



South Carolina House of Representatives Legislative Oversight Committee

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April 13, 2023

VIA EMAIL

Connie Munn, Director
South Carolina Department on Aging
1301 Gervais St. Suite 350
Columbia, South Carolina 29201
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RE: Follow up to April 4, 2023, Subcommittee meeting

Dear Director Munn:

The Healthcare and Regulatory Subcommittee appreciates the Department on Aging’s participation in the oversight process. As follow-up from the April 4, 2023, Subcommittee meeting, below are questions of interest to various members of the subcommittee. Please provide this information by Monday, May 1, 2023.

As a reminder, formal written responses provided are considered sworn testimony. Additionally, please inform the Subcommittee, prior to responding, of any information requested that cannot be published online due to provisions in contract or law.

Area Agency on Aging (AAA) Qualifications/Training/Services

1. Please provide the following information regarding Area Agency on Aging (AAA) directors.
 - Identify the requisite qualifications and skills required to serve in this position.
 - Identify the general responsibilities assigned to this position.
2. If a new, inexperienced, AAA director were hired, what type of training would they receive and who would be responsible for providing that training?
3. What type of formal training should a newly hired AAA director receive, regardless of their level experience? Does agency leadership believe every AAA director has received this requisite training? If not, please explain why.
4. Does the Department on Aging require AAA directors, and their staffs, to attend regularly scheduled mandatory trainings?
 - If so, please list the topics covered in these trainings (e.g., Older Americans Act, finance, budgeting, etc.).
 - If not, is there value in regularly recurring trainings designed to improve the efficiency and effectiveness of the state's AAAs?
5. How many AAA directors are on corrective action plans? How does the agency work with these directors to correct the issues associated with the action plan?
6. Identify each AAA director and provide the following information: Name; Date hired; and Number of years serving as director.
7. Identify the errors most frequently made by AAAs when submitting information or completing administrative processes required by the Department on Aging.
 - Does the Department on Aging have an established process to track AAA errors (e.g., internal staff documentation of errors, etc.)?
8. Does the Department on Aging view the AAAs as customers? If so, has the agency ever conducted an anonymous survey to get feedback regarding how the agency could improve?
9. Are links to the AAAs websites available on the Department on Aging website?
 - If yes, how many clicks does it take to access this information on the agency's website?
 - If no, please explain why.

Silver Haired Legislature

10. Please explain how the Silver Haired Legislature (SHL) works with the Department on Aging, the AAAs, and the provider network.
11. How much pass-through funding is appropriated to the Silver Haired Legislature?
12. Does the organization receive funding from other sources (e.g., local governments, grants, etc.)?

13. When was the Department on Aging last invited to attend a SHL meeting?

Palliative Care and Quality of Life Study Committee

14. Were any of the Palliative Care and Quality of Life Study report recommendations implemented? If so, please identify them.

15. The Palliative Care and Quality of Life Study report was published December 31, 2019. Are any of the report's unimplemented recommendations still pertinent in 2023? If so, please identify these recommendations.

South Carolina's Provider Network

16. According to testimony provided at the April 4, 2023, subcommittee meeting, services offered by AAAs hinge on the availability of providers in each of the 10 regions.

- List the regions, in order, based on diversity of available services. Include the available services by region and county.
- List the regions, in order, based on total unspent funds in the previous fiscal year. Make note of the regions unable to spend funds due to the absence or shortage of providers.

17. Does the agency have a strategy to address the absence of providers in high need areas across the state? If so, is this strategy included in the State Plan on Aging?

18. Has agency leadership sought out partnerships with the state's workforce development agencies to assist with the development of the provider network (e.g., Department of Commerce, Department of Employment and Workforce, SC Technical College System, etc.)? If not, does agency leadership believe building these relationships may help address provider network issues?

Sincerely,



Joseph H. Jefferson, Jr.
Subcommittee Chair

cc: The Honorable Jeffrey E. "Jeff" Johnson
Executive Subcommittee