

Study of	Rec or Internal Change	Rec or Internal Change Number	RFI Year	RFI #	Status of Implementation	Date of 100% Completion - Actual or Anticipated, if not yet complete (mm/dd/yyyy)	If unable to implement, explain why?	Does this refine one or more agency processes and save/repurpose employee hours? (Yes/No)	Are there anticipated net savings? (Yes/No)	Other Benefits Realized from Implementing Recommendation or Internal Change, if any (e.g., results of agency performance measures and outcomes that improved)	Other Drawbacks Realized or from Implementing Recommendation or Internal Change, if any	Additional Comments (optional)
Dept. on Aging	Recommendation	1	2024	1	Complete	1/31/2024		No	No			SCDOA coordinates meetings with the Area Agencies on Aging and the provider network for communication, training, planning, and dissemination of information. The SCDOA monitors the AAAs to ensure each AAA meets and communicates with their providers by way of hosting an annual summit, quarterly newsletters, and attending the South Carolina Association of Council on Aging Directors (SCACAD) Conference on an annual basis.
Dept. on Aging	Recommendation	2	2024	1	In progress			No	No			We are currently working on developing a strategic business acumen track at the 2025 aging conference to address with AAA Directors and executive staff.
Dept. on Aging	Recommendation	3	2024	1	In progress	9/30/2030		No	No	The more complete the census is, the more accurate the funding allocation formula, the better targeting of the funding, and likely the more funding for services for the target population.	There is a cost for outreach and public media campaigns and the financial gains for the agency itself is minimal.	The majority of the work happens before and during the decennial census. SCDOA will continue to collaborate with appropriate state and local government agencies to promote participation in the US Census to ensure that the seniors are accounted for.
Dept. on Aging	Recommendation	4	2024	1	In progress	12/31/2024					In the process of writing a two-year state plan that will be effective 11/2025 and this information will be included in the next State plan.	
Dept. on Aging	Recommendation	5	2024	1	In progress	8/31/2025	N/A	Yes	Yes	Time of completion for certification for LTCO has improved. Recertification training is available online and does not require in person classroom training.	SCDOA will continue to communicate with OHR to determine the training opportunities they may have available. However, the AAAs are not considered state employees.	Our agency has acquired a learning management system, as well as a survey tool that can be internally customized.
Dept. on Aging	Recommendation	6	2024	1								
Dept. on Aging	Recommendation	7	2024	1	Complete							
Dept. on Aging	Recommendation	8	2024	1	Complete	5/23/2024	SCDOA consulted with the State Material Management Office (MMO) in reference to this recommendation. MMO further confirmed that the AAAs, which are predominately housed as divisions of the Council of Governments (COGs) are not subject to State Procurement Code as they are not state agencies or divisions of SCDOA. Instead, as subrecipients and local government entities, they are only required by 11-35-5320 to "adopt ordinances or procedures embodying sound principles of appropriately competitive procurement." SCDOA ensures that the AAAs are in accordance with procurement policies through fiscal monitoring processes and annual on-site monitoring is performed.	No	No	N/a	N/a	
Dept. on Aging	Recommendation	9	2024	1	Complete		The Aging Advisory Committee has been tasked with reviewing the ECTF applications and making recommendations for awarding.	No				

Dept. on Aging	Recommendation	10	2024	1	Not yet started - Plans to implement									To conduct a study of this sort, we would have to outsource to conduct the survey. Additionally, we are in the process of writing a two-year state plan that will be effective 10/2025..???	The report must be submitted to the Committee within one year of the Committee's issuance of the study and added as an addendum to the State Plan on Aging 2021-2025.
Dept. on Aging	Recommendation	11	2024	1	Partially implemented - No plans to implement further		We have consulted with the Division of State Human Resources and the SC Department of Administration to assess the benefits of consolidating the agency's volunteer recruitment responsibilities under the Human Resources division. Currently, both agencies have indicated that they do not have any volunteer programs in place; however, they do offer internships. The Long-Term Care Ombudsman and SHIP volunteers operate under the direction of the Area Agencies on Aging (AAAs). All divisions—SHIP, VAGAL, and Ombudsman—collaborate and share recommendations for potential volunteer candidates. The South Carolina Department on Aging (SCDOA) Human Resources Division is willing to share volunteer recruitment practices as needed. After careful review, we have decided that the recommended function should remain within the appropriate divisions: SHIP, VAGAL, and the Ombudsman program. Each division's subject matter expert is well-versed in its offerings, components, policies, procedures, and necessary processes.	No	No	None				Each volunteer program requires a specific skillset. Volunteer Ombudsmen are required to have training outlined by the Administration on Community Living and be certified by the State Long Term Care Ombudsman.	None
Dept. on Aging	Recommendation	12	2024	1	In progress		SCDOA continues to evaluate the full potential of a marketing and communications division, but requires additional staff and funding to enhance its efforts	Yes						Additional staff, resources, and tools are needed to implement a marketing division. The smaller the division, the more limitations it has.	The SCDOA has hired a communications director to develop a marketing and communications division. The communications director's role is to aid in building the agency's brand recognition and presence in social media; and to establish relationships with the aging network, healthcare-related professionals, and organizations that provide resources for our older population.
Dept. on Aging	Recommendation	13	2024	1	Complete									Implementation of this type of certification for all AAA staff would divert time and money from services being offered. Most AAAs have more than one staff member certified.	SCDOA submitted a request for a formal written response from each AAA regarding the efficacy of requiring Information and Referral/Assistance (I&R/A) certification for all AAA staff.
Dept. on Aging	Recommendation	14	2024	1	Not yet started - Plans to implement										
Dept. on Aging	Recommendation	15	2024	1	Not yet started - Plans to implement									To conduct a study of this sort, we would have to consider outsourcing to conduct the survey.	
Dept. on Aging	Recommendation	16	2024	1	In progress										SCDOA continues to review current programmatic goals, objectives, and performance measures that not only reflect changes in federal reporting but also report in future accountability reports and state plans.
Dept. on Aging	Recommendation	17	2024	1	In progress									Findings and recommendations would require a full year of analysis.	SCDOA is already in process and is conducting an internal evaluation with staff.