

**HOC Subcommittee Meeting
Follow-Up Questions
June 19, 2023**

AAA Oversight and Monitoring

1. Does the Older Americans Act preclude the Department on Aging from dictating how AAAs expend federal and state funds? If so, please explain.

The Older Americans Act dictates how all federal funds and state match are expended. All other state funds are governed by state Proviso 40.5.

Under the OAA, the AAAs are allocated funding from each of the OAA Titles. Title III-C1 (congregate meals), Title III-C2 (home delivered meals), Title III-D (Evidence Based), Title III-E (Caregiver Services), and Title VII (Long Term Care Ombudsman and Elder Care) all have defined program requirements as outlined in the Older Americans Act.

Title III-B (Support Services) is more flexible and has many services which can be funded. The AAAs request funding breakdowns for Title III-B to meet regional needs, and the SCDOA monitors this.

2. Does the Department on Aging have authority to require AAAs submit their annual budgets to the agency? If so, please provide the following information:
 - The total amount of funding AAAs allocated to each monitored program in FY2021-2022. *See Spreadsheet "FY22 Title III Awards by Regions"*

SCDOA has the authority to require AAA's to submit their annual budgets to the agency. SCDOA only requires a budget from the Title III-B (Supportive Services), Title III-C1 (Congregate Meals), Title III-C2 (Home Delivered Meals) are limited to a specific service and don't require a budget. However, Titles C1, C2, NSIP, and D allocations are set for each AAA based on the Intrastate Funding Formula.

3. Please list each monitored service and identify the method of monitoring employed by the agency (e.g., in-person visit, documentation review, etc.).

Each SCDOA program manager and coordinator conducts onsite monitoring of programs at the regional level at least once annually. The monitoring includes uniformed monitoring tools developed for specific programs and services. Additional monitoring visits may be announced or unannounced. On a monthly basis, desk reviews are conducted through the payment request approval process. SCDOA fiscal

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monitoring is separate from the programmatic reviews and is conducted by Finance staff.

Senior Nutrition Program: information reviewed includes; contract review for scope of service, verification of Registered Dietitian Nutritionist (RDN) credentials, Menu compliance to 1/3 DRIs, serving guides for menus, activity calendars, food safety measures and training process/oversight, voluntary contribution practices, SCDHEC Retail inspection reports, ServSafe certification review, nutrition education for reputable and preapproved resources, correct entry into data system for unit rates and education activities, process for draft menu review and input from seniors, review of completion of AAA site monitoring tool.

Evidenced-Based Programs: information reviewed includes; contract review for scope of service, certification review for program and expiration dates, review for areas of service/gap monitoring, accuracy of data entry, review of activity calendars and schedules for programming, review of receipts/invoices for training materials and equipment for EBP, review of completion of AAA monitoring tool.

Title III-B- Supportive Services this service is monitored by three staff members. The monitoring consist of face-to-face on site monitoring with the AAAs staff members who work in the Title III-B Programs. Documents and spending are reviewed during the monitoring.

SHIP/SMP monitoring is conducted in-person and use the monthly data reports to keep abreast of numbers and activities with both programs. In addition to the yearly monitoring, unannounced visits are conducted at outreach events.

The Family Caregiver Services Program (FCSP) is monitored via in-person visits at the AAA which includes staff interviews and documentation reviews. Desktop review of the statewide databases (currently AIM and Quickbase) are conducted on an on-going basis. The scope of review is based upon state policy and procedures. Additional questions are asked to determine consistency of practices across the state.

The Long Term Care Ombudsman Program (LTCOP) is monitored annually. The monitoring consist of desk audits of the data (review of cases, visits, consults, etc. in the database system), in-person visits to the AAA and visits to the facilities to speak with residents.

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Fiscal Monitoring is performed by the fiscal monitor. Monitoring consists of at least one in person onsite visit per fiscal year to each agency; requesting and reviewing sample documents for desk monitoring throughout the year and ongoing review of the monthly payment request forms to SCDOA from the agency.

The onsite monitoring process consists of reviewing internal controls, sample documents (bank statements, invoices, time cards etc.) and providing training and technical assistance to the agency management and finance staff to ensure that each agency is in compliance to all relevant state and federal rules and regulations.

State Health Insurance Assistance Program (SHIP)/Medicare Patrol

4. Please list, by frequency of inquiry, issues raised by seniors at insurance outreach events.

There are a multitude of inquiries/issues that are raised when we conduct outreach events however, this is not something that is currently tracked. If a counselor is conducting a group presentation they will present on all aspects of Medicare (parts A, B, C, D, LIS/MSP, Medicare Fraud etc.). They also have the opportunity to modify their presentation based on the needs of the participants.

5. Please provide participation and utilization data, by AAA and county, for the SHIP and Medicare Patrol programs.

See spreadsheet "HOC_SHIP SMP Contacts SY22_7.11.2023

6. How much funding did the agency allocate to SHIP and Medicare Patrol in the FY2022-23 budget?

SCDOA receives the allocations from Administration for Community Living (ACL). SHIP and Medicare Patrol are grants that we received on annual basis. (See the following spreadsheets:

HOC_Annual SHIP Sub Recipients GY2022_7.11.2023

HOC_Annual SMP Sub Recipients Report 2022-2023_7.11.2023

7. How much did the agency spend on SHIP advertising in FY2022-23?

The agency contracted with AllOver Media. We spent a total of \$21, 282.00 – This consisted of Gas Pump Advertising, One Sheet Posters that were placed inside the gas stations and Digital Billboards placed around the state to advertise the SHIP Program.

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Geriatric Loan Forgiveness

8. How many award recipients continued to practice medicine in South Carolina after completing their 5year obligation?

All GLFP award recipients continue to practice in SC.

9. Of the 27 geriatric medical practitioners selected to participate in this program, how many were residents of the state?

Of the 27 geriatric medical practitioners selected to participate in this program, all were residents of the state.

10. How many award applications does the program receive annually?

The number of applications varies from year to year.

11. How is the program marketed?

- SCDOA's Public Information Officer (PIO) created a GLFP flyer which was promoted on all of SCDOA's social media.
- SC Medical Association sent the GLFP flyer to their 13,000+ members. This flyer was distributed several times.
- All current and former GLFP Board members are encouraged to promote the program and try to identify potential applicants.

Eldercare Trust

12. Has the agency considered working with stakeholders to explore the development of a non-profit organization tasked with creating an endowment to fund and sustain the Eldercare Trust? [See ETV Endowment - [ETV Endowment of South Carolina](#)]

The agency has not considered this since becoming a Cabinet level agency. However, we are not opposed to the possibility of exploring the development and feasibility of a non-profit organization.

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Agency Program Budgets

13. Provide the following agency finance information by source of funds (i.e., state, federal, other):

- a. Total agency budget, total agency FTEs, total agency payroll, total operational expenses, and total programmatic expenses.

See spreadsheet “2022 Spending Final Report”

14. Provide the following agency finance information by source of funds and division (e.g., Administration; Human Resources; SC Vulnerable Adult Guardian ad Litem; State Long Term Care Ombudsman, etc.)

- b. Total budget, total FTEs, total payroll, total operational expenses, and total programmatic expenses.

See spreadsheet “2022 Spending Final Report”

Nutrition Services

15. Do AAAs employ Registered Dietitian Nutritionists (RDN)?

The SCDOA employs a Registered Dietitian Nutritionist (RDN) at the state level for the development of policies and procedures, to provide guidance and technical assistance, and to address program accountability and uniformity to OAA and state guidelines for the senior nutrition program. There are no AAAs that have an RDN on their staff. Caterers, local service providers with retail kitchens, and meal manufacturer relationships with RDNs is varied; the majority contract with an RDN for menu analysis services while a few have an RDN on staff (larger volume caterers and larger companies that provide meals across several states). Trident Area Agency on Aging contracts with a Registered Dietitian Nutritionist to provide nutrition education to congregate meal clients.

16. Provide cost per meal information, by AAA, for congregate meals and home delivered meals.

Please see Excel spreadsheet - HOC Nutrition and EBP Data Excel/*Regional Meal Unit Costs*

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Evidence Base Programs

17. List the information contracted providers must submit to confirm their credentials.

Providers submit specific program certification information (included on the training certificate) to include name, name of the specific program, and either the date the training was completed or when certification expires.

18. Is the procurement/bidding process for these programs handled the same across all AAAs? If not, would standardization create efficiencies?

Per state policy, AAAs competitively procure for EBP. The specifics as to how this is accomplished is based upon their internal policy and procedures. Seven out of the ten AAA's are quasi-governmental, and therefore would follow their Council of Government procurement policy.

Traditionally, AAAs have procured for evidenced-based programming within their nutrition services RFP due to the vast majority of programming occurring at the nutrition meal sites/senior centers. Some AAAs have procured for EBP separately from the nutrition services RFP (Example: Lower Savannah Region- City of Aiken). Additionally, AAAs have partnered with additional EBP entities, like SCDHEC SNAP-Ed or Clemson SNAP-Ed to implement EBP. This flexibility in procurement and partnership options allows for regions to customize their approach based upon the resources available in their respective communities and has resulted in expanded options.

19. Does the South Carolina Consolidated Procurement Code apply to AAAs?

Each Area Agency follows the procurement policies established by their agency.

20. Are AAAs required to submit program participation data to the agency?

Data regarding EBP participation is entered into the AIM database system (Aging Information Management System) by the AAAs and local service providers. The information provided includes, name of program provided, program location, date of the activity, number of individuals 60+ in the class, name of the trainer and certification expiration or certification date.

- Provide program participation data for evidence-based programs.

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Please see Excel spreadsheet - HOC Nutrition and EBP Data Excel
/ Evidenced-Based Program (EBP) Data - FFY22

21. How does the agency monitor these programs? Are existing monitoring processes sufficient, or should more rigorous processes be implemented?

Each AAA is monitored on an annual basis using a standardized tool. AAAs in turn use the standardized tool to conduct local service provider monitoring. Information reviewed includes: contract review for scope of service, certification review for program and expiration dates, review for areas of service/gap monitoring, accuracy of data entry, review of activity calendars and schedules for programming, review of receipts/invoices for training materials and equipment for EBP.

Desktop monitoring is also conducted periodically through the monthly payment request approval process. SCDOA is continuously seeking to improve outcomes data collection processes.

Information and Referral/Assistance (I&R/A)

22. Is the Department on Aging permitted to require AAAs to mandate I&R/A certification for all employees?

The South Carolina Department on Aging requires that all IR&A Specialists are AIRS Certified within twelve months of hire. It is at the discretion of each AAA to determine the number of employees to receive AIRS Certification. (See chart below)

Region	# of AIRS Certified AAA Staff
Appalachia	11
Upper Savannah	2
Catawba	3
Central Midlands	3
Santee-Lynches	2
Lower Savannah	2
Pee Dee	4
Waccamaw	5
Trident	4
Lowcountry	3

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Social Isolation Report

23. How does the agency plan to promote and communicate the findings and recommendations found in the *Addressing Social Isolation in Older Adults as a Determinant of Health* report published by the South Carolina Institute of Medicine & Public Health?

The report, *Addressing Social Isolation in Older Adults as a Determinant of Health*, has been made available on the websites of SCDOA as well as IMPH for public view. Copies were mailed to legislators, task force members, and others of impact the week of June 26, 2023.

Ongoing, two of our staff members will represent the SCDOA on the Coalition to be led by the University of South Carolina's Arnold School of Public Health Office for the Study on Aging. This coalition will be on-going and provide annual reports as to the progress of the recommendations.

Our agency will work towards working the recommendations into our State Plan and Policies and Procedures over the next several years in order to make South Carolina a more socially connected state for our state's older adults.