

From: Wolf, Anne <awolf@aging.sc.gov>
To: Kester, Tony <kester@aging.sc.gov>
Date: 10/6/2014 1:30:01 PM
Subject: FW: Draft introduction and feedback email to AAA's

Please take a look.

From: Ford, Elizabeth
Sent: Monday, October 06, 2014 10:29 AM
To: Wolf, Anne
Subject: Draft introduction and feedback email to AAA's

Hey Anne,
Here is a draft of the email to send to the AAA's. Let me know what you think. Thanks!
Elizabeth

Good morning. I would like to take this opportunity to introduce myself. I am Elizabeth Ford and I have recently joined the LGOA as the Family Caregiver Support Program Manager. I am coming from the SC Office of Regulatory Staff where I served as a program manager for 10 years. Over the past few weeks I have been orienting myself with the status of the FCSP on the state and national level.

In the coming weeks and months I will be meeting with each of you individually as well as collectively. Please take some time to reflect on the program and provide me with feedback. Specifically, I would like to receive responses regarding the questions below before close of business Wednesday, October 22. Feel free to answer the questions directly as well as soliciting input from your providers/contractors. While it may not be possible to address all of the concerns immediately, it will allow me to provide a framework of the desired path. It is my desire and intent to work together as a state to best serve the elderly population and their families in South Carolina. I look forward to working with each of you. If you have any questions do not hesitate to contact me.

1. What area or process do you see the need for the most improvement?
2. What focus do you feel is most important for 2015?
3. What is the greatest hindrance to you best serving your population?
4. What area or process is working well?
5. What is the one thing you feel is most important for me to know as the new FCSP Manager?