

Agency Name: Lieutenant Governor's Office

Agency Code: E04 Section: 095



Fiscal Year 2013-14  
Accountability Report

Strategic Planning Template

Type	Goal	Item # Strat	Object	Description
G	1			Enhance the network's capacity to provide person-centered services for Seniors and Adults with Disabilities.
S		1.1		Reduce or close the waiting time on lists for highest three quartiles of assessed clients for aging services.
O			1.1.1	Improve the quality of the seven waiting lists and establish standardize procedures.
O			1.1.2	Require AAA/ADRC regions to track waiting lists consistently and send updates to LGOA for monthly review.
O			1.1.3	Finalize and deploy standardized assessment procedures.
O			1.1.4	Assure that seniors with the greatest social and economic needs are given priority for services.
S		1.2		Develop a volunteer database (includes developing a client needs vs. volunteer skills database).
O			1.2.1	Work with private partners, non-profit groups, and non-governmental organizations to develop a volunteer data base.
S		1.3		Share best practices throughout the South Carolina Aging Network.
O			1.3.1	Use resources such as SC Access, Training Portals, Area Plan Templates, and Ombudsman meetings to set best practices.
O			1.3.2	Work with aging partners to enhance statewide service delivery.
S		1.4		Successfully train Aging Network partners and personnel.
O			1.4.1	Use resources such as SC Access, Training Portals, Area Plan Templates, and Ombudsman meetings to set best practices.
S		1.5		Recruit and develop additional aging service providers.
O			1.5.1	Use SC Access Calendar for AAAs/ADRCs and statewide contracts and vouchers to develop additional providers.
S		1.6		Improve the coordination of aging services in South Carolina.
O			1.6.1	Break down barriers to improve communication intra and inter agency.
O			1.6.2	Create a 21st Century service delivery model with the limited resources available, that strives to serve a growing population.
O			1.6.3	Request, plan, allocate, and advocate for federal and state resources for a growing senior population.
O			1.6.4	Develop and improve data collections in order to provide critical statistics for federal and state reporting requirements.
O			1.6.5	Provide coordinated services/information to assist seniors in making wise decisions and to delay the onset of chronic diseases.
S		1.7		Develop a strategic planning process for the AAAs/ADRCs.
O			1.7.1	Use available agency tools (such as Policy, Area Plans, and Area Plan Update) to guide the state's Aging Network.
G	2			Identify and obtain alternative funding streams/resources to meet service needs in the South Carolina Aging Network.
S		2.1		Identify potential sources of funds for aging services and programs.
O			2.1.1	Identify research foundations, as well as other programs with state and private partners, to explore funding options.
S		2.2		Identify and deploy new resources to target services.
O			2.2.1	Identify and explore nontraditional partners.
S		2.3		LGOA fiscal scorecard to demonstrate fiscal integrity and responsibility.
O			2.3.1	Pending modernization of other programs.

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G	3			Advocate and intervene to prevent abuse, neglect and exploitation of seniors and adults with disabilities.
S		3.1		Increase senior access to the LGOA Ombudsman Program.
O			3.1.1	Request additional funding to stabilize staffing.
O			3.1.2	Continue Ombudsmen and Volunteer Ombudsmen visits to facilities.
O			3.1.3	Increase public awareness via outreach, posters, and brochures.
S		3.2		Educate the general public on how to recognize signs of abuse, neglect, and exploitation.
O			3.2.1	Provide community education to professionals and non-traditional entities (doctors, nurses, law enforcement, etc.).
O			3.2.2	Coordinate educational opportunities aimed at the prevention of elder abuse, neglect, and exploitation.
O			3.2.3	Provide information regarding aging services and programs to seniors, vulnerable adults, and their caregivers.
S		3.3		Improve access to legal services.
O			3.3.1	Increased funding for the AAAs/ADRCs.
O			3.3.2	Continue partnership with the South Carolina Bar Association.
O			3.3.3	Improve reporting protocols in order to capture useful and detailed data.
S		3.4		Improve the timeliness of investigations.
O			3.4.1	Request funding to stabilize Ombudsman staffing.
O			3.4.2	Bring online a new Ombudsman data system to improve investigation tracking and provide enhanced data.
S		3.5		Create an Adult Guardian Ad Litem Program at the LGOA (signed into law in 2014).
O			3.5.1	Request funding to establish Adult Guardian Ad Litem Division at LGOA, as authorized by the General Assembly in 2014.
G	4			Become a more effective resource for Seniors and Adults with Disabilities by creating awareness of the LGOA.
S		4.1		Improve LGOA websites to provide additional information.
O			4.1.1	Use more pictures/graphics to direct users to needed information and services (user friendly and informative).
O			4.1.2	Add Ombudsman section to LGOA Website.
O			4.1.3	Add more links between SC Access and the LGOA website.
O			4.1.4	Continue adding more trainings to the Training Portal.
O			4.1.5	Enhance and improve the Planning Service Area (PSA) section by adding more information and data.
S		4.2		Increase the number of constituent referrals from members of the General Assembly.
O			4.2.1	Increase referrals by offering presentations to members of the General Assembly and staff.
O			4.2.2	Create awareness among legislators and staff about LGOA programs and services.
O			4.2.3	Establish awareness of critical aging issues among policy makers, such as members of the General Assembly.
S		4.3		Create greater public awareness of the LGOA brand and services.
O			4.3.1	Increase awareness by having a public contest to create a recognizable brand for the LGOA and its meals programs.
S		4.4		Create a public service awareness campaign for greater knowledge of aging issues, programs, and services.



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O			4.4.1	In the developmental stage, but will eventually have YouTube and Frequently Asked Questions videos.
O			4.4.2	Continue the successful partnership with the Walgreens Corporation, and other private and public partners.
			4.4.3	Educate the public about the role of AAAs/ADRCs, as well as other valuable aging network resources.
S		4.5		Create an Aging Network and agency communication plan.
O			4.5.1	Continue modernizing via the web, materials, and outreach efforts.
G	5			Improve the legal and regulatory environment to provide statewide, regional, and local leadership on aging issues.
S		5.1		Generate more recommendations from advocacy groups.
O			5.1.1	Maintain a target list of advocacy groups and create/strengthen relationships.
S		5.2		Target regulations for sunset.
O			5.2.1	Staff will monitor and address regulations that relate to aging issues.
S		5.3		Provide educational information regarding proposed regulations before legislative approval.
O			5.3.1	Staff will monitor and address regulations that relate to aging issues.
S		5.4		Work with General Assembly to amend the Administrative Procedures Act to require senior representation.
O			5.4.1	Determine appropriate boards and commissions that could benefit from senior representation.
S		5.5		Continue tracking and providing comments on potentially harmful regulations affecting seniors.
O			5.5.1	Establish protocols for addressing regulations and develop means to disseminate information to staff and public.
G	6			Create a coalition of advocacy groups and partnerships to provide statewide, regional, and local leadership on aging issues.
S		6.1		Identify advocacy groups both active and inactive.
O			6.1.1	Maintain target lists of advocacy groups and create/strengthen relationships as funds are available.
S		6.2		Develop a matrix of people, issues, skill, and knowledge sets to assist with targeted advocacy on issues.
O			6.2.1	Maintain target lists of advocacy groups and create/strengthen relationships as funds are available.
S		6.3		Test effectiveness of coalitions to assist with advocacy of aging issues.
O			6.3.1	Identify coalition partners that can effectively advocate on behalf of seniors and senior issues.
S		6.4		Enhance communications between the LGOA and its aging and disabilities partners.
O			6.4.1	Maintain partnerships, where information is freely shared, in order to advance aging issues and causes.
O			6.4.2	Open dialogue between the LGOA and the aging network to ensure the needs of South Carolina seniors are met.