

From: Shelia Welch <Shelia.Welch@caresouth-carolina.com>
To: Zavoras, Catherine <cZavoras@aging.sc.gov>
CC: Ellison, Ruchelle <rellison@aging.sc.gov>
Kester, Tony <kester@aging.sc.gov>
Watson, Dale <dwatson@aging.sc.gov>
Date: 12/3/2014 1:50:29 PM
Subject: RE: Caresouth Corrective Action Plan - Legal Services

Thanks Cat. I will definitely take advantage of u our offer.

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: "Zavoras, Catherine" <cZavoras@aging.sc.gov>
Date: 12/03/2014 1:27 PM (GMT-05:00)
To: Shelia Welch <Shelia.Welch@caresouth-carolina.com>
Cc: "Ellison, Ruchelle" <rellison@aging.sc.gov>, "Kester, Tony" <kester@aging.sc.gov>, "Watson, Dale" <dwatson@aging.sc.gov>
Subject: RE: Caresouth Corrective Action Plan - Legal Services

OK, last things first, and first things last....

No, you cannot pay for brochures from your III-B legal moneys. Read your Legal Assistance Standards. A Unit of service—what we pay from III-B legal moneys—is direct delivery of legal counsel, advice, and representation. That can only be done by a lawyer in SC; it can't even be done by a paralegal. The reason I am addressing this first is that educational events are also not (normally—they may be rare exceptions) compensable because the attorneys are not providing counsel and advice or representation to the attendees.

The barriers to your utilization of funding are not barriers that your contractor is facing. You hold your contractor accountable for the work they do for you, but you have to give them the work, not the other way around. You should be sending them cases. The barriers to why you don't have calls are things you need to address in your plan, not things they can address on your behalf.

Your contractor will assess the merits of any case you refer to ensure that services should (or should not) be provided. You are responsible for referring cases. You can't refer what you don't have...if you aren't getting calls, then you need to increase your visibility. That is part of your plan...how will you do that? How will you market? How will you be more visible? How will people in the community know to call you for services? When are your outreach/education sessions scheduled? Who will provide them? Have you contacted the SC Bar? What are they doing for you? (They book well in advance, so you should contact them now to have them book for next fall and winter.)

Other things...if Legal Services sends you clients/cases that fall within our target issues and population, what is the process for approval? You have to approve first, before they can take the case and bill you. Who makes referrals in agency? Is your staff trained—and how are you going to get them trained—to spot legal issues and to target the correct population? This is training I can provide for you. SCLS can also help with this, but primarily, this falls to you and to me. How will you assess the needs of the community? Will you work with other agencies or do surveys? Will you staff events like Health Fairs and Senior Affairs?

Are your Ombudsmen actively looking for legal issues when they visit their facilities? Do they recognize legal issues when they are investigating cases?

These are all questions that you have to answer in your plan. Almost none of these are things that Legal Services can address for you...you have to answer and then address with Legal Services. Once you submit your plan, I will be happy to make additional suggestions that will fit and enhance what you want to do.

Call me if you want to talk about this, brainstorm, or need help. I'll be happy to do what I can to make the process easier for you, but it's still your process.

I will be available tomorrow afternoon and Friday.

Cat

Catherine S. Zavoras
State Legal Services Developer
South Carolina Lieutenant Governor's Office on Aging
Office of the State Long Term Care Ombudsman
1301 Gervais Street, Suite 350
Columbia, SC 29201
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From: Shelia Welch [mailto:Shelia.Welch@caresouth-carolina.com]
Sent: Wednesday, December 03, 2014 11:51 AM
To: Zavoras, Catherine
Cc: Ellison, Ruchelle; Kester, Tony; Watson, Dale
Subject: RE: Caresouth Corrective Action Plan - Legal Services

Cat, I understand the the corrective action plan is my responsibility. But I don't provide direct legal service and until I know what barriers the contractor is facing I can't move forward. We promote the program and make referrals as indicated by our contacts/assessments, but that doesn't tell me why the funds aren't being utilized. I have many unanswered questions that only the contractor can answer before I can move forward with a plan.

As a side note, we are running out of our brochures, can we use some of the funding to reorder the brochures you approved before?

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: "Zavoras, Catherine" <cZavoras@aging.sc.gov>
Date: 12/03/2014 11:33 AM (GMT-05:00)
To: Shelia Welch <Shelia.Welch@caresouth-carolina.com>
Cc: "Ellison, Ruchelle" <rellison@aging.sc.gov>, "Kester, Tony" <kester@aging.sc.gov>, "Watson, Dale" <dwatson@aging.sc.gov>
Subject: RE: Caresouth Corrective Action Plan - Legal Services

Shelia,

Thanks for the follow up to Ruchelle. SCLS can provide you with a copy of your contract, but the responsibility for creating a corrective action plan and ensuring that you use your funding and for meeting the requirements of the Older Americans Act and following the Legal Services Standards falls to you. The plan is your plan...and you will use it

to ensure that the contractor does what you instruct. You will need to submit your plan because it includes many tasks, including all of the activities that you will sponsor/participate in to ensure compliance.

Regards,
Cat

Catherine S. Zavoras
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South Carolina Lieutenant Governor's Office on Aging
Office of the State Long Term Care Ombudsman
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From: Ellison, Ruchelle
Sent: Friday, November 21, 2014 9:55 AM
To: Zavoras, Catherine
Cc: Finance Help, Aging
Subject: FW: Caresouth Corrective Action Plan - Legal Services

FYI

From: Shelia Welch [<mailto:Shelia.Welch@caresouth-carolina.com>]
Sent: Friday, November 21, 2014 9:49 AM
To: Ellison, Ruchelle
Cc: Todd Shifflet; Ann Lewis; Mark Smith
Subject: RE: Caresouth Corrective Action Plan - Legal Services

Ruchelle, I have followed up with SC Legal Services. Andrea Loney has assured me it is forthcoming.

Shelia Capps Welch, Director
Vantage Point, a division of CareSouth Carolina, Inc.
Pee Dee Region Area Agency on Aging and Disability Resource Center

843-383-8632 Office
843-383-8754 Fax
843-230-1277 Cell

From: Ellison, Ruchelle [<mailto:rellison@aging.sc.gov>]
Sent: Friday, 21 November, 2014 9:44 AM
To: Todd Shifflet; Ann Lewis; Shelia Welch
Cc: Kester, Tony; Zavoras, Catherine; Finance Help, Aging
Subject: Caresouth Corrective Action Plan - Legal Services
Importance: High

Dear Ms. Lewis, Mr. Shifflet, and Ms. Welch:

The LGOA would like to inquire about the Corrective Action Plan for Legal Services. A letter requiring a corrective action plan due to non-compliance with the Older Americans Act was provided to Ms. Welch at the AAA Director's meeting on October 29, 2014. The deadline for submitting all documents and/or plan was November 17, 2014. As of today, the LGOA has not received Caresouth's plan.

Please advise on the status of the Corrective Action Plan.

Thank you for your continued partnership in our mission to enhance the lives of seniors and adults with disabilities in South Carolina.

Finance Team
South Carolina Lieutenant Governor's Office on Aging
1301 Gervais Street, Suite 350
Columbia, SC 29201

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