

**From:** Kester, Tony  
**To:** 'Mike Smoak' <[msmoak@socialsolutions.com](mailto:msmoak@socialsolutions.com)>  
**Date:** 12/1/2014 10:50:41 AM  
**Subject:** RE: Elder Care Programs

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How about Thursday at 2:00?

Tony Kester  
Aging Director  
South Carolina Lieutenant Governor's Office on Aging  
1301 Gervais Street, Suite 350  
Columbia, SC 29201  
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**From:** Mike Smoak [<mailto:msmoak@socialsolutions.com>]  
**Sent:** Monday, December 01, 2014 9:39 AM  
**To:** Kester, Tony  
**Subject:** RE: Elder Care Programs

Hi Tony,

I just wanted to circle back to see if there was a time this or next week we could chat.

Warmly,  
Mike

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**From:** Kester, Tony [<mailto:kester@aging.sc.gov>]  
**Sent:** Tuesday, November 25, 2014 8:52 AM  
**To:** Mike Smoak  
**Subject:** Re: Elder Care Programs

We can schedule a call next week when I am back in the office

Sent from my iPad

On Nov 25, 2014, at 8:48 AM, "Mike Smoak" <[msmoak@socialsolutions.com](mailto:msmoak@socialsolutions.com)> wrote:

Hi Tony,

We'd still be interested in learning about your work if you'd be able to make time for a call.

Warmly,  
Mike

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**From:** Kester, Tony [<mailto:kester@aging.sc.gov>]  
**Sent:** Tuesday, November 25, 2014 8:47 AM  
**To:** Mike Smoak  
**Subject:** Re: Elder Care Programs

I will be out of the office until after Thanksgiving week. At this time we are not looking at new software.

Sent from my iPad

On Nov 24, 2014, at 11:34 AM, "Mike Smoak" <[msmoak@socialsolutions.com](mailto:msmoak@socialsolutions.com)> wrote:

Good Morning Tony,

My name is Mike Smoak and I am reaching out to you from Social Solutions. I understand you receive funding from the Administration on Aging to fulfill mandated requirements under the Older Americans Act Title III to accomplish an increase of information to caregivers, an increase in care quality and a reduction for the need of institutionalization for participants in programs offered by your local partners. I have been in contact with some of the Title III coordinators in other states and I wanted to share with you what I have been learning about their work. I would also like an opportunity to learn more about your work in South Carolina.

Our human services platform, Efforts-to-Outcomes (ETO) software, is currently being used by over 16,000 programs nation-wide including the Senior Medicaid Patrol, Elderserve and Almaden Valley Counseling Services. Our current projects in this space, with groups such as the Colorado Division of Mental Health, have provided us with the ability to:

- Rapidly deploy a performance based case management system
- Coordinate client-focused service delivery across a partner network
- Enable team based decision-making
- Ensure consistency and quality of service for each participant
- Generate reporting at every level including participant, staff, location, program, region and statewide
- Generate program outcome reporting and track client expenditures

Do you have time for a short call sometime this or next week?

Warmly,  
Mike

**Mike Smoak**  
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<image001.jpg>

Our mission is to challenge and equip organizations to turn good intent into measurable change by relating efforts to outcomes.