

AGENCY NAME:	Department on Aging		
AGENCY CODE:	L060	SECTION:	40

Fiscal Year 2018–2019 Accountability Report

SUBMISSION FORM

AGENCY MISSION	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 advocating, planning, and developing resources in partnership with federal, state governments, local governments, nonprofits, the private sector and individuals.
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AGENCY VISION	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).
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Does the agency have any major or minor recommendations (internal or external) that would allow the agency to operate more effectively and efficiently?

	Yes	No
RESTRUCTURING RECOMMENDATIONS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Is the agency in compliance with S.C. Code Ann. § 2-1-230, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-30.

	Yes	No
REPORT SUBMISSION COMPLIANCE:	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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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).

RECORDS MANAGEMENT COMPLIANCE:	Yes	No
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

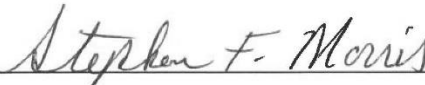
Is the agency in compliance with S.C. Code Ann. § 1-23-120(J), which requires an agency to conduct a formal review of its regulations every five years?

REGULATION REVIEW:	Yes	No
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
PRIMARY CONTACT:	Gerry Dickinson	734-9867	gdickinson@aging.sc.gov
SECONDARY CONTACT:	Lily Cogdill	734-9875	lcogdill@aging.sc.gov

I have reviewed and approved the enclosed FY 2018–2019 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	 9-9-19	
(TYPE/PRINT NAME):	Stephen F. Morris, Director	
BOARD/CMSN CHAIR (SIGN AND DATE):	NA	
(TYPE/PRINT NAME):	NA	

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AGENCY’S DISCUSSION AND ANALYSIS

South Carolina Department on Aging

On January 1, 2019, the Office on Aging in the Lieutenant Governor’s Office became the Department on Aging as a result of legislation enacted to make the Department a cabinet level agency.

The Department on Aging as the State Unit on Aging

By adhering to the mandates of the federal Older Americans Act (OAA) (42 U.S.C. ch. 35 § 3001 et seq), the Department on Aging works to meet the critical needs facing South Carolina’s rapidly growing senior population through planning and advocacy, as well as by providing federal and state resources to the 10 Area Agencies on Aging (AAAs). Under the OAA, the AAAs are considered regional planning authorities that are tasked with contracting locally to deliver services to seniors and vulnerable adults.

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

Through the 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 AAAs. State Proviso 95.5 stipulates that all state funds appropriated for Home and Community-Based Services (aging services) are to be allocated to the AAAs based on the methodology of the Intrastate Funding Formula.

With the state’s aging population steadily 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 serves as a think tank for planning and innovation ideas in order to meet the needs of seniors and adults with disabilities.

The OAA does not grant authority to the Department on Aging to provide services locally, but instead grants the AAAs the legal authority execute service contracts with regional service providers through a competitive procurement process. Each AAA competitively procures with contracted providers for a wide range of aging services offered locally to seniors. Each AAA establishes legal contractual relationships with their respective county providers. The OAA prevents the Department on Aging from involvement in the local procurement of services.

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Services provided through Department on Aging Funding

The Department on Aging provides numerous resources and services to seniors and adults with disabilities in South Carolina. These critical services provide assistance that benefit 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 and disease prevention programs, transportation, homemaker services, minor home repair, and Long Term Care Ombudsman programs. Additionally, the Department on Aging offers insurance counseling, Medicare fraud prevention through the Senior Medicare Patrol program, and Information and Assistance/Referral (I&R/A) services.

Department on Aging Strategic Planning

The Department on Aging’s planning process is an ongoing activity that evaluates the met and unmet needs of a rapidly growing senior population. During this transition year, the department’s leadership has conducted ongoing meetings and planning sessions with staff, the AAAs, and regional service providers.

In addition, the Department on Aging is guided by its 2017 – 2021 State Plan on Aging that was approved by the United States Department of Health and Human Services (USDHHS) and Administration for Community Living (ACL) in 2016. The State Plan is the blueprint directing the department as it works to achieve its goals, established by a comprehensive agency and network strategic planning process.

Departmental Transitional Improvements

Since January 2019, the South Carolina Department on Aging has been actively improving and revising work flow and finance procedures, as well as updating agency and network policies. Some of these transitional improvements include:

Finance, Budget, and Grants Improvements

- An audit of the Department was conducted to review all federal and state programs (results are pending). Initial recommendations, such as separating accounts payable from procurement for safety purposes have already been enacted.
- A CPA has been hired as the Budget and Grant Director. Staff from the Administration Division who worked on financials and payables were reassigned to the Budget and Grant Division.
- Notices of Grant Awards (NGAs) and Payment Request Forms (PRFs) are now processed via email distribution to ensure a safe and efficient timeline.
- The timeline for reimbursements made to the Area Agencies on Aging has been improved, and all Payment Request Forms that are properly submitted are processed by the Finance Department within three working days instead of the six days previously required.
- The Grants Coordinator is now working with a regular schedule to monitor the regional AAAs.

Administrative Improvements

- Departmental leadership, including the Director, and all program managers have visited each Area Agency on Aging (AAA) at least once since January to seek input on how to improve the delivery of aging services in South Carolina. These visits have led to significant improvements that benefit the AAAs. It is the goal of the Department that all aging services be delivered in a consistent, fair, and equitable manner throughout the state.
- As part of the transition, all Division Managers were asked to work with their staffs to review Employee Position Descriptions and Employee Performance Management System (EPMS) documents to ensure all employee duties are defined. Going forward, employees will be evaluated on a regular schedule at least once annually.
- Departmental leadership is working with divisional managers, Human Resources, program coordinators, and staff in an effort to enhance agency communications and to improve services and programs.
- Inter-departmental policies regarding State Fleet usage were revised to ensure that all employees accurately procure cars for official business purposes only so the agency can account for state cars at all times. Due to liability issues, the policy allowing the use of personal cars for official agency business has also been revised, and the use of personal vehicles has been sharply reduced.

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- Annual leave, sick leave, and official travel policies are now being enforced uniformly to ensure that all staff members are accounted for during the workday. Department on Aging official travel requests or leave requests approved by a supervisor are now required if an employee is not at work during business hours.
- It was determined that program managers previously did not monitor their assigned programs at the AAA level. All program managers and coordinators are now required to monitor their programs and services at each Area Agency on Aging (AAA) at least annually, or as needed. In addition, staff is encouraged to visit the AAAs to get familiar with the services funded by the Department.
- All employees are required to adhere to departmental policies for trip requests, sick and annual leave, state vehicle usage, and properly using the online In and Out sign-in board. In addition, per state HR practices, all employees now are required to disclose part-time or additional employment to avoid potential conflicts of interest.
- Staff has been encouraged to seek training opportunities like those offered by the State of South Carolina and the Department of Administration in order to assist them in performing their official duties and to enhance departmental operations. One employee has enrolled in a Certified Public Manager (CPM) class that starts in September.
- When Governor McMaster was Lieutenant Governor, the General Assembly appropriated funds for the Lieutenant Governor's Office on Aging in 2015 to develop a new data system to support the agency, the AAAs, and service providers with storing data and finance functions. By December 2018, the development of the new data system had stalled after numerous delays. In December 2018, Director Morris instructed the IT Division to seek viable options to get the new system developed and operating. The Department enlisted State IT and the University of South Carolina to assist in the data system's development. Potential vendors/developers were identified and procurement protocols were followed, the system is now being developed.
- A staff member (attorney) has been assigned the duties as the Departmental Ethics Officer.
- A staff member (attorney) now handles all Freedom of Information requests for the Department.
- All program managers are required to attend the monthly AAA Director's meetings at the SCDOA. Previously, only the Director and Divisional Managers attended.
- The Director and Division Managers now regularly attend the monthly meeting of the South Carolina Association of Area Agencies on Aging Directors.

Divisional Improvements

- As the Department transitions, an internal review of all divisions has been undertaken in order to make the agency more efficient through reorganization.
- With the departure of the longtime Community Resources Division Director, the Department hired a new divisional director with extensive professional experience as a state agency supervisor / program manager to manage that division. The newly hired director has been tasked with finding solutions to enhance productivity and to improve the morale of the division.
- With senior transportation identified as one of the greatest unmet needs in the aging network, the Department has reassigned the coordination of transportation services to an existing manager who will be able to devote greater amounts of time to manage the program and to identify non-governmental partners.
- With the resignation of an employee, a position has opened which allows the Ombudsman Program to hire a professionally trained individual who will be responsible for training all the Ombudsmen staff at the SCDOA and throughout the state at the AAA level. This position is being filled using an existing FTE position and without any additional costs to the agency.
- After years of discussions, Departmental leadership is working with the Community Long-Term Care (CLTC) division at the SC Department of Health and Human Services (SCDHHS) to share client data to eliminate duplication of services provided by the two agencies.
- Divisional managers and program managers have been encouraged to attend relevant federal, regional, and state conferences and trainings to gain valuable knowledge and skills critical to performing their assigned duties. After attending a conference, the staff member is expected to make a report to the staff about what was learned.
- As a result of the Department's assessment process identifying client needs, the Department on Aging has partnered with the State Fire Marshall to install smoke detectors in senior's homes when needed. In addition, the SCDOA has provided funds to the State Fire Marshall's Office to install smoke detectors for Veterans' homes using one-time funding available from a past Veteran's Directive grant.

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- The SCDOA worked with the Santee-Lynches AAA to start a pilot transportation programs for Veterans. This program provides essential transportation for Veterans to go to doctor’s appointments, pharmacies, and essential shopping trips.

Department on Aging Risk Assessment and Mitigation Strategies

In this subsection, the agency is required to identify the potential most negative impact on the public as a result of the agency’s failure in accomplishing its goals and objectives. The agency also should explain the nature and level of outside help it may need to mitigate such negative impact on the public. Lastly, the agency should list up to three options for the General Assembly to help resolve the issue before it becomes a crisis.

Goal: Advocate and intervene to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.

(1) Potential Most Negative Impact in accomplishing agency goals and objectives.

- a. Adherence to the Older Americans Act (OAA) and meeting the goals and objectives of the Long Term Care Ombudsman Program has no negative impact.
- b. Failure to meet the goal and successfully perform the statutory requirements of the Long Term Care Ombudsman Program could negatively impact the health, safety, welfare, and rights of residents in long term care facilities.
- c. Any statutory change to the structure or mission of the Department on Aging that conflicts with the Older Americans Act puts the Department on Aging’s federal designation as the State Unit on Aging and its federal funds at risk.

2. Outside Help to Mitigate Impact

- a. No other state agency has the authority to execute the functions of the Long Term Care Ombudsman Program under the Older Americans Act. The role played by the Ombudsman Program is unique and specifically mandated by federal law.

3. Options for General Assembly

- a. Since state law mandates the inclusion of DDSN and 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.
- b. Ensure that existing conflicts between the state code and the Older Americans Act are resolved. This includes amending state code 43-35-25 (d)(1) (code regarding persons required to report abuse, neglect, or exploitation of an adult) to clarify that Long Term Care Ombudsmen are not mandatory reporters. The Administration for Community Living has identified this as a conflict of interest and has instructed the Department on Aging to seek a legislative remedy to amend this statute.

Goal: Increase the aging network's capacity to provide person-centered services for seniors, adults with disabilities and their caregivers.

(1) Potential Most Negative Impact in accomplishing agency goals and objectives.

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a. Aging services are meant to keep seniors actively engaged and living independently and safely at home for as long as possible. Failure to meet this goal could result in declining levels of health among the senior population and greater levels of costly institutionalization.

b. The Department on Aging partners with 10 regional Area Agencies on Aging (AAAs) and the AAAs contract locally with service providers to deliver aging services. This structure is mandated by federal law and is a requirement to receive aging funding from the United States Department of Health and Human Services, Administration for Community Living. As the federally designated State Unit on Aging, the Department on Aging disburses funds to the AAAs through the Intrastate Funding Formula. The AAAs, in turn, procure and/or provide services consistent with Title III services, with budgets allocated from the AAAs according to greatest need in each region. Potential statutory changes to the structure or mission of the agency could create conflicts with the mission of the Older Americans Act and risk the federal designation as the State Unit on Aging and future federal funds.

(2) Outside Help to Mitigate Impact

a. Other state agencies such as the Department of Health and Human Services and Department of Social Services provide services to seniors, but do not have the same federal mandates stipulated by the Older Americans Act.

b. Groups like Meals on Wheels and the Alzheimer’s Association serve senior clients, but without the strict laws, regulations, and requirements the Department on Aging must adhere to in order to be the federally designated State Unit on Aging and to receive funding.

(3) Options for General Assembly

a. Study impact of statutory changes to limit conflicts of interests that put the Department on Aging’s federal designation as the State Unit on Aging and federal funding at risk.

b. Establish protocols for human services agencies, including the Department on Aging, to share data and to cross reference clients to eliminate duplication of services and to promote efficiencies in systems.

c. Greater funding discretion for non-Older Americans Act service needs. In 2018, the Area Agencies on Aging conducted a statewide needs evaluation to determine the greatest needs facing South Carolina’s seniors. 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, such as pest control that the Department and Aging Network have limited financial discretion to address. For the most part, neither federal nor state funding give the Department the flexibility to address non-Older Americans Act services.

Restructuring Recommendations

The Department on Aging does not make any restructuring recommendations in this Accountability Report.

Department on Aging’s Significant Activities

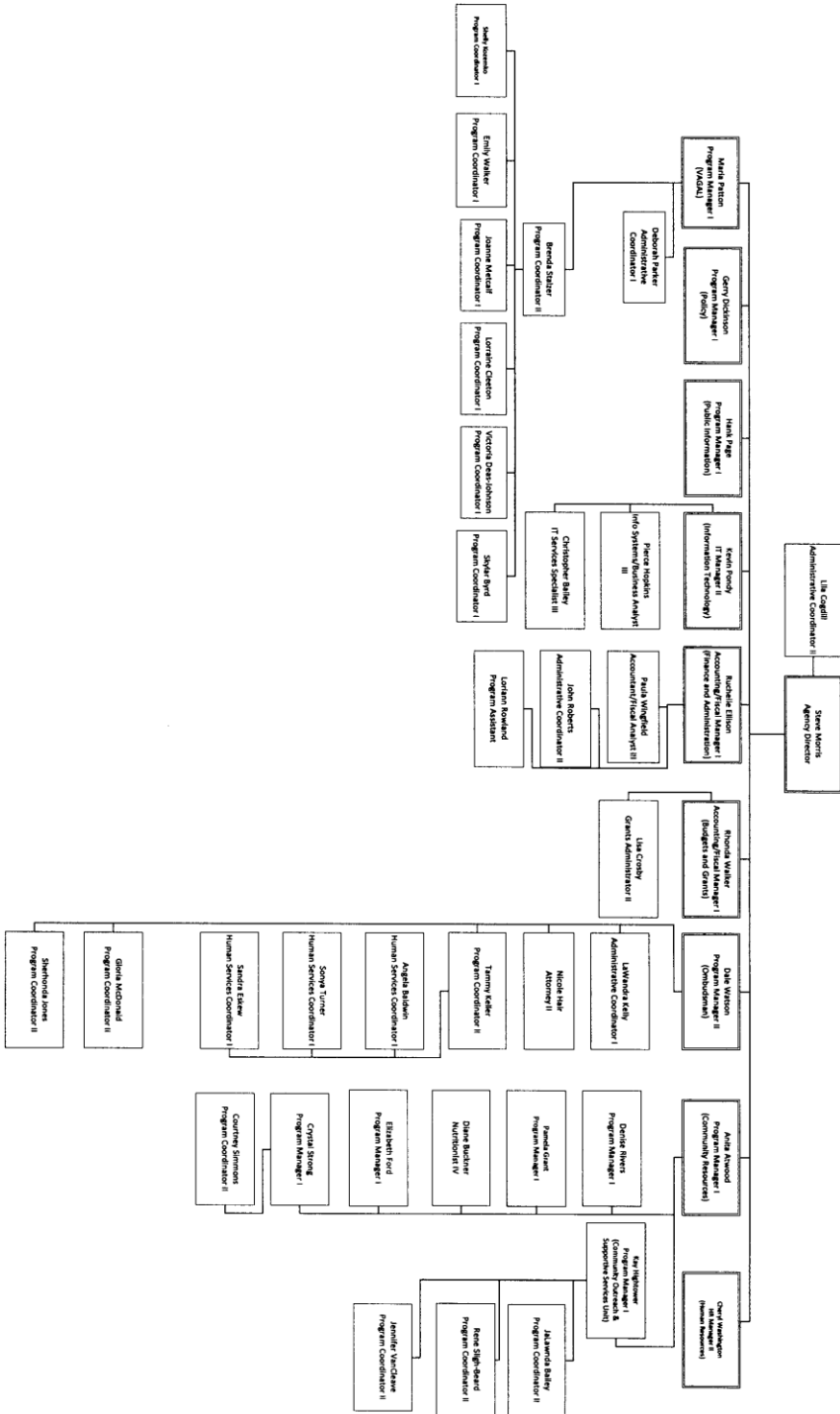
- The Department received a supplemental grant award (added to the Lifespan Respite Grant) from the Administration for Community Living (ACL) to develop “Break Rooms” in four churches. These rooms are used for Caregivers to be able to leave their loved ones in a safe environment while they attend services or other church related events.
- The Department hosted its annual Senior Citizens’ Day in recognition of Older Americans Month on May 8 at the South Carolina State Fairgrounds. It was the largest public event ever hosted by the Department on Aging. This event is funded through non-state funds raised by donations.
- Produced a Public Service Announcement (PSA) to promote the Elder Care Trust Fund by checking off the Trust Fund on South Carolina Tax Returns. The PSA aired on South Carolina broadcast, cable, and radio stations throughout the tax season and featured Medal of Honor Recipient, Major General James E. Livingston (retired).
- Because of the prolonged recovery from Hurricane Matthew, the Department on Aging procured 7,000 emergency shelf-stable meals for delivery to seniors located in the affected regions. These meals were in addition to the three to five days’ supply of meals the AAAs are required to distribute before an emergency situation. In addition, providers such as the Lexington County Recreation and Aging Commission assisted in providing emergency meals when needed in other counties.
- The Department on Aging partnered with Columbia International University (CIU) to host a symposium for faith leaders and community organizations in August 2018. The event was a statewide symposium designed to stimulate partnerships to address the growing unmet needs of seniors and their families.

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- The Pee Dee Area Agency on Aging has initiated the Hartsville Transportation Initiative and the Marlboro Area Regional Transportation Initiative to provide transportation options for medical visits, shopping, and other essential transportation needs in those areas. In addition, the AAA worked with Operation Summer Salvation to provide 40 air conditioning units for low-income seniors. The AAA also is participating in a 50/50 Assisted Technology Home Modification Cost Sharing Project.

Aging Service Performance Measures

Program/Service	2017	2018
Unique Clients	28,813	28,029
Home Delivered Meal Clients	11,964	13,091
Home Delivered Total Meals	1,526,597	1,875,002
Group Dining Clients	8,010	7,919
Group Dining Total Meals	694,955	752,665
Transportation Clients	3,665	7
Transportation Miles	619,666	620,987
Homemaker Clients	2,832	2,421
Information & Referral clients	47,321	51,153
Information & Referral Outreach Events	386	427
Senior Health Insurance Program (SHIP) Total Contacts	29,862	30,390
Senior Medicare Program Events	340	304
Ombudsman Complaints Investigated	8,423	7,062
Ombudsman Routine Visits	5,497 visits with 33,815 residents visited	6,909 visits with 43,826 residents visited
Legal Cases Opened	1,708	758
Legal Cases Closed	1,049	1,198
Vulnerable Adult Guardian ad Litem Cases	623	672
Vulnerable Adult Guardian ad Litem trainings	5 trainings for 34 volunteers	4 trainings for 43 volunteers
Vulnerable Adult Guardian ad Litem Outreach Events	12	12
Family Caregiver Support Program Contacts	3,650	3,976
Total Caregiver Respite Clients	3,025	3,677
Total Caregiver Support Groups/Caregiver Trainings	3,456	1,843



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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2018-19			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1	Perform the constitutional duties of the Office of the Lieutenant Governor.									
			S	1.1	Coordination of the administrative and constituent activities associated with the Office of the Lieutenant Governor.							
	M		1.1.1	Coordination of the day to day operations of the Lt. Governor's Office.	NA	NA	NA	July 1, 2018 - June 30, 2019	Data controls established by the Lt. Governor	Method established by the Lt. Governor	Maintain records	
Healthy and Safe Families	G	2	Increase the aging network's capacity to provide person-centered services for seniors and adults with disabilities and their caregivers.									
			S	2.1	Set sound fiscal and business practices/protocols.							

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	M			2.1.1	Reviewing data to update weighted targets of the federal Interstate Funding Formula.	Annually	Annually	Annually	July 1, 2018 - June 30, 2019	Fiscal controls and procedures	Monthly / Annually	Ensures accuracy of weighted targets for budget allocations.
	M			2.1.2	Monitoring, review, and approval of AAA's Monthly Payment Request Forms by fiscal and programmatic staff.	120	120	120	July 1, 2018 - June 30, 2019	Fiscal controls and procedures	Monthly / Annually	Provides accountability of funding.
Provide services to seniors that aid them in remaining at home safely and independently for as long as possible.												
	S			2.2								
	M			2.2.1	Total Clients provided direct aging services (excluding informational services, Respite, Insurance Counseling, Ombudsman, and Legal) (Services are based on need and funding.).	31,524	34,676	34,676	July 1, 2018 - June 30, 2019	AIM (Services in AIM are based on client transactions)	Monthly / Annually	Presents data that provides justification for future planning.
Empower older adults and their caregivers by providing informational services.												
	S			2.3								
	M			2.3.1	Total Information and Referral/Assistance (I&R/A) clients served.	47,321	52,053	52,053	July 1, 2018 - June 30, 2019	OLSA (On-line Support Assistant)	Monthly / Annually	Presents data that provides justification for future planning.
	M			2.3.2	Total Information and Referral/Assistance (I&R/A) outreach events.	386	443	443	July 1, 2018 - June 30, 2019	OLSA (On-Line Support Assistant)	Monthly / Annually	Presents data that provides justification for future planning.

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<p align="center">Provide services for family caregivers and individuals with Alzheimer's Disease or related disorders.</p>												
S			2.4									
	M			2.4.1	Total Alzheimer's Education Outreach events.	101 events; with 4,610 people	125	125	July 1, 2018 - June 30, 2019	Office on Aging data system	Monthly / Annually	Presents data that provides justification for future planning.
	M			2.4.2	Total Alzheimer's trainings.	253 trainings; with 3,718 people	250	250	July 1, 2018 - June 30, 2019	Office on Aging data system	Monthly / Annually	Presents data that provides justification for future planning.
<p align="center">Provide respite and family caregiver support.</p>												
S			2.5									
	M			2.5.1	Total Family Caregiver Support Program contacts (Services are based on need and funding.).	10,666	11,732	11,732	July 1, 2018 - June 30, 2019	Office on Aging data system	Monthly / Annually	Presents data that provides justification for future planning.
	M			2.5.2	Total Caregiver Respite clients (Services are based on need and funding.).	4,184	4,602	4,602	July 1, 2018 - June 30, 2019	Office on Aging data system	Monthly / Annually	Presents data that provides justification for future planning.
	S		2.6		Provide services that offer seniors and their caregivers with current information regarding insurance and Medicare.							

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	M			2.6.1	Total contacts for the State Health Insurance Assistance Program (SHIP) (Services are based on need).	29,862	32,848	32,848	July 1, 2018 - June 30, 2019	OLSA (On-line Support Assistant)	Monthly / Annually	Presents data that provides justification for future planning.
	M			2.6.2	Number of outreach events for the Senior Medicare Patrol (SMP).	340	340	375	July 1, 2018 - June 30, 2019	OLSA (On-line Support Assistant)	Monthly / Annually	Presents data that provides justification for future planning.
	M			2.6.3	Total of people reached through the Senior Medicare Patrol (SMP).	19,008	20,909	20,909	July 1, 2018 - June 30, 2019	OLSA (On-line Support Assistant)	Monthly / Annually	Presents data that provides justification for future planning.
Healthy and Safe Families	G	3	Advocate and intervene to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.									
	S			3.1	Increase access and awareness to programs and services to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.							
	M			3.1.1	Ombudsman Complaints Investigated.	8,423	Target based on need and funding	Target based on need and funding	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly / Annually	Presents data that provides justification for future planning.

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	M			3.1.2	Total number of Ombudsman routine visits.	5,497 visits; with 33,815 residents visited	Target based on need and funding	Target based on need and funding	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly / Annually	Presents data that provides justification for future planning.
	M			3.1.3	Number of Ombudsman consultations provided.	4,592	Target based on need and funding	Target based on need and funding	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly / Annually	Presents data that provides justification for future planning.
	M			3.1.4	Total number of Ombudsman trainings provided.	426 trainings held; with 4,831 individuals trained and 287 received community training	Target based on need and funding	Target based on need and funding	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly / Annually	Presents data that provides justification for future planning.
S			3.2	Provide Guardian ad Litem services to vulnerable adults.								
	M			3.2.1	Total Vulnerable Adult Guardian ad Litem trainings.	5	10	15	July 1, 2018 - June 30, 2019	Guardian ad Litem data system utilizing Microsoft Access	Monthly / Annually	Presents data that provides justification for future planning.
	M			3.2.2	Total Vulnerable Adult Guardian ad Litem volunteers.	38	45	45	July 1, 2018 - June 30, 2019	Guardian ad Litem data system utilizing Microsoft Access	Monthly / Annually	Presents data that provides justification for future planning.

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	M		3.2.3	Total Vulnerable Adult Guardian ad Litem outreach events.	12	13	13	July 1, 2018 - June 30, 2019	Guardian ad Litem data system utilizing Microsoft Access	Monthly / Annually	Presents data that provides justification for future planning.
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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			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.							
Government and Citizens	S	1.1			Provide services to seniors that aid them in remaining at home safely and independently for as long as possible.							
Healthy and Safe Families	M			1.1.1	Total Clients provided direct aging services (excluding informational services, Respite, Insurance Counseling, Ombudsman, and Legal). <i>(Services are based on need and funding.)</i>	31,524	Target is based on need and funding availability.	28,029	July 1, 2018 - June 30, 2019	AIM (Services in AIM are based on client transactions)	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S	1.2			Empower older adults and their families by providing informational services.							
Healthy and Safe Families	M			1.2.1	Total Information and Referral/Assistance (I&R/A) clients served.	47,321	Target is based on need.	51,153	July 1, 2018 - June 30, 2019	SC ACT	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.

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Healthy and Safe Families	M			1.2.2	Total Information and Referral/Assistance (I&R/A) outreach events.	386	Target is based on need.	427	July 1, 2018 - June 30, 2019	SC ACT	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S			1.3	Provide respite and family caregiver support.							
Healthy and Safe Families	M			1.3.1	Total Family Caregiver Support Program contacts (Services are based on need and funding availability).	3,650	Target based on need and funding	3,976	July 1, 2018 - June 30, 2019	AIM and the SC Caregiver Data System	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.3.2	Total caregiver respite clients (Services are based on need and funding availability).	3,025	Target based on need and funding	3,677	July 1, 2018 - June 30, 2019	AIM and the SC Caregiver Data System	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.3.3	Total counseling, support groups/caregiver Training.	3,456	Target based on need and funding	1,843	July 1, 2018 - June 30, 2019	AIM and the SC Caregiver Data System	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S			1.4	Provide services that offer seniors and their caregivers with current information regarding insurance and Medicare.							
Healthy and Safe Families	M			1.4.1	Total contacts for the State Health Insurance Assistance Program (SHIP) (Services are based on need).	29,862	Target based on need and funding	30,390	July 1, 2018 - June 30, 2019	SHIP Tracking and Reporting System (STARS)	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.

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Healthy and Safe Families	M			1.4.2	Total number of outreach events for the Senior Medicare Patrol (SMP).	340	Target based on need and funding	304	July 1, 2018 - June 30, 2019	SHIP Tracking and Reporting System (STARS)	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			1.4.3	Total number of people reached through the senior Medicare Patrol (SMP).	19,008	Target based on need and funding	16,040	July 1, 2018 - June 30, 2019	SHIP Tracking and Reporting System (STARS)	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Government and Citizens	G	2	Maintain effective and responsible management of OAA services offered through the SCDOA and within the 10 public service areas in South Carolina.									
Government and Citizens	S	2.1	Set sound fiscal and business practices/protocols for the Department on Aging and its Aging Network.									
Government and Citizens	M			2.1.1	Review census data to update weighted targets of the federal Interstate Funding Formula.	Annually	Annually	Annually	July 1, 2018 - June 30, 2019	Census Data	Monthly / Annually	Ensures accuracy of weighted targets for budget allocations.
Government and Citizens	M			2.1.2	Monthly monitoring, reviewing, and approval of AAA's Payment Request Forms by fiscal and programmatic staff.	120	120	120	July 1, 2018 - June 30, 2019	AIM and SC DOA Data Processes	Monthly / Annually	Provides accountability of funding.
Government and Citizens	M			2.1.3	Fiscal monitoring of the Area Agencies on Aging, sub-recipients, and contractors.	14	14	11	July 1, 2018 - June 30, 2019	AIM and SC DOA Data Processes	Monthly / Annually	Provides accountability of funding.
Government and Citizens	M			2.1.4	Compliance monitoring of the Area Agencies on Aging.	10	10	10	July 1, 2018 - June 30, 2019	AIM and SC DOA Data Processes	Monthly / Annually	Provides fiscal, grants, and programmatic compliance.
Government and Citizens	M			2.1.5	Programmatic Monitoring of programs and services at the AAAs level.	90	90	90	July 1, 2018 - June 30, 2019	AIM and SC DOA Program Instructions	Monthly / Annually	Provides programmatic compliance.

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Healthy and Safe Families	G	3	Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect, and exploitation.									
Healthy and Safe Families	S	3.1	Increase access and awareness to programs and services to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.									
Healthy and Safe Families	M			3.1.1	Ombudsman Complaints Investigated.	8,423	Target based on need	7,062	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.1.2	Total number of Ombudsman routine visits.	5,497	Target based on need	6,909 routine visits with 43,826 residents visited	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.1.3	Number of Ombudsman consultations provided.	4,592	Target based on need	4,683	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.1.4	Total number of Ombudsman trainings provided.	426	Target based on need	309 trainings with 9,009 individuals trained. 759 individuals received community training	July 1, 2018 - June 30, 2019	NORS (National Ombudsman Reporting System)	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S	3.2	Provide Guardian ad Litem services to vulnerable adults.									

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Healthy and Safe Families	M			3.2.1	Total Vulnerable Adult Guardian ad Litem trainings.	5	5	4	July 1, 2018 - June 30, 2019	Guardian ad Litem data system utilizing Microsoft Access	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.2.2	Total Vulnerable Adult Guardian ad Litem volunteers.	38	45	43	July 1, 2018 - June 30, 2019	Guardian ad Litem data system utilizing Microsoft Access	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.2.3	Total Vulnerable Adult Guardian ad Litem outreach events.	12	12	12	July 1, 2018 - June 30, 2019	Guardian ad Litem data system utilizing Microsoft Access	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	S			3.3	Provide Legal Services							
Healthy and Safe Families	M			3.3.1	Total Legal Services Cases Opened.	1708	Target based on need and funding	758	July 1, 2018 - June 30, 2019	AIM and SC DOA Data Processes	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.
Healthy and Safe Families	M			3.3.2	Total Legal Services Cases Closed.	1,049	Target based on need and funding	1,198	July 1, 2018 - June 30, 2019	AIM and SC DOA Data Processes	Monthly / Annually	Presents a measurable level of data that provides justification for future planning.

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Program Template

Program / Title	Purpose	<i>FY 2018-19 Expenditures (Actual)</i>				<i>FY 2019-20 Expenditures (Projected)</i>				Associated Measure(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. Administration	Provides funding for the administration of the Department on Aging.	\$ 1,415,529	\$ 17,014	\$ 3,008,351	\$ 4,440,894	\$ 1,843,049	\$ 555,197	\$ 1,944,508	\$ 4,342,754	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
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.	\$ 11,038,170	\$ 2,735,926	\$ 28,643,086	\$ 42,417,182	\$ 23,160,085	\$ 6,131,010	\$ 24,979,332	\$ 54,270,427	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

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II.B. Adult Guardian ad Litem	Provides funding for the Vulnerable Adult Guardian ad Litem program 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.	\$ 709,643			\$ 709,643	\$ 993,425			\$ 993,425	3.2.1, 3.2.2, 3.2.3
III. Employee Benefits	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	\$ 527,191	\$ 203	\$ 432,839	\$ 960,233	\$ 628,975	\$ 90,000	\$ 426,083	\$ 1,145,058	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
									\$ -	
Totals		\$ 13,690,522	\$ 2,753,143	\$ 30,651,733	\$ 47,095,398	\$ 26,625,534	\$ 6,776,207	\$ 27,349,923	\$ 60,751,664	

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Legal Standards Template

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	<i>If yes, what type of service or product?</i>	<i>If other service or product, please specify what service or product.</i>
1	43-21-10	State	Statute	Department on Aging created, Advisory Council	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging Services
2	43-21-20	State	Statute	Terms of members, vacancies, termination of appointments	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging Services
3	43-21-30	State	Statute	Reserved	No	No - Does not relate directly to any agency deliverables	Other service or product our agency must/may provide	Aging Services
4	43-21-40	State	Statute	Administering Aging Programs	Yes	Yes	Other service or product our agency must/may provide	Aging Services
5	43-21-45	State	Statute	Area Agencies on Aging, focal points	Yes	Yes	Other service or product our agency must/may provide	Aging Services
6	43-21-60	State	Statute	Submission of Annual Report	Yes	Yes	Report our agency must/may provide	Aging Services

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7	43-21-70	State	Statute	Employment of director	No	No - Does not relate directly to any agency deliverables	Other service or product our agency must/may provide	Aging Services
8	43-21-100	State	Statute	Preparation and approval of budget	Yes	Yes	Report our agency must/may provide	Aging Services
9	43-21-110	State	Statute	Annual Appropriations	Yes	No - But relates to manner in which one or more agency deliverables is provided	Other service or product our agency must/may provide	Aging Services
10	43-21-120	State	Statute	Coordinating Council	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Aging Services
11	43-21-130	State	Statute	Long Term Care Council	Yes	No - Does not relate directly to any agency deliverables	Board, commission, or committee on which someone from our agency must/may serve	Aging Services
12	43-21-140	State	Statute	Purpose and Duties of Council	No	No - Does not relate directly to any agency deliverables	Board, commission, or committee on which someone from our agency must/may serve	Aging Services
13	43-21-150	State	Statute	Education and Informational Program	Yes	Yes	Other service or product our agency must/may provide	Aging Services
14	43-21-160	State	Statute	Elder Care Trust Fund	Yes	Yes	Distribute funding to another entity	Aging Services - Grant Program
15	43-21-170	State	Statute	Administration of the Elder Care Trust Fund	Yes	Yes	Distribute funding to another entity	Aging Services - Grant Program
16	43-21-180	State	Statute	Portion of Elder Care Trust Fund Available for Disbursement	Yes	Yes	Distribute funding to another entity	Aging Services - Grant Program
17	43-21-190	State	Statute	Silver Haired Legislature (Model Legislation on Aging Issues)	No	No - Does not relate directly to any agency deliverables	Distribute funding to another entity	Aging Services

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18	43-21-200	State	Statute	Geriatric Physicians Student Loan Repayment	Yes	Yes	Other service or product our agency must/may provide	Aging Services
19	44-36-310	State	Statute	Alzheimer's Disease and Related Disorders Resource Coordination Center	Yes	Yes	Other service or product our agency must/may provide	Aging Services
20	44-36-320	State	Statute	Duties of Alzheimer's Disease Resource Coordination Center (ARCC)	Yes	Yes	Other service or product our agency must/may provide	Aging Services
21	43-35-200	State	Statute	Vulnerable Adult Guardian ad Litem	Yes	Yes	Other service or product our agency must/may provide	Guardianships
22	43-35-210	State	Statute	Vulnerable Adult Guardian ad Litem Definitions	Yes	Yes	Other service or product our agency must/may provide	Guardianships
23	43-35-220	State	Statute	Vulnerable Adult Guardian ad Litem Responsibilities	Yes	Yes	Other service or product our agency must/may provide	Guardianships
24	43-35-230	State	Statute	Appointment of Guardian ad Litem, Continuing Education	Yes	Yes	Other service or product our agency must/may provide	Guardianships
25	43-35-240	State	Statute	Appointment of Guardian ad Litem for Abuse, Neglect, and Exploitation	Yes	Yes	Other service or product our agency must/may provide	Guardianships
26	43-35-250	State	Statute	Change of Guardian ad Litem, Petition for Removal	Yes	Yes	Other service or product our agency must/may provide	Guardianships
27	43-35-260	State	Statute	Access to Information on Guardian ad Litem	Yes	Yes	Other service or product our agency must/may provide	Guardianships
28	43-35-270	State	Statute	Confidentiality of Reports and Information for Guardian ad Litem	Yes	Yes	Other service or product our agency must/may provide	Guardianships
29	43-35-280	State	Statute	Civil Liability for Guardian ad Litem	Yes	Yes	Other service or product our agency must/may provide	Guardianships

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30	43-35-5	State	Statute	Adult Protective Services - Long Term Care Ombudsman Program	Yes	Yes	Other service or product our agency must/may provide	Ombudsman
31	43-35-15	State	Statute	APS - Vulnerable Adults Investigative Unit, Long Term Care Ombudsman Program	Yes	Yes	Other service or product our agency must/may provide	Ombudsman
32	43-35-20	State	Statute	Additional Powers of Investigative Entities	Yes	Yes	Other service or product our agency must/may provide	Ombudsman
33	43-35-25	State	Statute	Persons Required to Report	Yes	Yes	Other service or product our agency must/may provide	Ombudsman
34	43-35-40	State	Statute	Responsibilities when a Report is Received	Yes	Yes	Other service or product our agency must/may provide	Ombudsman
35	43-35-80	State	Statute	Actions by Attorney General Upon Referral	Yes	Yes	Other service or product our agency must/may provide	Ombudsman
36	43-35-310	State	Statute	Adult Protection Coordinating Council	Yes	Yes	Board, commission, or committee on which someone from our agency must/may serve	Ombudsman
37	43-35-530	State	Statute	Conduct of Investigations	Yes	Yes	Other service or product our agency must/may provide	Ombudsman
38	24-4-50	State	Statute	Reverse Mortgages: Independent Information and Counseling Services	Yes	Yes	Other service or product our agency must/may provide	Aging Services
39	12-21-4200	State	Statute	Disbursement of Revenues for Senior Center Permanent Improvement Project Grant	Yes	Yes	Distribute funding to another entity	Aging Grant Program for Senior Centers

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40	Proviso 40.1	State	FY 2018-19 Proviso	Aging: State Matching Funds Carry Forward	No	No - But relates to manner in which one or more agency deliverables is provided	Other service or product our agency must/may provide	Support aging services
41	Proviso 40.2	State	FY 2018-19 Proviso	Aging: State Matching Funds Formula	No	No - But relates to manner in which one or more agency deliverables is provided	Other service or product our agency must/may provide	Provides match to aging services
42	Proviso 40.3	State	FY 2018-19 Proviso	Aging: Registration Fees	No	No - But relates to manner in which one or more agency deliverables is provided	Other service or product our agency must/may provide	Collection of fees
43	Proviso 40.4	State	FY 2018-19 Proviso	Aging: Council Meeting Requirements	No	No - But relates to manner in which one or more agency deliverables is provided	Board, commission, or committee on which someone from our agency must/may serve	Advisory Council
44	Proviso 40.5	State	FY 2018-19 Proviso	Aging: Home and Community-Based Services	No	No - But relates to sources of funding for one or more agency deliverables	Other service or product our agency must/may provide	Aging Services
45	Proviso 40.6	State	FY 2018-19 Proviso	Aging: Geriatric Loan Forgiveness Program	Yes	No - But relates to manner in which one or more agency deliverables is provided	Other service or product our agency must/may provide	Funding for loans
46	Proviso 40.7	State	FY 2018-19 Proviso	Aging: Caregivers Carry Forward	Yes	No - But relates to manner in which one or more agency deliverables is provided	Other service or product our agency must/may provide	Family Caregiver Support Program
47	Proviso 40.8	State	FY 2018-19 Proviso	Aging: Vulnerable Adult Guardian ad Litem Program Carry Forward	Yes	No - But relates to manner in which one or more agency deliverables is provided	Other service or product our agency must/may provide	Guardianships

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48	Proviso 33.22	State	FY 2018-19 Proviso	HHS: Rural Health Initiative	No	No - But relates to sources of funding for one or more agency deliverables	Distribute funding to another entity	Re-allocation of Geriatric Loan Funds
49	Proviso 102.3	State	FY 2018-19 Proviso	RFAO: SC Health & Human Services Data Warehouse	Yes	No - Does not relate directly to any agency deliverables	Distribute funding to another entity	Provide Geriatric Loan funds to DHHS.
50	Older Americans Act of 1965	Federal	Statute	The Federal Code of Laws, which governs the United States Department of Health and Human Service's Administration on Aging and Administration for Community Living and the Department on Aging, as the Federally designated State Unit on Aging.	Yes	Yes	Other service or product our agency must/may provide	Aging services, Ombudsman, fiscal protocols, grant services.

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Customer Template

Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	<i>Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.</i>
I. Administration of the Department on Aging	Provides funding for the administration of the Department on Aging.	Supports the operations of the Department on Aging.	Executive Branch/State Agencies	Government and agency staff
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.	Federal Older Americans Act programs and services, and aging services funded through state sources.	General Public	Government and citizens
II.B. Adult Guardian ad Litem	Provides funding for the Vulnerable Adult Guardian ad Litem program to represent vulnerable adults who are under custody of the SC Department of Social Services because they have been abused, neglected, exploited or no longer able to care for themselves.	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.	General Public	Government and citizens
III. Employee Benefits	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	Provides for employee benefits to staff at the Department on Aging.	Executive Branch/State Agencies	Government and agency staff

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Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
Appalachian Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Upper Savannah Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Catawba Area Agency on Aging	Non-Governmental Organization	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Central Midlands Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Lower Savannah Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

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Santee-Lynches Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Vantage Point-Care South Area Agency on Aging (Pee Dee)	Private Business Organization	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Waccamaw Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Trident Area Agency on Aging	Non-Governmental Organization	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Lowcountry Area Agency on Aging	Local Government	Contracted Services	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Regional contracted service providers	Non-Governmental Organization	Delivers aging services as procured by AAAs	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
AARP SC	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Alzheimer's Association - SC Chapter	Non-Governmental Organization	Aging Partner and provides funding	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Institute of Medicine and Public Health	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

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USC Arnold School of Public Health /Office for the Study on Aging	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Clemson University	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Medical University of South Carolina	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
University of South Carolina School of Social Work	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
University of South Carolina	Higher Education Institute	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Legal Services	Private Business Organization	Contracted Services	3.1.1, 3.1.2
SC Bar Association	Professional Association	Aging Partner	3.1.1, 3.1.2
SC Department of Social Services / Adult Protective Services	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Advisory Council on Aging	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

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SC Veterinarian Association	Professional Association	Aging Partner with Pet Program	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Fire Marshall (Fire Safe SC)	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Silver Haired Legislature	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Legislative Committee to Study Services, Programs and Facilities for Aging (Joint Legislative Committee on Aging)	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Elks Association	Professional Association	Aging Partner and provides funding	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Harvest Hope Food Bank	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Association of Council on Aging Directors (SCACAD)	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
National Association of States United for Aging and Disabilities (NASUAD)	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

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SC Association of Area Agencies on Aging (SC4A)	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Southeast Association of Area Agencies on Aging (SE4A)	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
National Association of Area Agencies on Aging (N4A)	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
National Institute of Senior Centers (NISC)	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
National Council on Aging (NCOA)	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Emergency Management Division	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Walgreens Corporation	Private Business Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Blue Cross Blue Shield	Private Business Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

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American Red Cross	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Salvation Army	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Respite Coalition	Professional Association	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Family Connection of SC	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
National Meals on Wheels	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
AIRS (Alliance of Information and Referral Specialists)	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Department of Insurance	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Social Security Administration	Federal Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

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SC Attorney Generals' Office (Medicaid Fraud)	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Department of Health and Human Services (Medicaid)	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
CMS (Center for Medicare and Medicaid Services)	Federal Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
Consumer Voice	Non-Governmental Organization	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
National Association of State Ombudsman Program	Federal Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3
SC Protection and Advocacy	State Government	Aging Partner	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 1.4.3, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.2.1, 3.2.2, 3.2.3, 3.3.1, 3.2.3

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Agency Name:	DEPARTMENT ON AGING
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Fiscal Year 2018-2019

Accountability Report

Agency Code:	L060	Section:	040
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Report and External Review Template

Item	Is this a Report, Review, or both?	Report or Review Name	Name of Entity Requesting the Report or Conducting Review	Type of Entity	Reporting Frequency	Current Fiscal Year: Submission Date or Review Timeline (MM/DD/YYYY)	Summary of Information Requested in the Report or Reviewed	Method to Access the Report or Information from the Review
1	Internal Review and Report	National Aging Program Information System (NAPIS)	Administration for Community Living (ACL)	Federal	Annually	December 31, 2019	Aging services delivered in SC	Contact LGOA IT/Data Division Manager Kevin Pundy
2	Internal Review and Report	National Ombudsman Report (NORS)	Administration for Community Living (ACL)	Federal	Annually	December 31, 2019	Data on the Ombudsman Program	Contact the SC Long Term Care Ombudsman Dale Watson
3	Internal Review and Report	Agency Accountability Report	Department on Administration	State	Annually	September 16, 2019	Agency budget, goals, strategies, measures	Contact Policy Manager Gerry Dickinson
4	Internal Review and Report	SFFA (Schedule of Federal Financial Assistance)	State Auditors	State	Annually	September 1, 2019	Fiscal Review	Rhonda Walker, Budget Director
5	External Review and Report	CAFR (Comprehensive Annual Finance Report)	State Auditors	State	Annually	September 1, 2019	Fiscal Review	Rhonda Walker, Budget Director