

AGENCY NAME:  
AGENCY CODE:

Lieutenant Governor's Office

E040

SECTION:

95



## Fiscal Year 2013-14 Accountability Report

### SUBMISSION FORM

**AGENCY MISSION**

The mission for the Office of the Lieutenant Governor is to fulfill the constitutional duties of the Office and the Lieutenant Governor's role as President of the Senate. As South Carolina's second highest ranking Constitutional Officer, the Lieutenant Governor provides leadership on legislative matters and public policy, and serves as the chief advocate for senior citizens. The Lieutenant Governor's Office works to meet the present and future needs of seniors and to enhance the quality of life for seniors through advocating, planning, and developing resources in partnership with federal, state, and local governments, nonprofits, the private sector and individuals.

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

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
<b>PRIMARY CONTACT:</b>	Tony Kester	(803) 734-9910	kester@aging.sc.gov
<b>SECONDARY CONTACT:</b>	Gerry Dickinson	(803) 734-9867	gdickinson@aging.sc.gov

I have reviewed and approved the enclosed FY 2013-14 Accountability Report, which is complete and accurate to the extent of my knowledge.

**AGENCY DIRECTOR**  
(SIGN/DATE):

*John Yancey McGill* 9/25/2014

(TYPE/PRINT NAME):

Lieutenant Governor J. Yancey McGill

**BOARD/CMSN CHAIR**  
(SIGN/DATE):

(TYPE/PRINT NAME):

NA

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## AGENCY'S DISCUSSION AND ANALYSIS

### **2014 Lieutenant Governor's Office Accountability Report**

The Honorable J. Yancey McGill became the state's Lieutenant Governor when the Honorable Glenn F. McConnell left the post to become President of the College of Charleston on June 18, 2014. Lieutenant Governor McGill will hold the position until the newly elected Lt. Governor takes office in January 2015.

**Organization:** 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 increasing significantly, the LGOA works diligently to meet the OAA mandate to serve South Carolina's seniors and vulnerable adults with the greatest social and economic needs, by advocating, facilitating, coordinating, educating, granting, and regulating, as well as providing critical funding for aging services and programming. In addition, the LGOA is a clearinghouse for aging data and information, and serves as a think tank for aging planning and innovative ideas in order to ensure that the needs of seniors and adults with disabilities are met.

**Older Americans Act (OAA) Relationship:** The OAA stipulates that there must be a legally designated SUA in each state that coordinates aging services and programs and administers federal funding. While the LGOA is legally authorized by State Code to provide aging services in South Carolina, the OAA provides the LGOA with most of its operational guidance.

The OAA stipulates the structural blueprint that provides programmatic and service development direction nationwide to provide essential aging programs and services. Because the OAA mandates national statutory requirements, it is not tailored for specific aging challenges for each state. Therefore, the OAA grants the LGOA (as the State Unit on Aging) 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 LGOA works with partners such as the 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 operational protocols that effectively meet the life-sustaining needs facing South Carolina's elderly population and adults with disabilities.

**Coordinating a statewide aging network:** The LGOA administers aging services using federal funds received through the OAA and with funds provided by 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. The LGOA is given authority by the OAA to administer aging programs and services, yet the unique structure mandated by the OAA provides challenges. The LGOA actively educates policy makers, the public, and aging network partners on the important role that the OAA and South Carolina statutes provides the LGOA in coordinating and administering aging programs. The OAA guides the LGOA in

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instituting comprehensive policy planning for statewide programming and regional service delivery that best serves South Carolina's seniors and vulnerable adults.

**Services provided through LGOA Funding:** The LGOA provides numerous resources and services to seniors and adults with disabilities in South Carolina. These Home and Community-Based Services provide assistance which benefits seniors and adults with disabilities by allowing them to live at home independently and safely for as long as possible. Services include rental assistance, legal services, respite, caregiver support, insurance counseling, Medicare fraud prevention, nutrition, health prevention, transportation, homemaker services, minor home repair, Information and Assistance/Referral (I&R/A), and Long Term Care Ombudsman programs.

**Strategic Planning:** The LGOA strives to achieve the goals set by its proactive strategic planning process. During Fiscal Year 2013 - 2014, the LGOA concluded its multi-year strategic planning to address the many critical challenges facing the future of the statewide aging network. New policies and procedures were implemented to modernize South Carolina's aging network, with the goal of improving the delivery of services to South Carolina's seniors and adults with disabilities.

With the strategic plan finalized, the LGOA continues working with the PSAs and the AAAs/ADRCs, as well as with other aging partners to invigorate the aging network, and to enhance service delivery to South Carolina's rapidly growing senior population.

#### The LGOA's Key Challenges

Although strategic planning guides how the agency successfully manages and coordinates aging programs, the LGOA faces other key strategic challenges, such as serving a rapidly growing senior population and the modernization and enhancement of a near-capacity statewide service delivery system. The 2013 – 2014 key challenges are found below.

**2010 Census Bureau data demonstrates the need to place a greater emphasis on critical aging issues in South Carolina, as the state's aging population is growing significantly and will double by the year 2030. The statistics are as clear, as they are alarming. The growing population presents numerous challenges for the LGOA.**

- 11.5% of South Carolina's seniors live in poverty.
- One in 11 of South Carolina's seniors are at risk for hunger.
- Nearly 10% have Alzheimer's disease or a related disorder.
- Over 25% of those 85 years or older require institutional care.
- Over one-third of seniors live on Social Security alone, some as little as \$710 a month.
- 51% of people aged 55 years and older have less than \$50,000 saved for retirement.
- Options for long-term care are not sufficient to provide for the current and growing need.
- Middle-income residents are increasingly unable to support themselves due to the rising costs of health and long term care.

**Funding:** As the senior population grows, sustainability of aging programs and services is a critical challenge for the LGOA and its AAAs/ADRCs. The LGOA continues to build awareness of the serious consequences associated with a growing senior population in South Carolina and the need for stable funding sources. As both the ACL and the General Assembly have tied funding to actual performance, the LGOA has worked diligently to establish effective operational policies and to improve its data collection systems in order to demonstrate the need for increased aging funding that can sustain a growing senior population.

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Adhering to the funding and service policies established, the LGOA encourages the AAAs/ADRCs to only contract with providers/contractors that best utilize the limited aging resources, while also providing innovative services and programming.

**A declining number of Medicaid nursing home beds in South Carolina:** In recent years, the number of nursing home beds in South Carolina has declined, as privately owned nursing home facilities are limiting the number of Medicaid funded beds. This decline will ultimately result in a greater demand for aging services provided by the LGOA, as many seniors find it necessary to age in place at home.

**Senior transportation/Public transportation:** Transportation services provide a critical role that assists South Carolina seniors remaining at home independently and safely, and not being placed in expensive state-funded residential facilities. Being primarily a rural state, South Carolina does not provide many public transportation options for seniors. Without adequate transportation, basic needs cannot be met, and seniors will eventually have to relocate with family members or be institutionalized in costly nursing facilities funded through state resources.

**Data integrity and monitoring:** The LGOA has overhauled its data collection systems and monitoring operations to ensure client data accuracy and integrity. To modernize project oversight and data collection, staff members continue to work with the AAAs/ADRCs to improve the Client Assessment System, with the goal of targeting those seniors who have the greatest need, as stipulated by the OAA. The improved data and monitoring systems provide valuable tools for the LGOA to proactively analyze client and service data, playing an invaluable role in programmatic development and forecasting critical aging trends.

#### 2013 – 2014 LGOA Accomplishments

- The Federal Older Americans Act (OAA) requires each AAA/ADRC to submit an Area Plan to the LGOA. In May 2014, each AAA/ADRC provided an update to the LGOA of their overall Area Plan which was reviewed by LGOA staff to ensure plan integrity.
- The LGOA revised or drafted numerous LGOA policies and program manuals including the South Carolina Aging Network's Policies and Procedures Manual, the Nutrition Manual, the Disability Policy Manual, and the Transportation Manual.
- The LGOA hired a full-time credentialed nutrition professional, who is a registered dietitian. This individual is responsible for monitoring the quality of meals served statewide and ensures the meals meet Dietary Reference Intake (DRI) values, and coordinates nutrition education programs and nutrition counseling services for South Carolina's seniors.
- As required by the OAA and a Presidential Directive, the LGOA has put a greater emphasis on emergency preparedness coordination on the state and local levels. The LGOA required each AAA/ADRC to revise its Emergency Preparedness Plan (EPP) and to establish working relationships with local and county emergency management divisions to plan and develop strategies for protecting seniors during emergency situations and potential disasters. The EPPs specify how the AAAs/ADRCs will continue delivering aging services during emergency events.
- The LGOA created a Uniformed Emergency Preparedness Plan Format by partnering with the South Carolina Emergency Management Division (SCEMD), the Department of Health and Environmental Control, the Department of Social Services, the American Red Cross, and the Salvation Army of the Midlands.
- Established a partnership with Walgreens and the SCEMD to develop Senior P.R.E.P. (Planning and Resources for Emergency Preparedness). Senior P.R.E.P. is a program designed to raise awareness of the importance of individual emergency preparedness for the senior population.

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Each of the Walgreens across the State (an estimated 110 stores) will participate in this project. The information will be displayed year-round near the pharmacy in each Walgreens. The State of North Carolina intends to use the LGOA's Senior P.R.E.P. program as a model to increase awareness of emergency preparedness for North Carolina's senior population in 2015.

- The Nursing Facility Bed Locator was expanded to include assisted living facilities. Extra functionality and features were added as a result. The Nursing Facility Bed Locator has been recognized nationally as an innovative tool for providing critical nursing care information.
- Online training is now available on the LGOA website to everyone in the aging network which offers convenience and efficiency. The LGOA developed online training modules for the following: Affordable Care Act, Evidence Based Programs – Title IID, Transportation, Senior Medicare Patrol (SMP), State Health Insurance Assistance Program (SHIP), Nutrition Programs, AIM, Fiscal and Data Protocols, Disabilities Programs, and the Permanent Improvement Project (PIP) Grant Program.
- Online forums have been created, where AAA/ADRC staff members can interact with LGOA programmatic staff, as well as with other AAAs/ADRCs. The intent of the forums is to provide the AAAs/ADRCs with a valuable tool to share ideas and best practices.
- The LGOA staff volunteered their time and services to assist the residents of the Oakland Optional State Supplementation (OSS) facility in December 2013. The LGOA partnered with Walgreens, the Pepsi Bottling Company, the Piggly Wiggly Corporate Office, the Electric Cooperatives of South Carolina, Dick Smith Ford, Bimbo Bakeries, Fatz Café, and other private partners to deliver holiday cheer to these residents.
- An I&R/A Quarterly Report was implemented for programmatic development and monitoring purposes, in order to assess the regional needs of seniors.
- The LGOA coordinated a Drug Take Back event with the Drug Enforcement Administration, the Richland County Sheriff and the Lexington County Sheriff.
- The LGOA has continued its relationship with Clemson University. The LGOA brings its valuable client and service database, while Clemson brings its analytical expertise. Students at Clemson are using the LGOA information to conduct large scale data analysis to identify statistical program enhancements. The goal of the relationship is to seek data-driven decisions to move the state forward, assist with the prioritization of aging funding, and to improve the efficiency of the LGOA and its coordination of aging services statewide.
- In 2013-2014, development and implementation of the SC Legal Assistance Delivery Standards provided a mechanism to obtain and track the types of legal assistance being provided statewide as well as the volume of those services.
- The LGOA reestablished its Emergency Rental Assistance Program. The program served 250 households through assistance with rental payments. The program will be available for seniors again in 2014 – 2015.
- Through the Senior Community Service Employment Program (SCSEP), 120 seniors received employment and training services. Twenty-two percent received unsubsidized employment.
- The LGOA expanded the Assisted Rides Volunteer Program to the Central Midlands Region in May 2014 and over 1,704 miles of transportation have already been provided.
- The LGOA began re-structuring the State Health Insurance Program (SHIP) to be more responsive and to focus on achievement of the eight Performance Measures stipulated by the Administration for Community Living (ACL).

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Program/Title	Purpose	FY 2012-13 Expenditures



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Program Template

Associated Objective(s)

1.1.1-1.1.4, 1.2.1, 1.3.1-

1.3.2, 1.4.1, 1.5.1, 1.6.1-

1.6.15, 1.7.1, 2.1.1-2.3.1,

3.1.1-3.1.3, 3.2.1-3.2.3,

3.3.1-3.3.3, 3.4.1-3.4.2,

3.5.1, 4.1.1-4.1.5, 4.2.1-

4.2.3, 4.3.1, 4.4.1-4.4.3,

4.5.1, 5.1.1, 5.2.1, 5.3.1,

5.4.1, 5.5.1, 6.1.1, 6.2.1,

6.3.1

Program/Title	Purpose	FY 2013-14 Expenditures			Associated Objective(s)					
		General	Other	Federal						
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.	\$ 402,054	\$ -	\$ 402,054	\$ 370,658	\$ -	\$ -	\$ 370,658	3.1.1-3.1.3, 3.2.1-3.2.3, 3.3.1-3.3.3, 3.4.1-3.4.2, 3.5.1, 4.1.1-4.1.5, 4.2.1-4.2.3, 4.3.1, 4.4.1-4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1	
II.A Admin Office on Aging	Provides leadership, training, coordination to promote services to seniors.	\$ 3,416,706	\$ 978,391	\$ 1,592,413	\$ 5,987,510	\$ 914,138	\$ 1,278,353	\$ 1,280,160	\$ 3,472,651	3.1.1-3.1.3, 3.2.1-3.2.3, 3.3.1-3.3.3, 3.4.1-3.4.2, 3.5.1, 4.1.1-4.1.5, 4.2.1-4.2.3, 4.3.1, 4.4.1-4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1
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.	\$ 1,265,817	\$ 2,717,966	\$ 19,554,793	\$ 23,538,576	\$ 7,595,848	\$ 2,758,598	\$ 17,609,830	\$ 27,964,276	3.3.1-3.3.3, 3.4.1-3.4.2, 3.5.1, 4.1.1-4.1.5, 4.2.1-4.2.3, 4.3.1, 4.4.1-4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1
III.C Employer Contribution	Provides for Retirement, FICA, Workers Compensation, Health Insurance, and Unemployment Insurance for agency staff.	\$ 306,139	\$ 12,578	\$ 325,946	\$ 644,663	\$ 328,788	\$ 26,399	\$ 274,941	\$ 630,128	3.1.1-3.2.1, 6.1-16.15, 3.1.1, 3.4.1, 5.2.1

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Strategic Planning Template

Type	Goal	Item #	Strat	Object	Description
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<b>G 1</b> <input type="text"/> Enhance the network's capacity to provide person-centered services for Seniors and Adults with Disabilities.					
S	1.1	<input type="text"/> Reduce or close the waiting time on lists for highest three quartiles of assessed clients for aging services.			
O	1.1.1	Improve the quality of the seven waiting lists and establish standardize procedures.			
O	1.1.2	Require AAA/ADRC regions to track waiting lists consistently and send updates to LGOA for monthly review.			
O	1.1.3	Finalize and deploy standardized assessment procedures.			
O	1.1.4	Assure that seniors with the greatest social and economic needs are given priority for services.			
S	1.2	<input type="text"/> Develop a volunteer database (includes developing a client needs vs. volunteer skills database).			
O	1.2.1	Work with private partners, non-profit groups, and non-governmental organizations to develop a volunteer data base.			
S	1.3	<input type="text"/> Share best practices throughout the South Carolina Aging Network.			
O	1.3.1	Use resources such as SC Access, Training Portals, Area Plan Templates, and Ombudsman meetings to set best practices.			
O	1.3.2	Work with aging partners to enhance statewide service delivery.			
S	1.4	<input type="text"/> Successfully Train Aging Network partners and personnel.			
O	1.4.1	Use resources such as SC Access, Training Portals, Area Plan Templates, and Ombudsman meetings to set best practices.			
S	1.5	<input type="text"/> Recruit and develop additional aging service providers.			
O	1.5.1	Use SC Access Calendar for AAAs/ADRCs and statewide contracts and vouchers to develop additional providers.			
S	1.6	<input type="text"/> Improve the coordination of aging services in South Carolina.			
O	1.6.1	Break down barriers to improve communication intra and inter agency.			
O	1.6.2	Create a 21st Century service delivery model with the limited resources available, that strives to serve a growing population.			
O	1.6.3	Request, plan, allocate, and advocate for federal and state resources for a growing senior population.			
O	1.6.4	Develop and improve data collections in order to provide critical statistics for federal and state reporting requirements.			
O	1.6.5	Provide coordinated services/information to assist seniors in making wise decisions and to delay the onset of chronic diseases.			
S	1.7	<input type="text"/> Develop a strategic planning process for the AAAs/ADRCs.			
O	1.7.1	Use available agency tools (such as Policy, Area Plans, and Area Plan Update) to guide the state's Aging Network.			
G 2	<input type="text"/> Identify and obtain alternative funding streams/resources to meet service needs in the South Carolina Aging Network.				
S	2.1	<input type="text"/> Identify potential sources of funds for aging services and programs.			
O	2.1.1	Identify research foundations, as well as other programs with state and private partners, to explore funding options.			
S	2.2	<input type="text"/> Identify and deploy new resources to target services.			
O	2.2.1	Identify and explore nontraditional partners.			
S	2.3	<input type="text"/> LGOA fiscal scorecard to demonstrate fiscal integrity and responsibility.			
O	2.3.1	Pending modernization of other programs.			

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## Strategic Planning Template

Type	Goal	Item #	Strat	Object	Description
<b>6 3 Advocate and intervene to prevent abuse, neglect and exploitation of seniors and adults with disabilities.</b>					
S	3	3.1		Advocate and intervene to prevent abuse, neglect and exploitation of seniors and adults with disabilities.	
O		3.1.1		Request additional funding to stabilize staffing.	
O		3.1.2		Continue Ombudsmen and Volunteer Ombudsmen visits to facilities.	
O		3.1.3		Increase public awareness via outreach, posters, and brochures.	
S	3.2		Educate the General public on how to recognize signs of abuse, neglect, and exploitation.		
O		3.2.1		Provide community education to professionals and non-traditional entities (doctors, nurses, law enforcement, etc.).	
O		3.2.2		Coordinate educational opportunities aimed at the prevention of elder abuse, neglect, and exploitation.	
O		3.2.3		Provide information regarding aging services and programs to seniors, vulnerable adults, and their caregivers.	
S	3.3		Improve assess to legal services.		
O		3.3.1		Increased funding for the AAA's ADRCs.	
O		3.3.2		Continue partnership with the South Carolina Bar Association.	
O		3.3.3		Improve reporting protocols in order to capture useful and detailed data.	
S	3.4		Improve the timeliness of investigations.		
O		3.4.1		Request funding to stabilize Ombudsman staffing.	
O		3.4.2		Bring online a new Ombudsman data system to improve investigation tracking and provide enhanced data.	
S	3.5		Create an Adult Guardian Ad Litem Program at the LGOA (signed into law in 2014).		
O		3.5.1		Request funding to establish Adult Guardian Ad Litem Division at LGOA, as authorized by the General Assembly in 2014.	
G 4			Become a more effective resource for Seniors and Adults with Disabilities by creating awareness of the LGOA.		
S	4.1		Improve LGOA websites to provide additional information.		
O		4.1.1		Use more pictures/graphics to direct users to needed information and services (user friendly and informative).	
O		4.1.2		Add Ombudsman section to LGOA Website.	
O		4.1.3		Add more links between SC Access and the LGOA website.	
O		4.1.4		Continue adding more trainings to the Training Portal.	
O		4.1.5		Enhance and improve the Planning Service Area (PSA) section by adding more information and data.	
S	4.2		Increase the number of constituent referrals from members of the General Assembly.		
O		4.2.1		Increase referrals by offering presentations to members of the General Assembly and staff.	
O		4.2.2		Create awareness among legislators and staff about LGOA programs and services.	
O		4.2.3		Establish awareness of critical aging issues among policy makers, such as members of the General Assembly.	
S	4.3		Create greater public awareness of the LGOA brand and services.		
O		4.3.1		Increase awareness by having a public contest to create a recognizable brand for the LGOA and its meals programs.	
S	4.4		Create a public service awareness campaign for greater knowledge of aging issues, programs, and services.		

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**Strategic Planning Template**

Type	Goal	Item #	Strat	Object	Description
O		4.4.1			<i>In the developmental stage, but will eventually have YouTube and Frequently Asked Questions videos.</i>
O		4.4.2			<i>Continue the successful partnership with the Walgreens Corporation, and other private and public partners.</i>
		4.4.3			<i>Educate the public about the role of AAAs/ADRCs, as well as other valuable aging network resources.</i>
S	4	4.5			<b>Create an Aging Network and agency communication plan.</b>
O		4.5.1			<i>Continue modernizing via the web, materials, and outreach efforts.</i>
G	5				<b>Improve the legal and regulatory environment to provide statewide, regional, and local leadership on aging issues.</b>
S	5	5.1			<b>Generate more recommendations from advocacy groups.</b>
O		5.1.1			<i>Maintain a target list of advocacy groups and create/strengthen relationships.</i>
S	5	5.2			<b>Target regulations for sunset.</b>
O		5.2.1			<i>Staff will monitor and address regulations that relate to aging issues.</i>
S	5	5.3			<b>Provide educational information regarding proposed regulations before legislative approval.</b>
O		5.3.1			<i>Staff will monitor and address regulations that relate to aging issues.</i>
S	5	5.4			<b>Work with General Assembly to amend the Administrative Procedures Act to require senior representation.</b>
O		5.4.1			<i>Determine appropriate boards and commissions that could benefit from senior representation.</i>
S	5	5.5			<b>Continue tracking and providing comments on potentially harmful regulations affecting seniors.</b>
O		5.5.1			<i>Establish protocols for addressing regulations and develop means to disseminate information to staff and public.</i>
G	6				<b>Create a coalition of advocacy groups and partnerships to provide statewide, regional, and local leadership on aging issues.</b>
S	6	6.1			<b>Identify advocacy groups both active and inactive.</b>
O		6.1.1			<i>Maintain target lists of advocacy groups and create/strengthen relationships as funds are available.</i>
S	6	6.2			<b>Develop a matrix of people, issues, skill, and knowledge sets to assist with targeted advocacy on issues.</b>
O		6.2.1			<i>Maintain target lists of advocacy groups and create/strengthen relationships as funds are available.</i>
S	6	6.3			<b>Test effectiveness of coalitions to assist with advocacy of aging issues.</b>
O		6.3.1			<i>Identify coalition partners that can effectively advocate on behalf of seniors and senior issues.</i>
S	6	6.4			<b>Enhance communications between the LGOA and its aging and disabilities partners.</b>
O		6.4.1			<i>Maintain partnerships, where information is freely shared, in order to advance aging issues and causes.</i>
O		6.4.2			<i>Open dialogue between the LGOA and the aging network to ensure the needs of South Carolina seniors are met.</i>

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Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
1	Clients provided aging services (excluding information services) *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014. *The LGOA updated service activities which effected data for 2013 - 2014.	30,379	25,277	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.32
2	Clients served for Home-Delivered Meals *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014. *The LGOA updated service activities which effected data for 2013 - 2014.	11,499	9,272	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM (Advanced Information Manager System)	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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3	Total Units Served for Home-Delivered Meals *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014. *The LGOA updated service activities which effected data for 2013 - 2014.	1,677,743	924,450	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
4	Average Unit Cost for Home-Delivered Meals	\$5.53	\$5.65	Unit costs are set by the AAAs/ADRCs through regional competitive bid processes.	July 1 - June 30	AIM	Monthly/Annually	Average of statewide data *Eventually the target value will be based on statewide unit costs plan as stipulated by Proviso 94.9	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.3
5	Clients served for Group Dining *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014. *The LGOA updated service activities which effected data for 2013 - 2014.	10,640	8,782	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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								Calculation Method	Associated Objective(s)
6	Total Units Served for Group Dining Meals  *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014.  *The LGOA updated service activities which effected data for 2013 -2014.	859,193	715,645	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30 AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.3	
7	Average Unit Cost for Group Dining Meals	\$6.59	\$6.54	Unit costs are set by the AAAs/ADRCs through regional competitive bid processes.	July 1 - June 30 AIM	Monthly/Annually	Average of statewide data  *Eventually the target value will be based on statewide unit costs plan as stipulated by Proviso 94.9	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2	
8	Clients provided transportation services  *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014.  *The LGOA updated service activities which effected data for 2013 -2014.	5,246	4,449	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30 AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2	

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9	Total Units of Transportation Provided  *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014.  *The LGOA updated service activities which effected data for 2013 -2014.	5,695,537	4,880,745	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.3
10	Average Unit Cost for Transportation  *New Point-to-Point policy enacted on July 1, 2014.	\$0.90	\$0.90	\$1.75	July 1 - June 30	AIM	Monthly/Annually	Average of statewide data  *Eventually the target value will be based on statewide unit costs plan as stipulated by Proviso 94.9	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
11	Clients served for Home Care	2,397	2,091	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
12	SC Access Number of Unique Visitors	82,321	76,741	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	July 1 - June 30	OLSA	Monthly/Annually	Total of unique visitors to website	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.3
13	Information and Referral/Assistance total contacts <small>*Data collection protocols changed, which is reflected in totals.</small>	39,758	48,494	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs.	July 1 - June 30	OLSA	Monthly/Annually	Total contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
14	Alzheimer's Education/Outreach <small>*Data collection protocols changed, which is reflected in totals.</small>	22 sessions with 1,186 people	68 sessions with 4,517 People	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total sessions and contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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15	Alzheimer's Training	20 sessions with 459 people	226 sessions with 4,368 people	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Number of trainings	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
16	Family Caregiver Support Program total contacts	8,380	10,730	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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17	Caregiving Respite total clients *Data collection protocols changed, which is reflected in totals.	1,511	2,684	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total Caregiving Respite clients	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
18	Caregiving Respite total dollars spent *Data collection protocols changed, which is reflected in totals.	\$790,756	\$2,253,057	The target value is determined by the number of clients seeking respite care regionally, utilizing assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total spent	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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19	Veterans Directed Home and Community Based Services number of Veterans served	59	72	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total number of Veterans served	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
20	Senior Community Service Employment Program (SCSEP) number of participants enrolled	198	120	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Number of participants enrolled	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
21	Senior Health Insurance Program (SHIP) total contacts	45,734	42,836	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.15, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1

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Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
22	Senior Medicare Patrol (SMP) fraud total contacts	20,237	23,027	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1 - June 30	LOGA data sources	Monthly/Annually	Total contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
23	Senior Medicare Patrol (SMP) fraud outreach events and people reached	295 events, reaching 3,304 people	233 events, reaching 6,274 people	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total clients and contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
24	Assisted Rides Program number of one way trips provided <small>* Santee-Lynches discontinued its Assisted Rides Program as of July 1, 2014.</small>	5,864 trips for 260 people (138,195 miles)	6,789 for 447 people (520,014 miles)	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total of one-way trips	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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Item	Performance Measure	Performance Measurement Template							
		Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
25	Ombudsman complaints investigated	8,492	7,681	Target value is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total investigations	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.3
26	Ombudsman cases	4,684 opened and 4,697 closed	4,427 opened and 3,161 closed	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total cases opened	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
27	Ombudsman number of routine visits	3,156	2,525	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total number of routine visits	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Performance Measurement Template	
								Calculation Method	Associated Objective(s)
28	Ombudsman facility trainings conducted	192	196	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total number of facility trainings	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
29	Ombudsman consultations provided	1070 at facilities and 1,789 to individuals	1345 at facilities and 996 to individuals	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total facility consultations	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2