community support	N/A	N/A	II.A Admin for Office on Aging and II.B Aging Assistance

INSTRUCTIONS: Provide information about the key customer segments identified by the agency and each segment's key requirements/expectations. A customer is defined as an actual or potential user of the agency's deliverables. Please be as specific as possible in describing the separate customer segments (i.e. do not simply put "public.") The Deliverables Cross References column should link customer groups to the deliverable listed in the Key Deliverables Chart, which they utilize. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Lieutenant Governor's Office	Item #	Customer Segments	Requirements/Expectations	Deliverables Cross References
Lieutenant Governors Office	1	10 Area Agencies on Aging (AAA)	The AAAs coordinate aging services locally throughout the state and contract with providers to deliver aging services.	#1 - 9
Lieutenant Governors Office	2	Local Aging Service Providers	Providers that contract with the AAAs to deliver aging services locally in South Carolina.	#1 - 9
Lieutenant Governors Office	3	Aging Service Clients	Clients who receive services from the Lieutenant Governor's Office on Aging or through the regional AAAs or their contracted providers.	#1 - 10
	4			
	5			
	6			

Key Stakeholder Chart

INSTRUCTIONS: Provide information about the agency's key stakeholder groups and their key requirements and expectations. A stakeholder is defined as a person, group or organization that has interest or concern in an agency. Stakeholders can affect or be affected by the agency's actions, objectives and policies. Please be as specific as possible in describing the separate stakeholder groups (i.e. please do not simply put "the public.") The Deliverables Cross References column should link stakeholder groups to the deliverable, listed in the Key Deliverables Chart, for which they group has the most interest or concern. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Stakeholder Group	Requirements/Expectations	Deliverables Cross References
Lieutenant Governors Office	1	10 Area Agencies on Aging	The AAAs coordinate aging services locally throughout the state and contract with providers to deliver aging services.	#1 - 10
Lieutenant Governors Office	2	Local Aging Service Providers	Providers that contract with the AAAs to deliver aging services locally in South Carolina.	#1 - 10
Lieutenant Governors Office	3	Aging Service Clients	Individuals receiving aging services from the LGOA, AAAs, and local service providers.	#1 - 10
	4			
	5			
	6			

INSTRUCTIONS: Provide information about the body that oversees the agency and to whom the agency head reports including what the overseeing body is (i.e. board, commission, etc.); total number of individuals on the body; whether the individuals are elected or appointed; who elects or appoints the individuals; the length of term for each individual; whether there are any limitations on the total number of terms an individual can serve; whether there are any limitations on the number of consecutive terms an individual can serve; and any other requirements or nuances about the body which the agency believes is relevant to understanding how the agency performs and its results.

Agency Submitting Report	Type of Body (i.e. Board, Commission, etc.)	# of Times per Year Body Meets	Total # of Individuals on the Body	Are Individuals Elected or Appointed?	Who Elects or Appoints?	Length of Term	Limitations on Total Number of Terms	Limitations on Consecutive Number of Terms	Challenges imposed or that Agency staff and the Body have faced based on the structure of the overseeing body	Other Pertinent Information
Lieutenant Governor's Office on Aging (LGOA)	Lieutenant Governor	N/A	1	Elected	Public/Voting Citizens	4 years	none	2	Length of time between 'new' governance	N/A

Agency Name: Lieutenant Governor's Office on Aging
 Agency Code: E04
 Agency Section: 95

Overseeing Body - Individual Members Chart

INSTRUCTIONS: Provide information about the individual members on the body that oversees the agency including their name, contact information, length of time on the body, profession and whether they are a Senator or House Member. The Major Program Areas Cross References Column should link the individual to the major program area, in the Major Program Areas Chart, in which the individual has a particular influence, if any, by way of serving on a subcommittee within the body, task force, etc. **NOTE:** Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Name of Individual on Body	Contact Information	Profession	Date First Started Serving on the Body	Last Date Served on the Body	Length of Time on the Body (in years)	Senator or House Member? (put Senate or House)	Major Program Areas Cross Reference
Lieutenant Governor's Office on Aging (LGOA)	Henry McMaster		Lt. Governor	1/14/2015	Current	2015 - 2019	NA	All

INSTRUCTIONS: List all state and federal statutes, regulations and provisos that apply to the agency ("Laws") and a summary of the statutory requirement and/or authority granted in the particular Law listed. Included below is an example, with a partial list of Laws which apply to the Department of Juvenile Justice and Department of Transportation. The agency will see that a statute should be listed again on a separate line for each year there was an amendment to it. Please delete the example information before submitting this chart in final form. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Statute/Regulation/Provisos	State or Federal	Summary of Statutory Requirement and/or Authority Granted
Lieutenant Governor's Office	I. Admin. office of the Lieutenant Governor	State Constitution Sections 8 and 10	State	SECTION 8 and Section 10 of the South Carolina Constitution details the constitutional qualifications requirements for Lieutenant Governor and the Office of the Lieutenant Governor.
Lieutenant Governor's Office	II. Admin: Office on Aging	43-21-10	State	Establishes the Lieutenant Governor's Office on Aging as the State Unit on Aging in South Carolina.
Lieutenant Governor's Office	II. Admin: Office on Aging	43-21-40	State	Office shall be the state agency to implement and administer all programs of the federal government relating to aging. The office shall study, investigate, plan, promote, and execute a program to meet the present and future needs of aging citizens of the state.
Lieutenant Governor's Office	II. Admin: Office on Aging	43-35-15	State	Establishes the Office on Aging's role with vulnerable adults and establishes the Ombudsman Program.
Lieutenant Governor's Office	II. Admin: Office on Aging	43-35-200	State	State Code pertaining to the Vulnerable Adult Guardian ad Litem Program in the Office on Aging.
Lieutenant Governor's Office	II. Admin: Office on Aging	43-35-310	State	State Code pertaining to the Adult Protection Coordination Council and the role that the Office on Aging plays as a member of the Council.
Lieutenant Governor's Office	II. Admin: Office on Aging	33-36-320	State	Alzheimer's Resource Coordination Center at the Office on Aging.
Lieutenant Governor's Office	II. Admin: Office on Aging	Older Americans Act	Federal	The Federal Code of Laws which government the United States Department of Health and Human Service's Administration on Aging and Administration for Community Living and the Lieutenant Governor's Office on Aging, as the Federally designated State Unit on Aging.
Lieutenant Governor's Office	III. Aging Assistance	43-21-10	State	Establishes the Lieutenant Governor's Office on Aging as the State Unit on Aging in South Carolina and authorizes the agency to provide services to senior citizens.
Lieutenant Governor's Office	III. Aging Assistance	Older Americans Act	Federal	The Federal Code of Laws which government the United States Department of Health and Human Service's Administration on Aging and Administration for Community Living and the Lieutenant Governor's Office on Aging, as the Federally designated State Unit on Aging.
Lieutenant Governor's Office	IV. Employer Contributions	43-21-10	State	Establishes the Lieutenant Governor's Office on Aging as the State Unit on Aging in South Carolina and authorizes the agency to provide services to senior citizens.

INSTRUCTIONS: List all reports, if any, the agency is required to submit to a legislative entity. Beside each include the following under the appropriate column: a) Name of the report; b) Legislative entity that requires the report; c) Law(s) that require the agency to provide the report; d) Stated legislative intent (from legislative entity, statute, regulation or other source) in providing the report; e) Frequency with which the report is required (i.e. annually, monthly, etc.); f) Approximate year the agency first started providing the report; g) Approximate cost to complete the report and any positive results from completing and submitting the report; and h) Method by which the agency receives, completes and submits the report (i.e. receive via emailed word document; log into or open program, enter data and click submit; etc.). Included below are examples of reports the agency may have to submit. The example does not include information in the columns under # of staff needed to complete the report; approx. total amount of time to complete the report and approx. total cost to complete the report, however the agency must complete these columns when submitting this chart in final form. Please delete the example figures before submitting this chart in final form, unless it applies to the agency, in which case ensure the information about those reports is complete. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

LGOA	Item #	Report Name	Legislative Entity Requesting Report	Law Requiring Report	Stated Intent of Report	Year First Required to Complete Report	Reporting Freq.	# of Days in which to Complete Report	Month Report Template is Received by Agency	Month Agency is Required to Submit the Report	Cost to Complete Report		Positive Results of Reporting	Method in which Report Template is Sent to Agency (i.e. via email;	Format in which Report Template is Sent to Agency	Method in which Agency Submits Completed Report (i.e. email; mail; click submit on web based form;	Format in which Agency Submits Completed Report (word, excel, etc.)	
											# of Staff Members Needed to Complete Report	Approx. Total Amount of time to Complete Report						
Lieutenant Governor's Office on Aging (LGOA)	1	Restructuring Report	House Legislative Oversight Committee	1-30-10(G)(1)	Increased Efficiency	2015	Annually	30	February	March	3	NA	NA	TBD	Email and Hardcopy	Word and Excel	Email and Hardcopy	Word and Excel
Lieutenant Governor's Office on Aging (LGOA)	2	Accountability Report	Executive Budget Office	1-1-810	Accountability - Efficiency	NA	Annually	30	July	September	1	NA	NA	TBD	Email and Hardcopy	Word and Excel	Email and Hardcopy	Word and Excel
Lieutenant Governor's Office on Aging (LGOA)	3	Senate Restructuring Report	Senate Finance	NA	Increased Efficiency	2015	Annually	30	April	May	2	NA	NA	TBD	Email and Hardcopy	Word and Excel	Email and Hardcopy	Word and Excel
Lieutenant Governor's Office on Aging (LGOA)	4	ARCC Annual Report	General Assembly	33-36-320	Annual Report	NA	Annually	30	NA	April	2	NA	NA	Data	Email and Hardcopy	No template	Email and Hardcopy	Word and Excel
Lieutenant Governor's Office on Aging (LGOA)	5	Report to SC Housing Authority	SC Housing Authority	Inter-agency agreement	Annual Report	NA	Annually	30	NA	July	2	NA	NA	Data	Email and Hardcopy	No template	Email and Hardcopy	Word

INSTRUCTIONS: Identify the agency's internal audit system and policies during the past five fiscal years including the date the agency first started performing audits; individuals responsible for hiring the internal auditors; individuals to whom internal auditors report; the head internal auditor; general subject matters audited; the individual or body that makes decision of when internal audits are conducted; information considered when determining whether to conduct an internal audit; total number of audits performed in the last five fiscal years; # of months it took for shortest audit; # of months for longest audit; average number of months to complete an internal audit; and date of the most recent Peer Review of Self-Assessment by SC State Internal Auditors Association or other entity (if other entity, name of that entity).

Note: All audits are not the result of suspicious activity or alleged improper actions. Often times regular audits are required by statute regulation or an agency's standard operating procedure simply as a method of ensuring operations are staying on track.

Agency Submitting Report	Does agency have internal auditors? Y/N	Date Internal Audits Began	Individuals responsible for hiring internal auditors	Individuals to whom internal auditors report	Name and contact information for head Internal Auditor	General subject matters audited	Who makes decision of when an internal audit is conducted	Information considered when determining whether to conduct an internal audit	Do internal auditors conduct an agency wide risk assessment routinely? Y/N	Do internal auditors routinely evaluate the agency's performance measurement and improvement systems? Y/N	Total Number of Audits performed in last five fiscal years	# of months for shortest audit	# of months for longest audit	Avg. # of months needed to conduct audit	Date of most recent Peer Review of Self-Assessment by SC SIAA or other entity (if other entity, name of that entity)
Lieutenant Governor's Office on Aging (LGOA)	No	2007	Director/LI. Governor	Director/LI. Governor	State Auditor;	Cash Receipts, Revenues, Non-payroll disbursements and expenditures, payroll disbursements and expenditures, journal entries, operating transfers and appropriation transfers, general ledger and subsidiary ledgers	Director/State Auditor	budget, time since last audit	No	No	3	12	12	12	unknown

Elliott Davis, Columbia SC

Agency Name: Lieutenant Governor's Office on Aging
Agency Code: E04
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Personnel Involved Chart

INSTRUCTIONS: List the name of all personnel at the agency who were consulted or performed work to obtain the information utilized when answering the questions in these reports, their title and their specific role in answering the question (i.e. searched the agency documents, asked for information because they are in charge of the department, etc.) Please delete the example information and instructions row before submitting this chart in final form. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Name	Phone	Email	Department/Division	Title	Question	Role in Answering Question
Lieutenant Governor's Office on Aging (LGOA)	Marie Waller	803-734-5186	mwaller@aging.sc.gov	Management	Executive Assistant	All	Lead/Coordination
Lieutenant Governor's Office on Aging (LGOA)	Gerry Dickinson	803-734-9867	gdickinson@aging.sc.gov	Community Support	Policy Manager	All	Coordination/Prep