



2024 Annual Accountability Report

Department on Aging

Agency Code: L060

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AGENCY'S DISCUSSION AND ANALYSIS

The Department on Aging as the State Unit on Aging - By adhering to the mandates of the federal Older Americans Act (OAA), the Department on Aging works to meet the critical needs facing South Carolina’s rapidly growing senior population through planning, advocacy, and by providing federal and state resources to the 10 Area Agencies on Aging. Under the OAA, the Area Agencies on Aging are considered regional planning authorities tasked with contracting locally to deliver services to seniors and vulnerable adults.

The South Carolina Department on Aging is the federally designated State Unit on Aging in South Carolina and adheres to the Older Americans Act (OAA). The OAA outlines the framework for the Department on Aging to coordinate programs and administer federal funding. The OAA mandates national statutory requirements but allows some flexibility for each state to address its own specific needs.

With the state’s aging population increasing, the Department on Aging meets the OAA mandate to serve seniors, persons with disabilities, 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. The Department on Aging is also the clearinghouse for aging data and information and serves as a think tank for planning, and innovative ideas in order to meet the needs of seniors and adults with disabilities.

Through the Older Americans Act (OAA), the Department on Aging is responsible for administering all of the federal OAA funds allocated for South Carolina, as well as state-appropriated funds. Federal law requires the Department on Aging to allocate aging funds through the federally approved Intrastate Funding Formula to the 10 Area Agencies on Aging (AAAs). State Proviso 40.5 stipulates that all state funds appropriated for Home and Community-Based Services (aging services) are to be allocated to the Area Agencies on Aging (AAAs) based on the methodology of the Intrastate Funding Formula.

The OAA gives the AAAs the authority to procure for aging services locally, usually in individual counties through competitive procurement. Once contracted, the service providers deliver a wide range of aging services offered locally to seniors. Each AAA establishes legal contractual relationships with its respective county providers. The OAA federal statutes prevent the Department on Aging from being involved in the local procurement of services.

Services provided through the Department on Aging Funding - The Department on Aging funds numerous resources and services for seniors and adults with disabilities in South Carolina. These critical services provide assistance that benefits seniors and adults with disabilities by allowing them to live at home independently and safely for as long as possible, thereby preventing costly institutional placement. Direct services provided through federal and state aging funds include rental assistance, legal services, respite care, caregiver support, nutrition, health promotion, disease prevention programs, transportation, homemaker services, minor home repair, and Long Term Care Ombudsman programs. The Area Agency on Aging’s (AAA) received 47,422 calls through the Information and Assistance/Referral (I&R/A) system this past year to assist seniors. In order for older adults to receive services through the AAA’s, they must conduct assessment on the clients. The AAAs conducted 22,630

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assessments this past year. Additionally, the Department on Aging offers insurance counseling, Medicare fraud prevention through the Senior Medicare Patrol Program, Dementia 101 training, and I&R/A services.

Department on Aging Strategic Planning

The Department on Aging’s planning process is an ongoing activity that evaluates the needs of a rapidly growing senior population. The department’s leadership has conducted ongoing meetings and planning sessions with staff, the AAAs, and regional service providers. The South Carolina Department on Aging will host its second annual Aging Summit in Columbia in November 2024. The focus is to reimagine opportunities to address the needs of our aging population in South Carolina.

SCDOA provides monthly reports to internal staff, AAA Directors, and programmatic workforce that compiles statewide and regional data across multiple programs and data systems. These reports highlight presenting and unmet needs, as well as reflects trends and practices within a region and its statewide impact. This past year 69,898 presenting needs were reported in our system. Over the past year, additional programs have been added and reports have been utilized across the Aging Network for programmatic planning and managerial purposes. Tracking program integrity has enhanced the opportunity for technical assistance, and when needed, corrective action plans developed to resolve issues.

GetCareSC (www.GetCareSC.com) is a website designed to be a one-stop shop for older adults, adults with disabilities, and caregivers to find resources, service providers, and educational information. This platform is a representation of our agency’s partnerships with other governmental agencies, non-profit organizations, for-profit organizations, and advocacy groups. SCDOA utilized grant opportunities to add a staff member with a public health focus for resources, as well as planning for enhancement opportunities for the website. Current service providers in the resource database have been updated for accuracy, and new resources have been recruited and added. Educational articles have doubled this past year to provide information to communities across South Carolina who utilize our website or follow our social media. There are exciting opportunities in the near future for enhancements in the site's functionality and features, as well as engagement with more partners and their resources to serve our target populations.

The Department on Aging is guided by its 2021 – 2025 State Plan on Aging which was approved by the United States Department of Health and Human Services (USDHHS) and the Administration for Community Living (ACL) in 2021. This Plan is the blueprint directing the department as it works to achieve its goals, established by a comprehensive agency and network strategic planning process.

Partnerships and Initiatives Conducted

As a cabinet agency, it is important to build partnerships with stakeholders across our state. This is crucial to unlock untapped resources so that we can work together to better serve South Carolina's rapidly growing senior population. To achieve this, we have established partnerships with various agencies, including the SC Department of Social Services, Walgreens, SC Emergency Management Division, and Palmetto Care Connections, to include the following:

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Family Caregiver Partnerships - SCDOA continued its partnerships with SC Department of Education, Kinship Care, and Carolina Family Engagement Center to enhance the outreach of the Seniors Raising Children component of the Family Caregiver Support Program and to support resources necessary for families and individuals.

Home Stabilization Funding - In partnership with the Department of Social Services, SCDOA received an award of \$200,000.00 to help vulnerable adults, elderly adults, and adults with disabilities who are at risk of going into Adult Protective Services custody remain in their homes. This program is at no cost to the adults and by addressing the safety issues in the homes, an adult is better situated to age in place. This grant ended on May 31, 2024.

Alzheimer’s Association - In collaboration with DHEC in working through their awarded BOLD (Building Our Largest Dementia Infrastructure) Grant, the SCDOA’s ARCC Council acted as the governing body to help inform recommendations for the Statewide Plan to Address Alzheimer’s Disease and Related Dementias (ADRD). This five-year plan focuses on five major components: Education for Healthcare Providers and the general public, Advocacy and Policymaking, Access and Connection to Care, Caregiver Support, and Improved access to coordination of and uses of ADRD data and resources. While all ARCC Council members were involved, other key stakeholders, such as the Alzheimer’s Association, SCSS, SCDHHS, and many others, participated.

Department of Employment Workforce (DEW)- SCDOA has collaborated with the Department of Employment Workforce (DEW) on the Senior Community Services Program (SCSEP) combined state plan, which has been approved. Additionally, SCDOA has participated in WIOA partner meetings and will continue to do so.

SC ABEL – In partnership with SC ABEL, SCDOA was able to assist our disabled population during emergencies by providing weather assistance kits to 100 older adults who required assistance during incremental weather to ensure their safety.

Telehealth Cart Project - In partnership with Palmetto Care Connections, SCDOA is placing telehealth carts in senior centers across the state. PCC is conducting site assessments in eligible senior centers on aging to determine each agency’s telehealth readiness and broadband capabilities for the purpose of installing telehealth carts to include peripheral devices.

Senior P.R.E.P. events - The Senior Planning and Resources for Emergency Preparedness (Senior P.R.E.P.) program was reinstated in the Fall of 2023. The program entails collaborating with regional area agencies on aging and the local community to disseminate emergency preparedness materials and information to older adults, the disabled community, and other residents. Various events feature speakers from local emergency personnel, state partners, and SCDOA staff.

Lunch at the Market - Lunch at the Market is a collaborative effort between the SCDOA, South Carolina Association of Farmers Markets, the South Carolina Department of Agriculture, and the South Carolina Department of Social Services. SCDOA’s role is to help make connections and foster relationships between senior centers and their local farmer’s market. Older adults and community patrons can shop for locally grown fresh produce, socialize, and enjoy lunch at their local farmers market during planned weekday events. Patrons can redeem their Senior Farmers Market Nutrition Program Vouchers, SNAP, and Healthy Bucks tokens at participating markets.

Department of Public Health- SCDOA collaborated with the South Carolina Department of Health and Environmental Control (SCDHEC), now known as the South Carolina Department of Health (SCDPH), to

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provide recommendations for handling and supporting individuals with dementia and their caregivers at a vaccination point of dispensation. Four SCDOA employees contributed to the development of scenarios, delivered instructions to participants, and assessed teams based on their adherence to legal, ethical, and best practice standards.

SCDOA continued to work with SCDPH to share public health information with the community. As part of this partnership, SCDOA used public health funding to buy Farmer's Market Cookbooks. These cookbooks aim to provide nutritional education to older adults, promote healthy cooking practices, and encourage social connectedness. All 2500 books have been distributed, with 100 of them in Spanish.

Dementia 201: A Positive Direct Care Approach – In partnership with the Bureau of Licensing for SCDPH, SCDOA continues to provide ongoing training for direct care staff in long-term care settings throughout the state. In collaboration with the SCDPH Healthcare Quality Division, the training was launched in March 2024. There were three classes with a limit of 50 registrants each in March, July, and August, totaling 130 registrants and 69 participants. According to the survey, 100% of the participants found the webinar "extremely helpful" and would recommend the course to staff in long-term care communities.

State Health Insurance Assistance Program (SHIP) and Senior Medicare Patrol Program (SMP) - In partnership with the Richland County Public Library, SCDOA hosted “Talk about Medicare Tuesdays” during the 2023 Medicare Open Enrollment period.

Faith Based Dementia Initiative -SCDOA partnered with UMC leaders to promote ecumenical, faith-based dementia care programming to members of their congregations and communities. Supported the creation of the South Carolina Cognitive Connection Ministry (SCCCM) and have provided dementia education workshops in Charleston and Greenville to help engage residents of our state.

Operation Spread the Joy - SCDOA partnered with the SC Department of Corrections to provide Christmas gifts to nursing homes and assisted living facility residents. The inmates provide handmade items to approximately 2000 residents during the holiday season.

Social Isolation Project with Walton Options Center- Social isolation and loneliness rates are high among non-seniors with disabilities who reside in nursing homes. To address this problem, the SCDOA created a pilot project for these individuals living in nursing homes in rural communities. SCDOA purchased individually designed I-Pads for each program participant to address their specific impairment(s). Participants received one-on-one digital literacy training from USC’s Assistive Technology program. Program participants learned how to stimulate their brains with games and participated in telehealth visits. Upon learning how to use the devices, the residents were able to participate in peer support groups facilitated by MUSC’s SC Safe Seniors Program. Walton Options Center for Independent Living is continuing to manage this pilot.

Department on Aging’s Significant Activities

House Oversight Committee Review - In August 2023, our agency completed the House Oversight Study Committee Review. This comprehensive study has identified areas for improvement within the agency and has also highlighted the effective measures that are already in place.

The Department on Aging has undertaken a comprehensive study aimed at optimizing the waiting list structure. The study delved into the underlying causes of the waiting lists, the average waiting period for seniors in need of services, the attrition rate among seniors on the waiting list, and potential

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strategies for reducing the backlog. As a result, the waiting list process has been revamped and now operates on a nuanced tier system, aligning with the objectives outlined in the Older Americans Act. Notably, as of June 2024, the waiting list encompassed 7,248 individuals, some of whom may have been on multiple waiting lists. During this time, 2,454 individuals were successfully removed from the waiting list and commenced receiving services. This indicates that as of June 2024, 7,248 individuals were awaiting services, whereas 2,454 had transitioned to receiving care.

South Carolina’s Operation to Confront Social Isolation and Loneliness (SOCIAL Aging) - SOCIAL is a state-wide coalition dedicated to reducing social isolation in older adults. SCDOA serves on the coalition which is responsible for tracking the progress of the guiding framework from state-specific recommendations to reduce social isolation in older adults. These recommendations were developed by the original Social Isolation in Older Adults Taskforce led by the South Carolina Institute of Medicine and Public Health and the South Carolina Department on Aging.

Long Term Services and Supports (LTSS) Grant - The South Carolina Department on Aging (SCDOA) was awarded a grant through the Administration for Community Living called “Improving Access to Long Term Supports and Services (LTSS) for Individuals and Family Caregivers.” This grant is centered around establishing a formal No Wrong Door System for South Carolina that will encompass State Governance and Administration collaboration, public outreach and coordination with key referral sources, person-centered counseling, and establishing streamlined eligibility for public programs.

As part of an effort to create the No Wrong Door System, SCDOA is working to establish South Carolina’s first No Wrong Door Governing Body. The Governing Body includes the Department of Social Services, Department of Health and Environmental Control, Department of Mental Health, Department of Disabilities and Special Needs, Department of Health and Human Services, Veterans Affairs, and key representatives from local organizations, older adults, family caregivers, and adults living with disabilities in South Carolina’s LTSS system.

Congregate Program Toolkit for Innovative Program Expansion - The Senior Community Dining Operations Association has recently enhanced its resource guides to aid in the development of innovative senior nutrition program models for congregate dining. The guide, designed for the fiscal year 2024, provides valuable support to Area Agencies on Aging (AAAs) and local service providers in crafting diverse salad bar menus and implementing related programs through the Salad Bar Tool Kit. Currently, one of the regions is implementing a pilot program for the congregate model within their county.

Accountability-The Department on Aging completed all programmatic and fiscal monitoring of our ten AAAs and other grantees who receive funding from SCDOA.

National and State Recognition-Many staff serve on several councils, as well as, were invited to present as the subject matter experts at state and national conferences to include the following: Our Occupational Therapist presented at the HUD Office of Lead Hazard Control and Healthy Homes (OLHCHH), National Healthy Homes (NCHH), and the 38th Annual National Home Performance Conference; staff presented the report on the Social Isolation Task Force at the ASA Conference and

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the OROD Conference; participated as a panelist for the Affairs Caregiver Summit in April 2024; our Nutritionist IV served on the South Carolina Food Security Council which was established by the South Carolina General Assembly in 2023. A report of recommendations was submitted to the legislature on January 31, 2024. The Council is now dissolved; Nutritionist IV serves on the Leadership Council for Healthy Palmetto. Additionally, our staff presented SCDOAs Monitoring Process on Advancing States National Webinar to showcase as a best practice for other states to replica.

Executive Division

SCDOA prioritizes the professional growth of our staff. In FY23-24, several staff successfully completed various programs offered through the Department of Administration, to include their Supervisory Practices Workshops. Two staff members completed the APM (Associate Public Manager) cohort program, one has completed the LEADSC cohort program. Additionally, a member of the Executive Leadership Team serves on the South Carolina State Employee Grievance Committee.

Community Resources Division

As of June 27, 2024, we have completed 120 homes out of 149 with the OAHMP Grant we were awarded through the HUD Minor Home Modification Program and were able to hire an Occupational Therapy Assistant (OTA). With the pending end date of September 2024, for the HUD Home Modification Grant Program, SCDOA requested in our state budget and was awarded partial funding to provide a state-run home modification program which will begin in FY24-25.

The South Carolina Department on Aging hosted our 6th Annual Faith-Based Symposium in August 2023. This event assisted faith-based organizations with finding free or low-cost resources in their communities to help older adults, adults 18 years of age or older with disabilities, and family caregivers who need services.

During the 2023 Medicare Open Enrollment period, SCDOA hosted “Talk about Medicare Tuesdays” at the Richland County Public Library. In April the SCDOA State Office SHIP/SMP Programs hosted its 2nd annual SHIP/SMP/MIPPA retreat with 25 persons in attendance. The theme was Empowered to Connect- Educate/Equip/Empower. AARP, SC Legal Services, and the Centers for Medicare and Medicaid Services (CMS) were invited to share information to assist the coordinators/volunteers with their outreach efforts. The Atlanta Regional Administrator was also in attendance for this event.

The SMP Program conducted a campaign to prevent, detect, and report Medicare fraud during SMP Prevention Fraud Week (June 3-9). Daily messages were posted on all social media platforms throughout the fraud week.

In May of 2024, with assistance from consultants working on the LTSS Grant, SCDOA organized a three-day Person-Centered Practices (PCP) training for the LTSS network. The training was held in Columbia, South Carolina, and was attended by various stakeholders across the state.

Caregiver and Alzheimer's Resource Division

SCDOA worked towards achieving the goals established in the SC Statewide Plan to Address Alzheimer’s Disorders Related Dementias through ARCC.

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Through FCSP as of 6/30/24, 9,148 information and assistance contacts have been made; 5,505 statewide assessments have been completed; 488 outreach events have been conducted; \$5.2 million has been spent in FCSP service; 3,458 caregivers served in respite. In FY2023-2024, there were 94 community consultation calls for caregivers and family members needing help with support.

SCDOA was awarded additional funding in our state's budget for 10 Dementia Care Specialist (DCS) positions. This funding enabled our agency to keep the current DCS full-time and the additional DCS staff will serve the state within the next fiscal year.

In FY2023-2024, the DCS launched the *Dementia 101: The Basics* and *Dementia 201: Positive Interactions* educational sessions that provide practical guidance for effective communication and problem-solving strategies when caring for, supporting, or otherwise interacting with a person living with dementia. The *Dementia 101: The Basics* was offered on a recurring monthly basis. Since the inception of Dementia 101 the total reached is 643 participants. One hundred percent of those surveyed found the webinar to be either “extremely helpful” (96%) or “somewhat helpful” (4%). The *Dementia 201: Positive Interactions* was offered every other month, starting March 2024. The total number of participants was 145. The DCS hosted 29 in-person sessions to educate the community about dementia, and 738 people attended these sessions.

SCDOA applied for and was awarded the Lifespan Respite Grant for the period spanning 2023-2027. This grant encompasses an annual allocation of \$400,000 in Federal funds, supplemented by \$133,333 in State funds, resulting in a total of \$1.6 million in Federal funds and \$533,333 in State funds over four years. Through Lifespan Respite, there were 261 caregivers served with 23,594 hours of respite at a value of \$167,229 in FY 23-24.

State Ombudsman Division

The State Long-Term Care Ombudsman is responsible for identifying, investigating, and resolving complaints made by or on behalf of residents or consumers. They advocate for changes to improve residents' quality of life and care, provide information to the public about long-term care facilities and services, residents' rights, and legislative and policy issues, and represent resident interests before governmental agencies. They also seek legal, administrative, and other remedies to protect residents. In FY 2023-2024, there were a total of **4047** visits made to nursing homes and assisted living facilities, provided **2,657** instances of information and assistance to individuals, and provided **3,184** instances of information and assistance to LTC facility managers and staff.

SC Vulnerable Adult Guardian ad Litem

Through recruitment efforts, VAGAL SC brought in large classes of volunteers, allowing us to maintain the same number of active volunteers from the previous fiscal year. The VAGAL SC program assigned Guardians ad Litem for 325 new vulnerable adult cases, and 15 new volunteers completed the training process to become Guardians ad Litem.

The VAGAL SC program continues to build partnerships with the Adult Protective Services division of the SC Department of Social Services. Examples of this partnership included participating in

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Multidisciplinary Team meetings statewide, participating in APS hospital calls across the state, and meeting regularly with staff members from the state office of Adult Protective Services.

Department on Aging Risk Assessment and Mitigation Strategies

Our agency has continued to work with the aging network and our federal, state, and public/ private partnerships to meet the needs of our older population, which has quickly become the fastest-growing population in the US. We know that we must coordinate and collaborate with these stakeholders to meet the needs that will continue to keep our older adults, caregivers, and those with disabilities actively engaged and living healthy, independent lives while they are allowed to age in place with dignity and choice. There is a need to increase the aging network's capacity to provide person-centered services for seniors, persons with disabilities, caregivers, and vulnerable adults. In order to meet this need, there must be a qualified work force to handle the demand.

Failure to meet this goal could result in declining levels of health among the senior population and greater levels of costly institutionalization. Considering that we already have a nursing home bed shortage, this would exasperate the problem.

As well as continuing to meet our goals to keep our older adults active in their communities, we have also continued to advocate and intervene to prevent abuse, neglect, and exploitation of seniors and adults with disabilities living in long-term care facilities. It would be detrimental to the health, safety, welfare, and rights of residents in long-term care facilities if we are not able to meet this goal. The potential most negative impact should SCDOA not be able to meet the agency goals and objectives would be the detrimental impact on the health, safety, welfare, and rights of residents in long-term care facilities.

To mitigate the potential negative impact on the population we serve, we must continue to communicate and collaborate with our stakeholders and other agencies to ensure we are meeting the needs of our older adults. Some of these partners serve senior clients but without the strict laws, regulations, and requirements that SCDOA must adhere to be the federally designated state unit on aging.

Options for General Assembly

Our state law mandates the inclusion of Department of Disabilities and Special Needs (DDSN) and Department of Mental Health (DMH) facilities as part of the Long-Term Care Ombudsman program's investigative responsibilities and because the number of long-term care facilities is expanding funding should be provided to ensure adequate staff to meet these growing obligations.

Greater funding discretion for non-Older Americans Act service needs. In 2019, and according to the needs assessment, the majority of needs identified can be addressed by the Older Americans Act services available statewide through federal and state funding. However, there were several needs that the Department on Aging and the aging network has limited financial discretion.

Adequate funding for the direct care workforce.

AGING BLUEPRINT



SENIORS
CAREGIVERS
DISABILITIES

1

ACCESSIBILITY

Consumer Choice- Person Centered Access System Transportation Health

2

WORKFORCE

Informal Caregivers Direct Care Workers
SCSEP

3

QUALITY OF LIFE

Nutrition Provided Services
Social Determinants of Health Social Isolation

4

SAFETY & SECURITY

Home Modifications Fall Prevention
Abuse Neglect Exploitation

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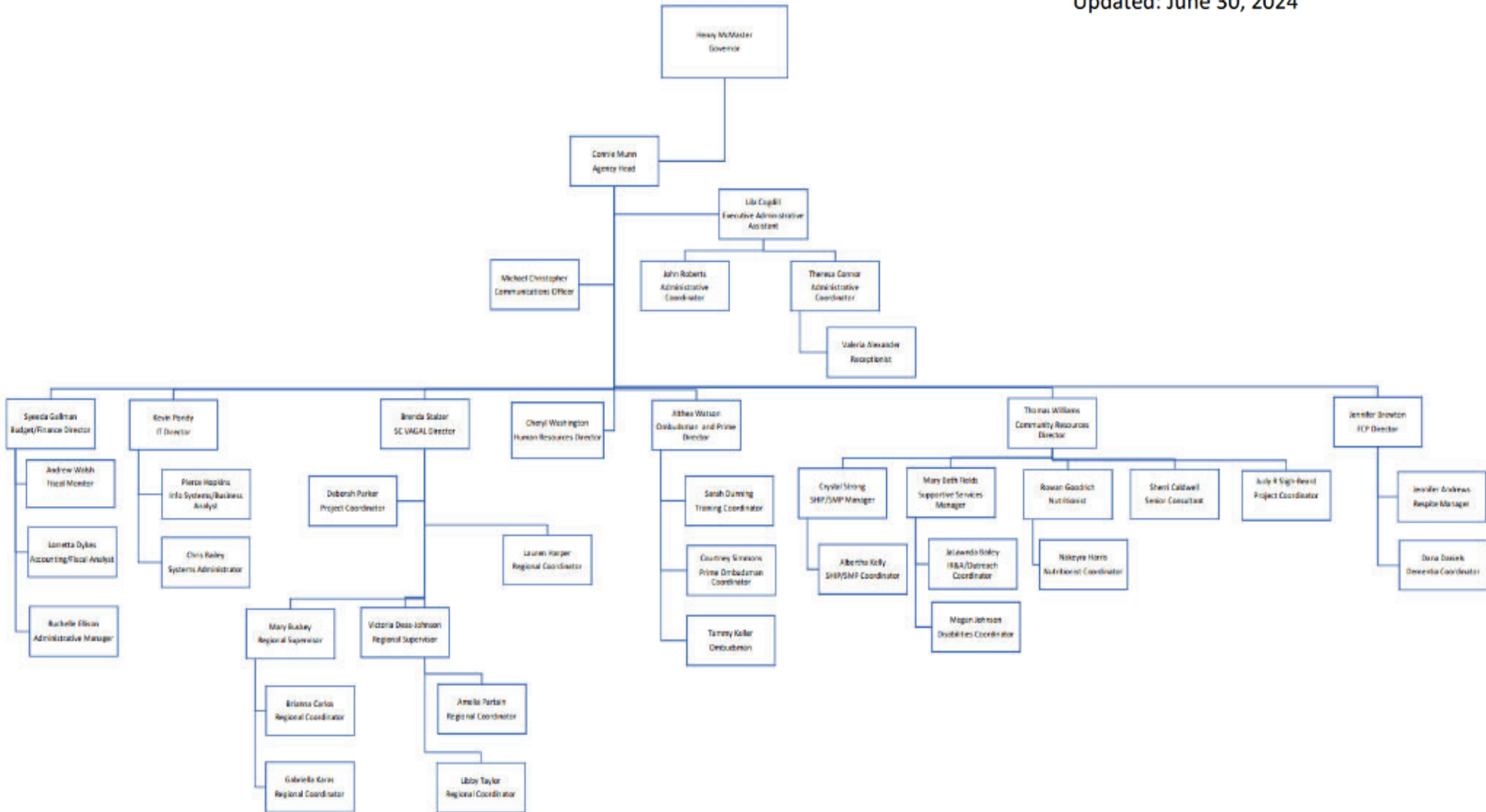
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South Carolina Department on Aging
Updated: June 30, 2024



2024

Reorganization and Compliance

as submitted for the Accountability Report by:

L060 - Department of Aging

Primary Contact

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Secondary Contact

First Name	Last Name	Role/Title	Email Address	Phone
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Agency Mission

Adopted in:

2019

The Department on Aging adheres to the core mission of the federal Older Americans Act (OAA) to meet the present and future needs of South Carolina's seniors and vulnerable adults. Through its programs and services, the agency enhances the quality of life for seniors through advocacy, planning, and developing resources in partnership with federal, state governments, local governments, nonprofits, the private sector, and individuals.

Agency Vision

Adopted in:

2019

The vision set forth by the Department on Aging allows for seniors and vulnerable adults to enjoy an enhanced quality of life, contribute to communities, have economic security, and receive supports necessary to age independently with choice and dignity by adhering to the core mission established by the federal Older Americans Act (OAA).

Recommendations for reorganization requiring legislative change:

None

Agency intentions for other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in the succeeding fiscal year:

1 House oversight committee review completed in FY2023 and final review will be in October FY24; 2. Procurement Buyer is now under the Finance Director.

Significant events related to the agency that occurred in FY2024

Description of Event	Start	End	Agency Measures Impacted	Other Impacts
Family Caregiver Virtual Conference	November	November	Expand and increase numbers of caregivers recipients in SC through Title III-E or State Home and Community-Based Services.	SC Department on Aging hosted the Family Caregiver Conference in November 2023 as a virtual event to provide family caregivers information, education, and resources regarding family caregiving.
Dementia 101: The Basics	July	June	Provide statewide coordination, service system development, information and referral, and caregiver support services to individuals with Alzheimer's disease and related disorders, their families, and caregivers.	Monthly virtual webinars as well as in-person trainings for Dementia 101 to provide education to the community about dementia.

Dementia 201: Positive Interactions	March	June	Provide statewide coordination, service system development, information and referral, and caregiver support services to individuals with Alzheimer's disease and related disorders, their families, and caregivers.	In-person and virtual trainings provided every other month to provide practical education for interacting with persons living with dementia
Title III Program Monitoring	July	June	Maintain effective and responsible management of OAA services offered through the SCDOA and within the 10 public service areas in South Carolina.	Provide on-going technical assistance to 10 regional public service areas
Annual Faith-Based Symposium	August	August	Provide and increase the number of individuals seeking information and Referral/Assistance (I&R/A) services that offer seniors and their caregivers with information on free and low-cost resources.	The South Carolina Department on Aging hosted our 6th Annual Faith-Based Symposium in August 2023. This event assisted faith-based organizations with finding free or low-cost resources in their communities to help older adults, adults 18 years of age or older with disabilities, and family caregivers who need services.
SHIP/SMP/MIPPA Retreat	April	April	Provide and increase the number of older adults and persons with disabilities and their caregivers receiving applicable insurance counseling and information regarding Medicare enrollment, Medicare part D prescription plans, and Medicare Advantage plans through programs associated with State Health Insurance Assistance program(SHIAP), Medicare Improvements for Patients and Providers Act (MIPPA) and Senior Medicare Patrol(SMP).	The SHIP/SMP/MIPPA programs at SCDOA hosted its 2nd annual retreat for coordinators/counselors and the theme was "Empowered to Connect Educate/Equip/Empower"
SHIP/SMP/MIPPA Monitoring	October	November	Maintain effective and responsible management of OAA programs associated with the State Health Insurance Assistance Program (SHIAP), Medicare Improvements for Patients and Providers Act (MIPPA), and Senior Medicare Patrol(SMP) offered through the SCDOA and within the 10 public service areas in South Carolina.	Provide on-going technical assistance to 10 regional public service areas

Creation of an event calendar	July	June	A calendar of events was created on our public-facing side of our websites (aging & GetCareSC). Users can submit events to the calendar for review so long as they meet key criteria.	Provide partners and the public the opportunity to submit events to our calendar with topics related to Issues that must be open to the public Is senior-focused, help or inform seniors, those with disabilities, caregivers, and/or veterans.
VAGAL Volunteer Trainings	July	June	Provide state leadership in ensuring the rights of older individuals, improve state capacity to provide legal assistance, and provide training and assistance designed to improve the quality and quantity of legal services provided to older individuals.	SC Vulnerable Adult Guardian Ad Litem Program (VAGAL SC). Train volunteers to advocate in family court for vulnerable adults who are in the custody of the SCDSS. VAGAL volunteers help to protect the vulnerable adults across South Carolina from abuse, neglect, self-neglect, and exploitation. VAGAL SC hosted a total of seven trainings for 127 participants. In addition, VAGAL SC participated in 15 outreach events.
The Department on Aging moved to having most of its technology managed by DTO Shared Services.	April	June	Leverage the centralized technology services allows the off-loading a large portion of support to DTO.	Technology staff is able to spend more efforts on data analysis to assist in program and business decisions.
Preventing Elder Abuse Through Mediation and Conflict Resolution Conference	September	September	Provide training to improve knowledge and skills for problem resolution.	Midlands Mediation Center conducted a one day training tailored to the Long Term Care Ombudsman Program to help improve skills and knowledge for problem resolution.
Virtual Medicare/Medicaid workshop for Seniors	October	October	To provide information on Medicare and health plans enrollment.	Prime Ombudsman and SHIP staff collaborated to conduct a virtual Medicare/Medicaid workshop for seniors who were dual beneficiaries (Medicare and Medicaid) or individuals seeking information on Medicare and how to enroll in health plans.

Operation Spread the Joy	December	December	To create avenues for aiding residents in nursing homes and assisted living facilities in mitigating social isolation.	Project with the SC Department of Corrections to provide Christmas gifts to residents in nursing homes and assisted living facilities. The inmates provide handmade items to approximately 2000 residents during the holiday season.
Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? (See also S.C. Code Ann. § 60-2-20).				Yes
Reason agency is out of compliance: (if applicable)				
Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).				Yes
Does the law allow the agency to promulgate regulations?				No
Law number(s) which gives the agency the authority to promulgate regulations:				
Has the agency promulgated any regulations?				No
Is the agency in compliance with S.C. Code Ann. § 1-23-120 (J), which requires an agency to conduct a formal review of its regulations every five years?				Yes
(End of Reorganization and Compliance Section)				

Strategic Plan Results

FY2024

as submitted for the Accountability Report by:

L060 - Department of Aging

- Goal 1** Maintain effective and responsible management of OAA services offered through the SCDOA and within the 10 public service areas in South Carolina.
- Goal 2** Empower older adults to stay active and healthy through Older Americans Act services and other non-OAA services provided through the SCDOA and South Carolina Aging Network to aid older adults to live as independently as possible in their communities.
- Goal 3** Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect, and exploitation through the State Long-Term Care Ombudsman Program, and else abuse awareness and prevention activities including legal services and the Vulnerable Adult Guardian ad Litem Program.

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
1.1 Evaluate, monitor, and modify aging service programs to maximize the number of people served with state and federal funding, and to ensure programs and services are cost effective and meet best practices, as well as, to achieve greater accountability and transparency. State Objective: Education, Training and Human Development														
1.1.1	To comply with federal monitoring regulations.	12	12	12	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of monitoring reports	Monitoring reports	Maintained by Finance	Subrecipients and SCDOA staff	SCDOA and Subrecipients	0100.000000.000	
1.1.2	To comply with federal monitoring regulations.	20	31	120	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of monitoring reports	Monitoring reports	Maintained by Finance and program managers	AAA's and SCDOA compliance requirements	SCDOA and AAA's	0100.000000.000	Total equals the total number of monitoring reports for the programs across the subrecipients
1.1.3	To decrease the waiting list for SC Seniors	1.50%	1.10%	30%	Percent complete	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Percent of clients removed	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SCDOA and AAA's	0500.200100.000	7,248 on waiting list FR23-24; Removed 2,454 Seniors from the waiting list for services
1.1.4	To comply with the Older Americans Act in complying with all AAA's technical and training needs.	26,530	25,197	30,305	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of assessments for Family Caregiver and Client Assessments	AIM and Quickbase	AIM and Quickbase	Maintain independence of older adults	SC Older Adults, people with disabilities, and their family caregivers	0500.200100.000	
1.2 To enhance the quality of life by improving access to home and community-based services(HCBS) for underserved African Americans with Alzheimer's Disease and Related Disorders (ADRD) and their caregivers in 16 rural counties. State Objective: Education, Training and Human Development														
1.2.1	Implement more trainings statewide	192	0	514	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Internal staff calendars	Internal staff calendars	Maintain independence of older adults	SC older adults	0500.200100.000	High increase of technical assistance due to AAA staff turnover, ARP programs, assistance with payment requests, program implementation, and preparation for new system rollout.
1.2.2	Expand total outreach efforts and awareness of Alzheimer's and direct service vouchers administered through the AAA's in the targeted 16 rural counties.	110	0	0	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	This goal was directly related to the ADPI grant which ended 9/30/23
1.3 Address Home Care in a progressive level of need that a program beneficiary usually experiences when dealing with a condition that requires assistance with instrumental or routine activities of daily living to assist older individuals, families, and/ or caregivers to overcome specific barriers to maintain, strengthen, and safeguard independent functioning in the home to delay institutionalization and improve the individual's or caregivers quality of life and include personal care, homemaker and chore assistance. State Objective: Education, Training and Human Development														
1.3.1	Expand Title III Services	2,839	2,608	4,815	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	
1.4 Address Minor Home Repairs to help seniors to stay safely in their homes as long as possible and to avoid institutionalization, prevention of falls, and other safety issues by making the necessary home repairs to low income senior homeowners. State Objective: Education, Training and Human Development														

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes	
1.4.1	Expand and provide awareness of seniors receiving minor home repairs to their homes through our agency.	265	377		829	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of seniors served	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	
1.5 Increase and expand the SC Senior Employment Opportunities Program (SCSEP) with employment and job trainings for low-income older adults in need of additional income.													State Objective: Education, Training and Human Development		
1.5.1	Expand and provide awareness in job training through partnerships between SCDOA and AAAs, workforce development, Goodwill industries, and other aging network stakeholders.	118	112		89	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of participants assisted	Workforce GPMS system	WorkforceGPS system DOL	Maintain independence of older adults	SC older adults	0500.200100.000	This is a transition year. The US Department of Labor (DOL) implemented a new data system and the data cycle is delayed due to performance measures set by US DOL.
1.6 To be proactive and continue in Emergency Preparedness and Coordination especially during national disasters and Covid-19 Pandemic. Ensure regional policies in place and evaluated annually, or as necessary, ensure safety of older adults and persons with disabilities before, during, and after an emergency.													State Objective: Education, Training and Human Development		
1.6.1	Provide awareness of Senior Emergency Planning	2	2		6	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Number of Senior P.R.E.P. events and Hurricane workshop	SCDOA Management	Maintain independence of older adults	SC older adults	0500.200100.000;0100.000000.000	
1.7 Increase the number of individuals who contribute to the South Carolina Eldercare Trust Fund(ECT) through a check-off on state income tax forms or through direct contributions in order to provide more state funding for aging services.													State Objective: Education, Training and Human Development		
1.7.1	Help elder care trust fund grow with check-off contributions	500	23,253.24		\$19,749.66	Amount	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of people contributing through a check-off on state income tax forms	SCEIS state system	SCEIS System	Maintain independence of older adults	SC older adults	0500.202000X000	Lower number of contributors to the ECTF.
1.8 Provide critical nursing home bed information to older adults who are unable to remain in their home safely and independently.													State Objective: Education, Training and Human Development		
1.8.1	Provide awareness of accessing the bed locator website	19,546	20,016		19,882	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Unique visitors	Google Analytics 4 for getcare.com where the Page Path is /facility-locator	Agency Google Analytics account, provided by CyberWoven.	Maintain independence of older adults	SC older adults	0500.400100.000	
1.9 Educate medical professionals about the geriatric loan forgiveness program in South Carolina to serve a growing senior population.													State Objective: Education, Training and Human Development		
1.9.1	Expand and provide awareness of the available fellowships grants available through our agency	5	1		0	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of applicants	SCDOA Management files	SCDOA Management files	Maintain independence of older adults	SC older adults	0500.202000.000	There were no qualified applicants for FY23-24
2.1 Provide and increase the number of individuals seeking information and Referral/Assistance (I&R/A) services that offer seniors and their caregivers with current information regarding community resources.													State Objective: Healthy and Safe Families		
2.1.1	Expand partnerships statewide through individuals, faith groups, and organizations who can assist with resources to provide outlets of marketing, outreach, and educational resources to increase awareness of the services provided through the AAAs	1,200	43,884		47,422	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of I&A contacts	Total number of reportable contacts for I&R/A	Vision link	Maintain independence of older adults	I&R/A totals	0500.200100.000	
2.2 Provide and increase the number of older adults and persons with disabilities and their caregivers receiving applicable insurance counseling and information regarding Medicare enrollment, Medicare part D prescription plans, and Medicare Advantage plans through programs associated with State Health Insurance Assistance program(SHIAP), Medicare Improvements for Patients and Providers Act (MIPPA) and Senior Medicare Patrol(SMP).													State Objective: Healthy and Safe Families		
2.2.1	Expand the awareness and enrollment to of older Adults and adults with disabilities enrolled in prescription drug coverage that meets their financial and health needs through SHIAP, MIPPA, and SMP by 5% annually.	14,587	16,828		13,510	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of participants	SHIP Tracking and Reporting System (STARS) & SIRS System	Federal STARS Servers	Maintain independence of older adults	I&R/A totals	0500.200100.000	Staff turnover

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.2.2	Expand the awareness and enrollment to of older Adults and adults with disabilities enrolled in counseling sessions and number of consumers and caregivers receiving SMP counseling by offering Medicare 101 to new Medicare beneficiaries	325	320	379	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of participants	SHIP Tracking and Reporting System (STARS) & SIRS System	Federal STARS Servers	Maintain independence of older adults	SC older adults	0500.200100.000	Staff turnover
2.2.3	Raise awareness of local SHIP, MIPPA, and SMP Services.	20,371	30,324	29,151	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of client calls	SHIP Tracking and Reporting System (STARS) & SIRS System	Federal STARS Servers	Maintain independence of older adults	SC older adults	0500.200100.000	
2.2.4	Expand awareness of fraud to reduce the number of consumers misinformed about providers for MA coverage	5	7	7	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	SHIP Program Manager	SHIP Program Manager, listed in grant applications	Maintain independence of older adults	SC older adults	0500.200100.000	
2.3	Increase, expand, and improved participation in congregate and home delivered meals along with expanding and improving nutrition education through collaboration and service provision.										State Objective: Healthy and Safe Families			
2.3.1	Raise awareness of home delivered meals and congregate meals served statewide.	26,742	224,042	21,450	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	The target number was based off of projections with emergency supplemental funding that was ending
2.3.2	Increase the services provided statewide	3,131,690	2,469,714	2,577,105	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of meals	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	The target number was based off of projections with emergency supplemental funding that was ending
2.4	Partner with multiple other entities to create sustainable solutions of food insecurity to improve, expand, and build a statewide participation in nutrition services available to seniors.										State Objective: Healthy and Safe Families			
2.4.1	Grow partnerships statewide through Foodbanks, food pantries, Food share SC, and assess for any gaps in support.	10	10	15	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Count of partnerships	SC Food Banks, Food share hubs, AAA food pantries, Lowcountry Street Grocery	SCDOA Manager	Maintain independence of older adults	SC older adults	0500.200100.000	
2.5	Enhancing South Carolina's Senior Centers to create and support senior centers that offer vibrant activities and multiple services by aiding older adults to live independently in the community as long as possible.										State Objective: Healthy and Safe Families			
2.5.1	Implement a social isolation pilot program for seniors and older adults with disabilities with social isolation issues. <Proposed language change: Encourage the implementation of programs to promote social connection for older adults and people living with disabilities>	4	4	0	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Pilot programs through agency grants	Pilot programs through agency grants	Maintain independence of older adults	SC older adults	0500.200100.000	Pilot approved 7.1.24 with update to Proviso language for HCBS funding; no programs have been implemented to date
2.6	Increase the availability and sustainability of Evidenced-based programs(EBPs) that improve quality of life, health, level of independence, and overall well-being.										State Objective: Healthy and Safe Families			
2.6.1	Encourage new evidence-based programs statewide.	6,843	7,180	9,896	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	
2.7	Increase and serve more eligible older adults with Transportation needs by coordination a transportation system that enhances the lives of SC older adults, giving them the ability to live independently for as long as possible in the community.										State Objective: Healthy and Safe Families			
2.7.1	Encourage new transportation services statewide.	2,381	2,399	5,968	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	This count includes congregate meal, medical, essential, assisted, and consumer-choice transportation. ARP funding is a major reason for the increase with 3 high-performing regions: Catawba, Waccamaw, and Trident.
2.8	Expand and increase numbers of caregivers recipients in SC through Title III-E or State Home and Community-Based Services.										State Objective: Healthy and Safe Families			
2.8.1	Work statewide with new partners to get awareness of family caregivers support through services.	3,602	4,618	3,262	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of Family caregivers served	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	FY total of data pulled showed 2,990 clients served. Overall 9% increase

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
2.8.2	Expand family caregivers with more outreach events.	1,705	495	488	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	General decrease in outreach opportunities
2.8.3	Expand the awareness of Older adults raising children caregivers statewide.	124	237	196	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	Original estimate would have been a 91% increase; the state did experience a 58% increase, which is greater than a reasonable expectation
2.8.4	Expend services by applying for more federal grants. To strengthen relationships with organizations and governmental entities that provide services to individuals with disabilities and their caregivers.	5	1	1	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of grants awarded	Grants Administration	Grant solutions	Maintain independence of older adults	SC older adults	Depends on what type of grant awarded.	Applied for and awarded Lifespan Respite Grant
2.9 Develop new public and private partnerships that further expand and strengthen SC's Coordinated Lifespan respite system at state and local levels, inform policy and engage a broader cross-section of stakeholders into a more formal Lifespan Respite Coalition for future sustainability.										State Objective: Healthy and Safe Families				
2.9.1	Expand total local partnerships and collaboration annually utilizing supplemental programs such as " Break Room project"	5	2	7	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of breakrooms	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	SCRC has been strong in providing guidance and outreach to increase the number of breakrooms
2.9.2	Expand total outreach efforts and awareness of Lifespan Respite services provided	20	38	10	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	Staff transition within the Lifespan Respite Program
2.9.3	Provide more funding for ARCC applicants. Provide statewide coordination, service system development, information and referral, and caregiver support services to individuals with Alzheimer's disease and related disorders, their families, and caregivers.	11	18	18	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Amount of grant award	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	For FY25 ARCC Grant Ceiling was raised from \$20,000 to \$50,000. While funding remained at \$150,000 raising the ceiling was necessary to elevate programming and provide more funds to run programs with integrity and potential for longevity
2.9.4	Provide and expand outreach events on ARCC. Provide statewide coordination, service system development, information and referral, and caregiver support services to individuals with Alzheimer's disease and related disorders, their families, and caregivers.	5	40	6	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000	4 quarterly meetings; Alz Day at the State House; Ceremonial Bill signing
3.1 Provide Adult Guardian ad Litem services to vulnerable adults in South Carolina in cases of abuse, neglect, and exploitation.										State Objective: Healthy and Safe Families				
3.1.1	Continue providing successful resolutions on open cases	521	500	435	Count	100% of adults taken into custody by the SC Department of Social Services and who are found to be vulnerable at the probable cause hearing.	State Fiscal Year (July 1 - June 30).	Number of cases	Guardian ad Litem data system	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.400100.000	Beginning in FY 2023-24, the VAGAL program no longer included cases that closed at the Probable Cause Hearing for this data point, resulting in a lower number of total cases reported.
3.1.2	Expand, train, and increase volunteers to help with cases	106	73	84	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of cases assigned to volunteers	Guardian ad Litem data system	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.400100.000	
3.2 Provide state leadership in ensuring the rights of older individuals, improve state capacity to provide legal assistance, and provide training and assistance designed to improve the quality and quantity of legal services provided to older individuals.										State Objective: Education, Training and Human Development				

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
3.2.1	Continue to expand outreach activities directed at the most vulnerable senior victims of abuse, neglect and exploitation.	15	18	15	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	Guardian ad Litem data system	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.400100.000	Number of outreach activities decreased slightly due to staff turnover.
3.3 Develop strong partnerships with pro bono attorneys, the SC Bar pro bono program, Office of the Attorney General, and the SC Department of Justice to operate a robust lawyer referral network for the elderly to address gaps between those priority cases enumerated in the Older American Act and the needs of the community at State Objective: Education, Training and Human Development														
3.3.1	Continue formalizing partnerships between aging/disability and elder rights groups.	2	5	0	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Guardian ad Litem data system	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.400100.000	Staff turnover/Position vacant
3.4 Enhance legal service delivery systems with a focus on victims of abuse, neglect, exploitation and housing issues. State Objective: Education, Training and Human Development														
3.4.1	Continue to provide legal services statewide	535	1,508	3,392	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients served	Amazon Web Services (AWS)	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.300100.000	
3.4.2	Continue to provide protection for vulnerable adults through out SC	513	1,386	1,575	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	Amazon Web Services (AWS)	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.300100.000	
3.5 Identify and implement strategies to ensure that the Ombudsman Program is more effective and efficient in advocating for all residents in long-term care facilities, thereby improving the quality of life and quality of care for residents in long term care facilities. State Objective: Education, Training and Human Development														
3.5.1	Investigate and resolve quality of care, abuse, neglect and exploitation complaints made by or on behalf of residents in long term care facilities.	2,311	2,528	2,998	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of complaints	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000	
3.5.2	Increase resident and/family access to effective and timely advocacy services through community education, information and assistance.	4,911	4,789	3,184	Count	Maintain range	State Fiscal Year (July 1 - June 30).	Number of calls for information and assistance	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000	Calculation is based on the number of people who call requesting information and assistance
3.5.3	Continue with unannounced visits to the facility to provide advocacy and access to the Ombudsman.	4,024	4,158	4,074	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of visits	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000	The goal was missed by 2% because new staff who were in training and unable to visit their assigned facilities quarterly.
3.5.4	Continue to increase volunteers trained each Fiscal year	145	61	74	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of volunteers recruited and trained	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000	
3.6 Empower residents and their families to resolve concerns through self advocacy, while creating a greater awareness of the Ombudsmen Program. State Objective: Education, Training and Human Development														
3.6.1	Continue to expand counseling's for residents and family	4,911	36	47	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of resident and family counsels	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000	
3.7 Maximize partnerships to prevent abuse, neglect and exploitation of older adults and older adults with disabilities. State Objective: Education, Training and Human Development														
3.7.1	Expand the awareness through holding more community education events about the prevention of elder abuse and exploitation	4	148	155	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of community education events developed and/or participated in	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000	
3.8 Promote the rights of Healthy Connections Prime members through all phases of the traditional Medicaid and Medicare programs, while protecting the privacy of the member. State Objective: Education, Training and Human Development														

Perf. Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number Responsible	Notes
3.8.1	Provide awareness of the rights to Healthy Connections Prime members through all phases of the traditional Medicaid and Medicare programs	14,653	11,632	9,220	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Contact with Healthy Connections Prime beneficiaries at public education events.	Prime Ombudsman database system	Prime Ombudsman database system	Maintain health services and independence of older adults	SC older adults	0500.400100.000	Number of Healthy Connection Prime members decreased, therefore target numbers were unable to be met.

Strategic Plan Development

FY2025

as submitted for the Accountability Report by:

L060 - Department of Aging

- Goal 1** Maintain effective and responsible management of OAA services offered through the SCDOA and within the 10 public service areas in South Carolina.
- Goal 2** Empower older adults to stay active and healthy through Older Americans Act services and other non-OAA services provided through the SCDOA and South Carolina Aging Network to aid older adults to live as independently as possible in their communities.
- Goal 3** Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect, and exploitation through the State Long-Term Care Ombudsman Program, and else abuse awareness and prevention activities including legal services and the Vulnerable Adult Guardian ad Litem Program.

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number	Responsible	Notes
1.1 Evaluate, monitor, and modify aging service programs to maximize the number of people served with state and federal funding, and to ensure programs and services are cost effective and meet best practices, as well as, to achieve greater accountability and transparency.														
State Objective: Education, Training and Human Development														
1.1.1	To comply with federal monitoring regulations.	12	12	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of monitoring reports	Monitoring reports	Maintained by Finance	Subrecipients and SCDOA staff	SCDOA and Subrecipients	0100.000000.000		
1.1.2	To comply with federal monitoring regulations.	120	31	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of monitoring reports	Total equals the total number of monitoring reports for the programs across the subrecipients	Maintained by Finance and program managers	AAA's and SCDOA compliance requirements	SCDOA and AAA's	0100.000000.000		
1.1.3	To decrease the waiting list for SC Seniors	30%	1.10%	Percent complete	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Percent of clients removed	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SCDOA and AAA's	0500.200100.000		
1.1.4	To comply with the Older Americans Act in complying with all AAA's technical and training needs.	30,305	25,197	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of assessments for Family Caregiver and Client assessments	Number of assessments for Family Caregiver and Client Assessments	AIM and Quickbase	Maintain independence of older adults	SC Older Adults, people with disabilities, and their family caregivers	0500.200100.000		
1.2 To enhance the quality of life by improving access to home and community-based services(HCBS) for underserved African Americans with Alzheimer's Disease and Related Disorders (ADRD) and their caregivers in 16 rural counties.														
State Objective: Education, Training and Human Development														
1.2.1	Implement more trainings statewide	514	0	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Internal staff calendars	Internal staff calendars	Maintain independence of older adults	SC older adults	0500.200100.000		
1.2.2	Expand total outreach efforts and awareness of Alzheimer's and direct service vouchers administered through the AAA's in the targeted 16 rural counties.	N/A	0	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
1.3 Address Home Care in a progressive level of need that a program beneficiary usually experiences when dealing with a condition that requires assistance with instrumental or routine activities of daily living to assist older individuals, families, and/ or caregivers to overcome specific barriers to maintain, strengthen, and safeguard independent functioning in the home to delay institutionalization and improve the individual's or caregivers quality of life and include personal care, homemaker and chore assistance.														
State Objective: Education, Training and Human Development														
1.3.1	Expand Title III Services	4,815	2,608	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
1.4 Address Minor Home Repairs to help seniors to stay safely in their homes as long as possible and to avoid institutionalization, prevention of falls, and other safety issues by making the necessary home repairs to low income senior homeowners.														
State Objective: Education, Training and Human Development														

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number	Responsible	Notes
1.4.1	Expand and provide awareness of seniors receiving minor home repairs to their homes through our agency.	653	377	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of seniors served	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
1.5 Increase and expand the SC Senior Employment Opportunities Program (SCSEP) with employment and job trainings for low-income older adults in need of additional income.													State Objective: Education, Training and Human Development	
1.5.1	Expand and provide awareness in job training through partnerships between SCDOA and AAAs, workforce development, Goodwill industries, and other aging network stakeholders.	89	112	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of participants assisted	WorkforceGPS system	WorkforceGPS system DOL	Maintain independence of older adults	SC older adults	0500.200100.000		
1.6 To be proactive and continue in Emergency Preparedness and Coordination especially during national disasters and Covid-19 Pandemic. Ensure regional policies in place and evaluated annually, or as necessary, ensure safety of older adults and persons with disabilities before, during, and after an emergency.													State Objective: Education, Training and Human Development	
1.6.1	Provide awareness of Senior Emergency Planning	6	6	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Number of Senior P.R.E.P. events and Hurricane workshop	SCDOA Management	Maintain independence of older adults	SC older adults	0500.200100.000;0100.000000.000		
1.6.2	The South Carolina Department on Aging (SCDOA) will continue to promote the provision of emergency materials to senior centers through the Senior P.R.E.P. programs and ensure that Area Agencies on Aging establish strong ties with county emergency managers. Additionally, SCDOA is committed to hosting at least two Senior P.R.E.P. events annually and distributing Hurricane Guides to the areas most impacted by storms when necessary.	6	6	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Number of Senior P.R.E.P. events and Hurricane workshop	SCDOA Management	Maintain independence of older adults	SC older adults	0500.200100.000;0100.000000.000		
1.7 Increase the number of individuals who contribute to the South Carolina Eldercare Trust Fund(ECT) through a check-off on state income tax forms or through direct contributions in order to provide more state funding for aging services.													State Objective: Education, Training and Human Development	
1.7.1	Help elder care trust fund grow with check-off contributions	N/A	\$23,253.24	Amount	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of people contributing through a check-off on state income tax forms	SCEIS state system	SCEIS System	Maintain independence of older adults	SC older adults	0500.202000X000		
1.8 Provide critical nursing home bed information to older adults who are unable to remain in their home safely and independently.													State Objective: Education, Training and Human Development	
1.8.1	Provide awareness of accessing the bed locator website	19,882	20,016	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Unique visitors	Google Analytics 4 for getcaresc.com where the Page Path is /facility-locator	Agency Google Analytics account, provided by CyberWoven.	Maintain independence of older adults	SC older adults	0500.400100.000		
1.9 Educate medical professionals about the geriatric loan forgiveness program in South Carolina to serve a growing senior population.													State Objective: Education, Training and Human Development	
1.9.1	Expand and provide awareness of the available fellowships grants available through our agency	0	1	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of applicants	SCDOA Management files	SCDOA Management files	Maintain independence of older adults	SC older adults			
2.1 Provide and increase the number of individuals seeking information and Referral/Assistance (I&R/A) services that offer seniors and their caregivers with current information regarding community resources.													State Objective: Healthy and Safe Families	
2.1.1	Expand partnerships statewide through individuals, faith groups, and organizations who can assist with resources to provide outlets of marketing, outreach, and educational resources to increase awareness of the services provided through the AAAs	47,422	43,884	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of I&R/A contacts	Total number of reportable contacts for I&R/A	Vision link	Maintain independence of older adults	I&R/A totals	0500.200100.000		

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number	Responsible	Notes
2.2 Provide and increase the number of older adults and persons with disabilities and their caregivers receiving applicable insurance counseling and information regarding Medicare enrollment, Medicare part D prescription plans, and Medicare Advantage plans through programs associated with State Health Insurance Assistance program(SHIAP), Medicare Improvements for Patients and Providers Act (MIPPA) and Senior Medicare Patrol(SMP).														
2.2.1	Expand the awareness and enrollment to of older Adults and adults with disabilities enrolled in prescription drug coverage that meets their financial and health needs through SHIAP, MIPPA, and SMP by 5% annually.	N/A	16,828	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of participants	SHIP Tracking and Reporting System (STARS) & SIRS System	Federal STARS Servers	Maintain independence of older adults	I&R/A totals	0500.200100.000		
2.2.2	Expand the awareness and enrollment to of older Adults and adults with disabilities enrolled in counseling sessions and number of consumers and caregivers receiving SMP counseling by offering Medicare 101 to new Medicare beneficiaries	N/A	320	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of participants	SHIP Tracking and Reporting System (STARS) & SIRS System	Federal STARS Servers	Maintain independence of older adults	SC older adults	0500.200100.000		
2.2.3	Raise awareness of local SHIAP, MIPPA and SMP Services.	N/A	30,324	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of client calls	SHIP Tracking and Reporting System (STARS) & SIRS System	Federal STARS Servers	Maintain independence of older adults	SC older adults	0500.200100.000		
2.2.4	Expand awareness of fraud to reduce the number of consumers misinformed about providers for MA coverage	N/A	7	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	SHIAP Program Manager	SHIAP Program Manager, listed in grant applications	Maintain independence of older adults	SC older adults	0500.200100.000		
2.3 Increase, expand, and improved participation in congregate and home delivered meals along with expanding and improving nutrition education through collaboration and service provision.														
State Objective: Healthy and Safe Families														
2.3.1	Raise awareness of home delivered meals and congregate meals served statewide.	21,450	224,042	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
2.3.2	Increase the services provided statewide	2,577,105	2,469,714	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of meals	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
2.4 Partner with multiple other entities to create sustainable solutions of food insecurity to improve, expand, and build a statewide participation in nutrition services available to seniors.														
State Objective: Healthy and Safe Families														
2.4.1	Grow partnerships statewide through Foodbanks, food pantries, Food share SC, and assess for any gaps in support.	15	10	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Count of partnerships	SC Food Banks, Food share hubs, AAA food pantries, Lowcountry Street Grocery	SCIEC Vendor listing	Maintain independence of older adults	SC older adults	0500.200100.000		
2.5 Enhancing South Carolina's Senior Centers to create and support senior centers that offer vibrant activities and multiple services by aiding older adults to live independently in the community as long as possible.														
State Objective: Healthy and Safe Families														
2.5.1	Encourage the implementation of programs to promote social connection for older adults and people living with disabilities.	N/A	4	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Pilot programs through agency grants	Pilot programs through agency grants	Maintain independence of older adults	SC older adults	0500.200100.000		
2.6 Increase the availability and sustainability of Evidenced-based programs(EBPs) that improve quality of life, health, level of independence, and overall well-being.														
State Objective: Healthy and Safe Families														
2.6.1	Encourage new evidence-based programs statewide.	9,896	7,180	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
2.7 Increase and serve more eligible older adults with Transportation needs by coordination a transportation system that enhances the lives of SC older adults, giving them the ability to live independently for as long as possible in the community.														
State Objective: Healthy and Safe Families														

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number	Responsible	Notes
2.7.1	Encourage new transportation services statewide.	N/A	2,399	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of service recipients	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
2.8 Expand and increase numbers of caregivers recipients in SC through Title III-E or State Home and Community-Based Services.							State Objective: Healthy and Safe Families							
2.8.1	Work statewide with new partners to get awareness of family caregivers support through services.	N/A	4,618	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of family caregivers served	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
2.8.2	Expand family caregivers with more outreach events.	N/A	495	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
2.8.3	Expand the awareness of Older adults raising children caregivers statewide.	N/A	237	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of grants awarded	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
2.8.4	Expend services by applying for more federal grants. To strengthen relationships with organizations and governmental entities that provide services to individuals with disabilities and their caregivers.	N/A	1	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	Grants Administration	Grant solutions	Maintain independence of older adults	SC older adults	Depends on what type of grant awarded.		
2.9 Develop new public and private partnerships that further expand and strengthen SC's Coordinated Lifespan respite system at state and local levels, inform policy and engage a broader cross-section of stakeholders into a more formal Lifespan Respite Coalition for future sustainability.							State Objective: Healthy and Safe Families							
2.9.1	Expand total local partnerships and collaboration annually utilizing supplemental programs such as " Break Room project"	N/A	2	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of breakrooms	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
2.9.2	Expand total outreach efforts and awareness of Lifespan Respite services provided	N/A	38	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
2.9.3	Provide more funding for ARCC applicants. Provide statewide coordination, service system development, information and referral, and caregiver support services to individuals with Alzheimer's disease and related disorders, their families, and caregivers.	N/A	18	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Amount of grant award	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
2.9.4	Provide and expand outreach events on ARCC. Provide statewide coordination, service system development, information and referral, and caregiver support services to individuals with Alzheimer's disease and related disorders, their families, and caregivers.	N/A	40	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	AIM and SC DOA Data Processes	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.200100.000		
3.1 Provide Adult Guardian ad Litem services to vulnerable adults in South Carolina in cases of abuse, neglect, and exploitation.							State Objective: Healthy and Safe Families							

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number	Responsible	Notes
3.1.1	Continue providing successful resolutions on open cases	435	500	Count	100% of adults taken into custody by the SC Department of Social Services and who are found to be vulnerable at the probable cause hearing.	State Fiscal Year (July 1 - June 30).	Number of cases	Guardian ad Litem data system	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.400100.000		
3.1.2	Expand, train, and increase volunteers to help with cases	84	73	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of cases assigned to volunteers	Guardian ad Litem data system	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.400100.000		
3.2	Provide state leadership in ensuring the rights of older individuals, improve state capacity to provide legal assistance, and provide training and assistance designed to improve the quality and quantity of legal services provided to older individuals.										State Objective: Education, Training and Human Development			
3.2.1	Continue to expand outreach activities directed at the most vulnerable senior victims of abuse, neglect and exploitation.	15	15	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of outreach events	Guardian ad Litem data system	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.400100.000		
3.3	Develop strong partnerships with pro bono attorneys, the SC Bar pro bono program, Office of the Attorney General, and the SC Department of Justice to operate a robust lawyer referral network for the elderly to address gaps between those priority cases enumerated in the Older American Act and the needs of the community at large.										State Objective: Education, Training and Human Development			
3.3.1	Continue formalizing partnerships between aging/disability and elder rights groups.	N/A	5	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of events	Guardian ad Litem data system	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.400100.000		
3.4	Enhance legal service delivery systems with a focus on victims of abuse, neglect, exploitation and housing issues.										State Objective: Education, Training and Human Development			
3.4.1	Continue to provide legal services statewide	3,392	1,508	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of seniors served	Guardian ad Litem data system	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.300100.000		
3.4.2	Continue to provide protection for vulnerable adults through out SC	1,575	1,386	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of clients	Guardian ad Litem data system	Amazon Web Services (AWS)	Maintain independence of older adults	SC older adults	0500.300100.000		
3.5	Identify and implement strategies to ensure that the Ombudsman Program is more effective and efficient in advocating for all residents in long-term care facilities, thereby improving the quality of life and quality of care for residents in long term care facilities.										State Objective: Education, Training and Human Development			
3.5.1	Investigate and resolve quality of care, abuse, neglect and exploitation complaints made by or on behalf of residents in long term care facilities.	2,998	2,528	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of complaints	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000		
3.5.2	Increase resident and/family access to effective and timely advocacy services through community education, information and assistance.	3,184	4,789	Count	Maintain range	State Fiscal Year (July 1 - June 30).	Number of calls for information and assistance	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000		
3.5.3	Continue with unannounced visits to the facility to provide advocacy and access to the Ombudsman.	4,074	4,158	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of visits	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000		
3.5.4	Continue to increase volunteers trained each Fiscal year	74	61	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of volunteers recruited and trained	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000		
3.6	Empower residents and their families to resolve concerns through self advocacy, while creating a greater awareness of the Ombudsmen Program.										State Objective: Education, Training and Human Development			

Perf. Measure Number	Description	Base	Target	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Stakeholder Need Satisfied	Primary Stakeholder	State Funded Program Number	Responsible	Notes
3.6.1	Continue to expand counseling's for residents and family	47	36	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of resident and family counsels	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000		
3.7 Maximize partnerships to prevent abuse, neglect and exploitation of older adults and older adults with disabilities.												State Objective: Education, Training and Human Development		
3.7.1	Expand the awareness through holding more community education events about the prevention of elder abuse and exportation	155	148	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of community education events developed and/or participated in	NORS (National Ombudsman Reporting System)	Federal NORS servers	Protect vulnerable adults and improve the quality of care for residents in long term care facilities.	SC older adults and individuals with disabilities	0500.400100.000		
3.8 Promote the rights of Healthy Connections Prime members through all phases of the traditional Medicaid and Medicare programs, while protecting the privacy of the member.												State Objective: Education, Training and Human Development		
3.8.1	Provide awareness of the rights to Healthy Connections Prime members through all phases of the traditional Medicaid and Medicare programs	9,220	11,632	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Contact with Healthy Connections Prime beneficiaries at public education events	Prime Ombudsman database system	Prime Ombudsman database system	Maintain health services and independence of older adults	SC older adults	0500.400100.000		

2024

Budget Data

as submitted for the Accountability Report by:

L060 - Department of Aging

State Funded Program No.	State Funded Program Title	Description of State Funded Program	(Actual) General	(Actual) Other	(Actual) Federal	(Actual) Total	(Projected) General	(Projected) Other	(Projected) Federal	(Projected) Total
0100.00000.000	Administration	Administration	\$ 1,586,642.20	\$ 45,643.31	\$ 1,557,705.38	\$ 3,189,990.89	\$ 2,461,657.86	\$ -	\$ 1,824,508.00	\$ 4,286,165.86
0500.200100.000	Aging Assistance	Aging Assistance	\$ 5,065,426.21	\$ 1,547,218.06	\$ 30,215,591.31	\$ 36,828,235.58	\$ 8,006,959.90	\$ 748,000.00	\$ 22,479,332.00	\$ 31,234,291.90
0500.201500X000	Alzheimers	Alzheimer's	\$ 254,303.44	\$ -	\$ -	\$ 254,303.44	\$ 384,680.42	\$ -	\$ -	\$ 384,680.42
0500.202000X000	Geriatric Physician Loan Program	Geriatric Physician Loan Program	\$ -	\$ -	\$ -	\$ -	\$ 70,000.00	\$ -	\$ -	\$ 70,000.00
0500.203000X000	Family Caregivers	Family Caregivers	\$ 2,706,762.14	\$ -	\$ -	\$ 2,706,762.14	\$ 3,000,000.00	\$ -	\$ -	\$ 3,000,000.00
0500.203500X000	Silver Haired Legislature	Silver Haired Legislature	\$ -	\$ -	\$ -	\$ -	\$ 15,000.00	\$ -	\$ -	\$ 15,000.00
0500.204000X000	Home and Community Based Services	Home and Community Based Services	\$ 12,944,219.45	\$ -	\$ -	\$ 12,944,219.45	\$ 22,472,704.00	\$ -	\$ -	\$ 22,472,704.00
0500.300100.000	Adult Guardian ad Litem	Adult Guardian ad Litem	\$ 758,263.50	\$ 6,399.87	\$ -	\$ 764,663.37	\$ 1,000,000.00	\$ 8,000.00	\$ -	\$ 1,008,000.00
9500.050000.000	State Employer Contributions	State Employer Contributions	\$ 802,639.82	\$ 13,555.07	\$ 585,630.30	\$ 1,401,825.19	\$ 751,000.00	\$ 25,000.00	\$ 600,000.00	\$ 1,376,000.00
9817.050000X000	Office On Aging - Software & Technology Sys Upgrde	Office On Aging - Software & Technology Systems Upgrade	\$ -	\$ 230,530.00	\$ -	\$ 230,530.00	\$ -	\$ 177,500.00	\$ -	\$ 177,500.00
0500.400100.000	State Long Term Care Ombudsman	State Long Term Care Ombudsman	\$ 658,480.21	\$ -	\$ 3,204,847.34	\$ 3,863,327.55	\$ 725,000.00	\$ -	\$ 3,500,000.00	\$ 4,225,000.00
9824.070000X000	Hud Home Modifications	Discretionary 1 time funds of Hud grant	\$ 33,323.52	\$ -	\$ 511,454.15	\$ 544,777.67	\$ 50,000.00	\$ -	\$ 148,118.11	\$ 198,118.11
9827.010000X000	Orangeburg Senior Community Center	Proviso to fund Orangeburg Senior Building Improvement	\$ -	\$ -	\$ -	\$ -				
9830.060000X000	American Rescue Plan Funding	American Rescue Plan Funding	\$ 1,391,734.64	\$ -	\$ 6,777,127.36	\$ 8,168,862.00	\$ 1,294,134.20	\$ -	\$ 10,241,829.61	\$ 11,535,963.81
9835.020000X000	Fairfax Senior Citizen's Building	Proviso to fund Fairfax Senior Citizen's Building	\$ -	\$ -	\$ -	\$ -				
9810.350000x000	Antioch Senior Center	Pass thru	\$ 500,000.00	\$ -	\$ -	\$ 500,000.00	\$ 250,000.00	\$ -	\$ -	\$ 250,000.00

State Funded Program No.	State Funded Program Title	Description of State Funded Program	(Actual) General	(Actual) Other	(Actual) Federal	(Actual) Total	(Projected) General2	(Projected) Other	(Projected) Federal4	(Projected) Total
9822.120000x000	Darlington Council on Aging	Pass thru	\$ 250,000.00	\$ -	\$ -	\$ 250,000.00				
9822.190000x000	Sumter YMCA - Senior Center	Pass thru	\$ 750,000.00	\$ -	\$ -	\$ 750,000.00				
9824.180000x000	Senior Citizens Assoc - Leatherman Senior Cntr Expansion	Pass thru	\$ 250,000.00	\$ -	\$ -	\$ 250,000.00				
9826.160000x000	Friends of the Lowcountry Senior Center	Pass thru	\$ 60,000.00	\$ -	\$ -	\$ 60,000.00				
9827.170000x000	Lourie Center - Facility Maintenance	Pass thru	\$ 250,000.00	\$ -	\$ -	\$ 250,000.00				
9828.150000x000	Foothills Agricultural Res. and Marketing Cntr	Pass thru	\$ 560,000.00	\$ -	\$ -	\$ 560,000.00				
9830.140000x000	Dorchester County - N. Chas. Area Senior Center	Pass thru	\$ 2,000,000.00	\$ -	\$ -	\$ 2,000,000.00				
9832.130000x000	City of Mauldin - Ray W. Hopkins Senior Cntr	Pass thru	\$ 250,000.00	\$ -	\$ -	\$ 250,000.00				
0500.450100.000	Caregiver and Alzheimer Resource Division	Caregiver and Alzheimer Division					\$ 400,000.00	\$ -	\$ -	\$ 400,000.00
0500.500100.000	Home Stabilization Program	Statewide home modifications					\$ 667,078.00	\$ -	\$ -	\$ 667,078.00
98DN.00000x000	Orangeburg County - Rural Life Resources	Pass thru					\$ 300,000.00	\$ -	\$ -	\$ 300,000.00
98DN.00000x000	The Unumb Center of Neurodevelopment - Adult Residential Campus	Pass thru					\$ 3,000,000.00	\$ -	\$ -	\$ 3,000,000.00
98DN.00000x000	Allendale County - Recreational Walking Trail	Pass thru					\$ 325,000.00	\$ -	\$ -	\$ 325,000.00
98DN.00000x000	Tri-City Visionaries Inc. - Senior Housing Repairs	Pass thru					\$ 400,000.00	\$ -	\$ -	\$ 400,000.00

2024

Legal Data

as submitted for the Accountability Report by:

L060 - Department of Aging

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2024
42 U.S.C. § 1395b-4; 42 U.S.C. § 3012(b)(8)(E); 42 U.S.C. § 3030(d)(a)(6)(A); 42 U.S.C. 3030d(a)(9)	Federal	Statute	The Department on Aging provides federal and state funds for State Health and Insurance Assistance services to the ten Area Agencies on Aging (AAA) in the state to provide information, counseling, and assistance relating to the procurement of adequate and appropriate health insurance coverage to individuals who are eligible to receive benefits under this subchapter (in this section referred to as "eligible individuals"). The Department on Aging, along with the AAAs, provide insurance counseling, assistance, referral and education to assist Medicare Beneficiaries. They also take calls to report Medicare fraud.	Distribute funding to another entity		No Change
42 U.S.C. § 3026(a)(2)(C); 42 U.S.C. § 3027(a)(11); 42 U.S.C. § 3027(a)(13); 42 U.S.C. § 3027(a)(24); 42 U.S.C. § 3030d(a)(16); 42 U.S.C. § 3032i(a)-(c); 42 U.S.C. § 3058j	Federal	Statute	The Department on Aging manages the provision of legal services to seniors in priority case areas as enumerated in the Older Americans Act, which are: income, housing, nutrition, protective services, health care, long-term care, defense of guardianship, abuse, neglect, and age discrimination.	Requires a service		No Change
42 U.S.C. § 3030d	Federal	Statute	Provide funds for supportive services for seniors to the ten Area Agencies on Aging ("AAAs") in South Carolina; provide technical assistance, monitors implementation, and provides directives from the federal level to the AAAs.	Distribute funding to another entity		No Change
42 U.S.C. § 3030m; 42 U.S.C. § 3030n	Federal	Statute	The Department on Aging provides funds to the AAAs for senior evidence-based disease prevention and health promotion services and information at multipurpose senior centers, at congregate meal sites through home-delivered meal programs, and at other appropriate sites. The Department on Aging provides funds to the sub-recipients (AAAs) for the provision of demonstrated evidence-based programs that mitigate the negative impact of chronic diseases and related injuries for the population aged 60 and over to support healthy lifestyles and promote healthy behaviors as required by Older Americans Act.	Distribute funding to another entity		No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2024
42 U.S.C. § 3030s; 42 U.S.C. § 3030s-1; 42 U.S.C. § 3030s-2	Federal	Statute	The Department on Aging provides federal and state funds for Family Caregiver Support services to the ten Area Agencies on Aging (AAA) in the state to provide multifaceted systems of support services for family caregivers; and for older relative caregivers. The services provided, in a State program under subsection (a), by an area agency on aging, or entity that such agency has subcontracted with, shall include (1) information to caregivers about available services; (2) assistance to caregivers in gaining access to the services; (3) individual counseling, organization of support groups, and caregiver training to assist the caregivers in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems related to their caregiver roles; (5) supplemental services, on a limited basis, to complement the care provided by caregivers. 42 U.S.C. § 3030s-1(a)-(b). The Department on Aging provides funds to sub-recipients (AAAs and SC Respite Coalition) for the provision of respite, supports, and assistance to family and informal caregivers to allow their aged or disabled family member to remain at home. Additionally, the agency provides the Area Agencies on Aging technical assistance, monitors implementation, and communicates directives from the federal level.	Distribute funding to another entity		No Change
42 U.S.C. § 3058g(a)(3)(A)	Federal	Statute	The State Long Term Care Ombudsman shall serve on a full-time basis, and shall, personally or through representatives of the Office - identify, investigate, and resolve complaints that are made by or on behalf of, residents, including residents with limited or no decision making capacity and who have no known legal representative, and if such a resident is unable to communicate consent for an Ombudsman to work on a complaint directly involving the resident, the Ombudsman shall seek evidence to indicate what outcome the resident would have communicated (and, in absence of evidence to the contrary, shall assume that the resident wishes to have the resident's health, safety, welfare, and rights protected) and shall work to accomplish that outcome; and relate to the action, inaction, or decisions, that may adversely affect the health, safety, welfare or rights of the residents (including the welfare and rights of the residents with respect to the appointment and activities of guardians and representative payees), of providers, or representatives of providers of long-term care services; public agencies; or health and social service agencies.	Requires a service	Investigation and resolution of complaints by residents in long-term care facilities and advocacy for the protection and rights of said residents. The South Carolina Code of Laws addresses this program in Section 43-38-10 et. seq.	No Change
42 U.S.C. §§ 300ii - 300ii-4	Federal	Statute	The Department on Aging provides federal and state funds for Lifespan Respite to the SC Respite Coalition. The purposes of this section are - (1) to expand and enhance respite care services to family caregivers; (2) to improve the statewide dissemination and coordination of respite care; and (3) to provide, supplement, or improve access and quality of respite care services to family caregivers, thereby reducing family caregiver strain. 42 U.S.C. § 300ii-1. The Department on Aging provides funds to the sub-recipient (SC Respite Coalition) for the provision of respite, supports, and assistance to family and informal caregivers to allow their aged or disabled family member to remain at home. The SC Department on Aging provides the SC Respite Coalition technical assistance, monitors implementation, and communicates directives from the federal level. The SC Respite Coalition is responsible for implementing the Lifespan Respite services in the state.	Distribute funding to another entity		No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2024
42 U.S.C. §§ 3056-3056p; 42 U.S.C. § 3030d(a)(12)	Federal	Statute	The Department on Aging provides a community service employment through a sub-recipient (Goodwill) for eligible seniors in South Carolina. Senior Community Service Employment is a job training program where older South Carolina adults gain work experience in a variety of community service activities at non-profit and public facilities. Participants must be at least 55, unemployed, and have a family income of no more than 125% of the federal poverty level. Enrollment priority is given to veterans and qualified spouses, then to individuals who are over 65, have a disability, have low literacy skills or limited English proficiency, reside in a rural area, are homeless or at risk of homelessness, have low employment prospects, or have failed to find employment after using the American Job Center system. The Department on Aging provides grant funds to the sub-recipient(s) to provide on the job training and employment opportunities for those seniors 55 and older who are low income and seek to enhance their job skills and abilities.	Distribute funding to another entity		No Change
42 U.S.C. §1315a	Federal	Statute	The Department on Aging, at the direction of the Office of the State Long Term Care Ombudsman, oversees the Healthy Connection Prime Ombudsman Program. The Prime Ombudsmen receive, investigate and advocate on behalf of dual beneficiaries (beneficiaries who have both Medicare and Medicaid) age sixty-five and older with inquiries and/or complaints about access to healthcare services, billing issues and provider payment. This is a demonstration grant program administered by the S.C. Department on Aging that helps older adults age 65 and older who are enrolled in Healthy Connections Prime address concerns or conflicts that may interfere with navigating and coordinating their health coverage through Medicare and Medicaid.	Requires a service	Receive and investigate complaints, and advocates on behalf of dual beneficiaries (beneficiaries who have both Medicare and Medicaid) age sixty-five and older with inquiries and/or complaints about access to healthcare services, billing issues and provider payment.	No Change
42 U.S.C. 3030d-21; 42 U.S.C. § 3030e; 42 U.S.C. § 3030f; 42 U.S.C. § 3030g; 42 U.S.C. § 3030g-21; 42 U.S.C. § 3030g-22	Federal	Statute	The Department on Aging provides funds to the AAAs for the provision of nutritional meals, nutritional education, and socialization to seniors to reduce hunger and food insecurity, promote socialization of older individuals, and promote the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions as a result of poor nutritional behavior. The Department also provides technical assistance, monitors implementation, and relays directives from the federal level to the AAAs.	Distribute funding to another entity		No Change
Proviso 40.1	State	FY23-24 Proviso	Any unexpended balances on June thirtieth of the prior fiscal year of the required state matching funds appropriated in Part IA, Section 40, Distribution to Subdivisions, shall be carried forward into the current fiscal year to be used as required state match for federal funds awarded to subdivisions on or before September thirtieth of the current fiscal year.	Distribute funding to another entity		No Change
Proviso 40.2	State	FY23-24 Proviso	(Aging: State Match Funding Formula) of the state funds appropriated under "Aging Assistance," the first allocation by the department on Aging shall be for the provision of required State Matching funds according to the Department on Aging formula for distributing Older Americans Act funds. The balance of this item shall be distributed to the planning and service areas of the state, in the event state appropriations are reduced, reductions to the planning and service areas shall be based on amounts distributed in accordance with the previous requirements.	Distribute funding to another entity		No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2024
Proviso 40.3	State	FY22-23 Proviso	The Department on Aging is authorized to receive and expend registration fees for educational, training and certification programs.	Requires a service	Educational, training, and certification programs.	No Change
Proviso 40.5	State	FY23-24 Proviso	(AGING: Home Community-Based Services) State funds appropriated for Home and Community-Based Services shall be used to fund those services that most directly meet the goal of allowing seniors to live safely and independently at home. Allowable services as defined in the Department on Aging's State Plan include: group dining, home delivered meals, transportation, to group dining sites, transportation for essential trips, personal care, homemaker, home chore, home modifications, legal assistance, and Assessments. Area agencies on Aging(AAA's) may expend no more than ten percent for administrative services and one-quarter of one percent shall be retained by the department to provide monitoring and oversight of the program. However, up to three percent of the annual state appropriation for Home Community-Based Services may be retained at the Department on Aging to be allocated by the department to the affected regions in cases of an emergency and/or natural disaster recognized by the Governor. If this funds are not utilized by the fiscal year allocated they are to be treated as carry forward funds and reallocated to the AAA's. The intrastate funding Formula shall be used as a guideline for the allocation of state funds appropriated for Home Community -Based Services. The Department on Aging shall develop and implement a structured methodology to allocate the state Home and Community-Based Services funding. The methodology shall include flexibility to reallocate funds amongst the AAAs, and be composed of, at a minimum, the following factors: a minimum base amount, the fiscal year's federally allocated funds, federal and state carry forwards funds, and an appropriate weighted proportion that will achieve the mission of the Department on Aging to provide as many services as possible to the citizens of South Carolina. Each AAA shall submit a budget for approval by the Department on Aging indicating the services to be provided. Any unexpended Home and Community-Base Services funds in this program shall be carried forward by the Department on Aging and used for the same purposes. Funds may not be transferred from the Home and Community-Based special line item for any other purpose.	Requires a service	Funding services that allow seniors to live independently at home; this is achieved by providing funding to the Area Agencies on Aging.	No Change
Proviso 40.6	State		(AGING: Geriatric Loan Forgiveness Program) The Department on Aging is authorized to make a single lump sum payment to the lending institution of a recipient of the Geriatric Loan Forgiveness Program of up to \$35,000 or the loan balance, whichever is less. Unexpended balances of the previous fiscal year appropriated by Part IA, Section 40, Geriatric Physician Loan Program, shall be carried forward and used for the same purpose as originally appropriated.	Requires a manner of delivery		No Change
Proviso 40.7	State	FY23-24 Proviso	(AGING: Caregivers Carry Forward) Unexpended funds from appropriations to the Department on Aging for caregivers shall be carried forward from the prior fiscal year and used for the same purpose.	Requires a manner of delivery		No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2024
Proviso 40.8	State	FY23-24 Proviso	(AGING: Vulnerable Adult Guardian ad Litem Carry Forward) Any unexpended funds from appropriation to the Department on Aging for the Vulnerable Adult Guardian ad Litem Program shall be carried forward from the prior fiscal year and used for the same purpose.	Requires a manner of delivery		No Change
Proviso 40.9	State	FY23-24 Proviso	(AGING: Alzheimer's Respite Program) Funds appropriated to the Department on Aging for Alzheimer's Respite Program must be used to provide respite care and diagnostic services and must be maximized, to the extent feasible, to attain federal matching dollars. On or before September thirtieth of each year, the department must submit to the Governor, Senate Finance Committee, and	Requires a manner of delivery		Added
			House Ways and Means Committee an annual financial statement and outcomes measures attained for the fiscal year just ended. In addition, when instructed by the Executive Budget Office or the General Assembly to reduce funds by a certain percentage, the department may not reduce the program funds greater than such stipulated percentage.			
SC Acts and Joint Resolutions 2018, Act No. 291.	State	Statute	Committee authorized to meet for one year in 2019 to study Palliative Care and make a report to the Governor and the General Assembly; the Department on Aging was tasked by the legislation to coordinate the meetings.	Report our agency must/may provide	The study committee submitted its report on the state of palliative care in South Carolina with findings and recommendations to the Governor and the General Assembly a report on December 31, 2019. The study committee was dissolved per statute	Suspended
Section 12-21-4200, Section 43-31-40 (k)	State	Statute	Provide funding, through Senior Center Permanent Improvement Project grants, to enhance or build multipurpose senior centers. PIP funding comes from state bingo tax revenues. The first nine hundred forty-eight thousand dollars of the total revenues derived from the provisions of this article must be deposited monthly in twelve equal amounts into an account in the Office of the State Treasurer and called "Department on Aging Senior Citizen Centers Permanent Improvement Fund". All interest earned on monies in the Department on Aging Senior Centers PIP fund must be credited to this fund.	Distribute funding to another entity		No Change
Section 30-4-10 et. seq.	State	Statute	The Department on Aging manages, processes, and responds to all Freedom of Information Act request as prescribed by South Carolina state law.	Requires a service	Yes	No Change
Section 43-21-10; Section 43-21-20	State	Statute	Coordinate and host the South Carolina Advisory Council on Aging.	Board, commission, or committee on which someone from our agency must/may serve		No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2024
Section 43-21-120	State	Statute	The Department on Aging is tasked by statute to coordinate the Coordinating Council, which works with the Department on the coordination of programs related to the field of aging, and to advise and make pertinent recommendations. This council was suspended by Proviso 40.4.	Not related to agency deliverable		No Change
Section 43-21-130; Section 43-21-140; and Section 43-21-150	State	Statute	The Department on Aging is tasked by statute to coordinate the Long-Term Care Council, which must shall study and make recommendations concerning the costs and benefits of: adult day care centers, in-home and institutional respite care, adult foster homes, incentives for families to provide in-home care, such as cash assistance, tax credits or deductions, and home-delivered services to aid families caring for chronically impaired elderly relatives. This council was suspended by Proviso 40.4.	Report our agency must/may provide	The council has been removed from Proviso 40.4 and is to be reinstated.	No Change
Section 43-21-160	State	Statute	These funds must be used to award grants to public and private nonprofit agencies and organizations to establish and administer innovative programs and services that assist older persons to remain in their homes and communities with maximum independence and dignity. The Department on Aging administers the Eldercare Trust Fund by: assessing the needs of the frail elderly to establish priorities for meeting the needs; receiving gifts, bequests, devises and voluntary contributions through the Department on Revenue's Check the Box Program for deposit into the fund; soliciting proposals for programs identified to meet the service needs; providing technical assistance to those submitting proposals to meet the needs of the program; and entering into contracts for awarding grants to public and private nonprofit organizations.	Distribute funding to another entity		No Change
Section 43-21-190	State	Statute	Provide funding through budget line item to the Silver Haired Legislature.	Distribute funding to another entity		No Change
Section 43-21-200	State	Statute	The Department on Aging administers the Geriatric Physician Loan Forgiveness Program which provide state funds to repay loans incurred by physicians licensed to practice in the State of South Carolina who have completed a fellowship training program or who are in the process of completing a training program in geriatrics or geriatric psychiatry accredited by the Accreditation Council for Graduate Medical Education. The Department on Aging executes a contract with physicians who agree to practice in the state for no less than five years immediately following completion of his/her fellowship; agree to accept Medicare and Medicaid patients; accept reimbursement or contractually binding rates and not to discriminate against patients based on their ability to pay.	Distribute funding to another entity	The SCDOA recommending to Correct the agency name in Section 43 35 310(A)(2)(b); increase the amount of the award each year, change the number of participants accepted each year to two; Consider expanding the program to allied geriatric health care professionals such as: geriatric physicians and psychiatrists who have not completed a geriatric fellowship program, nurse practitioners, social workers, physical therapists, and occupational therapists.	No Change

Law number	Jurisdiction	Type	Description	Purpose the law serves:	Notes:	Changes made during FY2024
Section 43-35-200(A); Section 43-35-220; Section 43-35-230	State	Statute	Recruit, train, and supervise volunteers to serve as court-appointed guardians ad litem in abuse, neglect, and exploitation cases in family court. Conduct outreach events to recruit volunteers, and provide training to current volunteers.	Requires a service	Correct the agency name in Section 43-35-310(A)(2)(b).	No Change
Section 43-35-220(A); Section 43-35-45(C)	State	Statute	Provide trained, non-attorney guardians ad litem to represent the best interests of vulnerable adults, as defined in the Omnibus Adult Protection Act, by advocating for the welfare and rights of a vulnerable adult involved in an abuse, neglect, or exploitation hearing. Each guardian ad litem is represented by one of the program's private contract attorneys during vulnerable adult abuse, neglect, and exploitation proceedings in family court.	Requires a service	Increase the amount of the award each year;	No Change
Section 43-35-310; Section 43-35-320; Section 43-35-330; Section 43-35-340; Section 43-35-350	State	Statute	The State Long Term Care Ombudsman serves as a member of the Adult Protection Coordinating Council which was created under the auspices of the S.C. Department of Health and Human Services. The Council meets quarterly and is responsible for coordinating, planning, and implementing the efforts of those entities involved in adult protection. Data is provided to the Council regarding the number of Long Term Ombudsman cases handled each quarter, including those involving abuse, neglect or exploitation. The State Long Term Care Ombudsman serves as a member of the Fatality Review committee to review SLED facility death investigations.	Board, commission, or committee on which someone from our agency must/may serve	Change the number of participants accepted each year to two;	No Change
Section 44-36-310; Section 44-36-320	State	Statute	The Department on Aging provides state seed grant funding to local centers to assist persons with Alzheimer's disease and related disorders and their families. Additionally the agency provides the Alzheimer's Resource Coordination Centers technical assistance, monitors implementation, and communicates directives from the state and or federal level. The center shall: (1) initiate the development of systems which coordinate the delivery of programs and services; (2) facilitate the coordination and integration of research, program development, planning, and quality assurance; (3) identify potential users of services and gaps in the service delivery system and expand methods and resources to enhance statewide services; (4) serve as a resource for education, research, and training to provide information and referral services; (5) provide technical assistance for the development of support groups and other local initiatives to serve individuals, families, and caregivers; (6) recommend public policy concerning Alzheimer's disease and related disorders to state policymakers; (7) submit an annual report to the Chairman of the Medical Affairs Committee of the Senate and the Chairman of the Medical, Military and Municipal Affairs Committee of the House of Representatives in addition to publishing the report on the Governor's website; and (8) facilitate the coordination and integration of educational initiatives for health care providers on the importance and value of early detection and timely diagnosis of cognitive impairment, validated cognitive assessment tools, and increasing understanding and awareness of early warning signs of Alzheimer's disease and other types of dementia and how to reduce the risk of cognitive decline.	Distribute funding to another entity	Consider expanding the program to allied geriatric health care professionals such as: geriatric physicians and psychiatrists who have not completed a geriatric fellowship program, nurse practitioners, social workers, physical therapists, and occupational therapists.	No Change

2024

Services Data

as submitted for the Accountability Report by:
L060 - Department of Aging

Description of Service	Description of Direct Customer	Customer Name	Others Impacted by Service	Division or major organizational unit providing the service.	Description of division or major organizational unit providing the service.	Primary negative impact if service not provided.	Changes made to services during FY2024	Summary of changes to services
Supports the operations of the Department on Aging.	Government and Department on Aging staff	Aging Staff	Seniors of SC	I. Administration of the Department on Aging	Provides funding for the administration of the Department on Aging.	If no staff to monitor, complete outreach seniors don't receive services	No Change	
Federal Older Americans Act programs and services, and aging services funded through state sources.	Government and citizens	SC Seniors	congregate sites, recreational centers, and Long Term Care facilities	II.A. Aging Assistance	Provides funding for aging services and programs in order to improve the quality of life for South Carolina seniors, allowing them to remain safely and independently at home for as long as possible.	Vulnerable adults would be at higher risk of institutionalization.	No Change	
Provides and supports services for Vulnerable Adults under the custody of the SC Department of Social Services because of abuse, neglect, and exploitation, or who are unable to care for themselves.	Government and citizens	SC Adults	SC DSS	II.B. Adult Guardian ad Litem	Provides funding for the Vulnerable Adult Guardian ad Litem program to recruit and train volunteers and staff to represent vulnerable adults who are under custody of the SC Department of Social Services because they have been abused, neglected, exploited or are no longer able to care for themselves.	Vulnerable adults would be at higher risk of abuse, neglect, self-neglect, and exploitation. APS would have to find other solutions to Guardian ad Litem representation for vulnerable adults in their custody.	No Change	
Provides for employee benefits to staff at the Department on Aging.	Government and Department on Aging staff	Aging Staff	Aging Staff	III. Employee Benefits	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	If no staff to monitor, complete outreach seniors don't receive services	No Change	
Federal OAA program of Family Caregiver Support Program and Lifespan Respite, State Programs: Alzheimer's Resource Coordination Center,	Government and citizens	Family Caregivers, older adults, persons living with dementia	state and local agencies in the field of Alzheimer's Disease and related dementia, constituents seeking general knowledge of ADRD	Caregiver and Alzheimer's Resource Division	Provides funding for caregiver services and programs in order to improve the quality of life for South Carolina caregivers, allowing them to keep their loved one in the community as long as possible. Provides education and management of programs to enhance the lives of those living with all forms of dementia and their family caregivers.	Vulnerable adults would be at higher risk of institutionalization.	No Change	

2024

Partnerships Data

as submitted for the Accountability Report by:

L060 - Department of Aging

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	Alzheimer's Association - SC Chapter	Aging Partner	No Change
Non-Governmental Organization	AARP SC	Aging Partner	No Change
Non-Governmental Organization	ABLE SC	Aging Partner	No Change
Non-Governmental Organization	Absolute Total Care	Aging Partner Prime Ombudsman Program	No Change
Federal Government	Administration for Community Living	Funding entity	No Change
Non-Governmental Organization	Advancing States	Aging Partner	No Change
Non-Governmental Organization	Inform USA	Aging Partner	Amend
Non-Profit Organization	Alzheimer's Family Services of Greater Beaufort	Aging Partner ARCC	No Change
Non-Governmental Organization	American Red Cross	Aging Partner	No Change
Non-Profit Organization	Anderson Interfaith Ministries	Aging Partner ECT	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Local Government	Appalachian Area Agency on Aging	Contracted Services	No Change
Non-Profit Organization	Association for the Blind	Aging Partner ECT	No Change
Non-Governmental Organization	Catawba Area Agency on Aging	Contracted Services	No Change
Federal Government	Center for Medicaid and Medicare Services	Funding entity	No Change
Local Government	Central Midlands Area Agency on Aging	Contracted Services	No Change
Higher Education Institute	Clemson University	Aging Partner	No Change
Federal Government	CMS (Center for Medicare and Medicaid Services)	Aging Partner	No Change
Non-Governmental Organization	Consumer Voice	Aging Partner	No Change
State Government	Department of Insurance	Aging Partner SHIP	No Change
Non-Governmental Organization	Department of Veterans affairs	Aging Partner	No Change
Non-Governmental Organization	Family Connection of SC	Aging Partner	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Profit Organization	Goodwill	Aging Partner	No Change
Non-Governmental Organization	Harvest Hope Food Bank	Aging Partner	No Change
Non-Governmental Organization	Healthy Palmetto	Aging Partner	Add
Non-Governmental Organization	Leading Age	Aging Partner Long Term Care Ombudsman Program	No Change
Non-Profit Organization	Leeza's Care Connection	Aging Partner ARCC	No Change
State Government	Legislative Committee to Study Services, Programs and Facilities for Aging (Joint Legislative Committee on Aging)	Aging Partner	No Change
Local Government	Lowcountry Area Agency on Aging	Contracted Services	No Change
Local Government	Lower Savannah Area Agency on Aging	Contracted Services	No Change
Non-Profit Organization	Magnolia Memory Care	Aging Partner ARCC	No Change
Higher Education Institute	Medical University of South Carolina	Aging Partner	No Change
Non-Governmental Organization	Molina Health	Aging Partner Prime Ombudsman Program	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	USAging	Aging Partner	Amend
Professional Association	National Association of State Ombudsman Program	Aging Partner	No Change
Non-Governmental Organization	National Council on Aging (NCOA)	Aging Partner	No Change
Non-Governmental Organization	National Institute of Senior Centers (NISC)	Aging Partner	No Change
Non-Governmental Organization	National Meals on Wheels	Aging Partner	No Change
Non-Profit Organization	Palmetto Care Connections	Contracted Services	No Change
Non-Governmental Organization	Regional contracted service providers	Contracted Services	No Change
Non-Profit Organization	Respite Care Charleston	Aging Partner ARCC	No Change
Non-Governmental Organization	Salvation Army	Aging Partner	No Change
Local Government	Santee-Lynches Area Agency on Aging	Contracted Services	No Change
State Government	SC Advisory Council on Aging	Aging Partner	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Non-Governmental Organization	SC Assisted Living Association (SCALA)	Aging Partner Long Term Care Ombudsman Program	No Change
Non-Governmental Organization	SC Association of Council on Aging Directors (SCACAD)	Aging Partner	No Change
Non-Governmental Organization	SC Association of Farmers Markets	Aging Partner	Add
State Government	SC Attorney Generals' Office (Medicaid Fraud)	Aging Partner	No Change
Non-Governmental Organization	SC Bar Association	Aging Partner	No Change
Private Business Organization	SC Blue Cross Blue Shield	Aging Partner	No Change
State Government	SC Department of Corrections	Aging Partner	No Change
State Government	SC Department of Disabilities and Special Needs	Aging Partner	No Change
State Government	SC Department of Education	Aging Partner	No Change
State Government	SC Department of Health and Human Services (Medicaid)	Aging Partner	No Change
State Government	SC Department of Public Health (SNAP-Ed)	Aging Partner	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
State Government	SC Department of Social Services / Adult Protective Services / Senior Farmers Market Nutrition Program (SFMNP)	Aging Partner	Amend
State Government	SC Department of Transportation	Aging Partner	No Change
Professional Association	SC Elks Association	Aging Partner	Amend
State Government	SC Emergency Management Division	Aging Partner	No Change
State Government	SC Fire Marshall (Fire Safe SC)	Aging Partner	No Change
Non-Governmental Organization	SC Hospital Association	Aging Partner	No Change
Higher Education Institute	SC Institute of Medicine and Public Health	Aging Partner	No Change
Non-Governmental Organization	SC Legal Services	Aging Partner	No Change
State Government	SC Protection and Advocacy	Aging Partner	Amend
Non-Governmental Organization	SC Respite Coalition	Aging Partner and service contractor	No Change
Non-Governmental Organization	SC Thrive	Aging Partner	No Change

Type of Partner Entity	Name of Partner Entity	Description of Partnership	Change to the partnership during the past fiscal year
Professional Association	SC Veterinarian Association	Aging Partner	No Change
Professional Association	SCARN (SC Aging Research Network)	Aging Partner	No Change
Non-Governmental Organization	Sincere HomeOwners United Together (SHOUT)	Aging Partner Long Term Care Ombudsman Program	No Change
Federal Government	Social Security Administration	Aging Partner SHIP	No Change
Non-Governmental Organization	Southeast Association of Area Agencies on Aging (SE4A)	Aging Partner	No Change
Non-Profit Organization	The Ark of Summerville	Aging Partner ARCC	No Change
Non-Governmental Organization	The Cooperative Ministry	Aging Partner Long Term Care Ombudsman Program	No Change
Non-Governmental Organization	Trident Area Agency on Aging	Contracted Services	No Change

2024

Reports Data

as submitted for the Accountability Report by:
L060 - Department of Aging

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Older Americans Act Performance System, (OOAPS)	Older Americans Act, Public Law 89-73	Data on the Ombudsman Program	January 2024	Annually	Entity within federal government	Electronic copy available upon request	dwatson@aging.sc.gov	No Change	
SFFA (Schedule of Federal Financial Assistance)	§117.94	Fiscal Review	September 2023	Annually	South Carolina state agency or agencies	Electronic copy available upon request	TPrior@aging.sc.gov	No Change	
Older Americans Act Performance System, (OOAPS)	Older Americans Act, Public Law 89-73	Data on services delivered and amounts expended.	January 2024	Annually	Entity within federal government	Electronic copy available upon request	phopkins@aging.sc.gov	No Change	
Alzheimer's Resource Coordination Center Annual Report	S.C. Code Ann. § 44-36-320 (2012)	Annual report	June 2024	Annually	South Carolina state agency or agencies	Electronic copy available upon request	ddaniel@aging.sc.gov	No Change	
Alzheimer's State Plan	S.C. Code Ann. § 44-36-320 (2023)	Provide information and comply with regulations.	September 2023	Annually	South Carolina state agency or agencies	Electronic copy available upon request	jbrewton@aging.sc.gov	Add	
Alzheimer's Respite Funding Report	Proviso 40.9	Provide information and comply with regulations.	September-23	Annually	South Carolina state agency or agencies	Electronic copy available upon request	jbrewton@aging.sc.gov	No Change	

Report Name	Law Number (if applicable)	Summary of information requested in the report	Date of most recent submission DURING the past fiscal year	Reporting Frequency	Type of entity/entities	Method to access the report	Direct access hyperlink or agency contact (if not provided to LSA for posting online)	Changes to this report during the past fiscal year	Explanation why a report wasn't submitted
Older Americans Act Performance System, (OOAPS)	Older Americans Act, Public Law 89-73	Data on services delivered and amounts expended.	January 2024	Annually	Entity within federal government	Electronic copy available upon request	phopkins@aging.sc.gov	No Change	
Alzheimer's Resource Coordination Center Annual Report	S.C. Code Ann. § 44-36-320 (2012)	Provide information and comply with regulations.	June 2024	Annually	South Carolina state agency or agencies	Electronic copy available upon request	ddaniel@aging.sc.gov	No Change	
Alzheimer's State Plan	S.C. Code Ann. § 44-36-320 (2023)	Provide information and comply with regulations.	September 2023	Annually	South Carolina state agency or agencies	Electronic copy available upon request	jbrewton@aging.sc.gov	Add	
Alzheimer's Respite Funding Report	Proviso 40.9	Provide information and comply with regulations.	September-23	Annually	South Carolina state agency or agencies	Electronic copy available upon request	jbrewton@aging.sc.gov	No Change	

AGENCY NAME:	Department on Aging		
AGENCY CODE:	L060	SECTION:	040

**2024
Accountability Report**

SUBMISSION FORM

I have reviewed and approved the data submitted by the agency in the following templates:

- Data Template
 - Reorganization and Compliance
 - FY2024 Strategic Plan Results
 - FY2025 Strategic Plan Development
 - Legal
 - Services
 - Partnerships
 - Report or Review
 - Budget
- Discussion Template
- Organizational Template

I have reviewed and approved the financial report summarizing the agency’s budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR <i>(SIGN AND DATE):</i>	SIGNATURE ON FILE	Signature Received: 09/15/2024
<i>(TYPE/PRINT NAME):</i>	Connie D. Munn, MSW	

BOARD/CMSN CHAIR <i>(SIGN AND DATE):</i>	N/A	
<i>(TYPE/PRINT NAME):</i>		