

From: Kester, Tony
To: Pondy, Kevin <pondyk@aging.sc.gov>
Date: 5/30/2013 3:26:37 PM
Subject: FW: Urgent request regarding Nutrition Risk Score Program Instruction

From: Connie Shade [mailto:CShade@lscog.org]
Sent: Thursday, May 30, 2013 12:19 PM
To: Kester, Tony
Cc: Mary Beth Fields; Lynnda Bassham
Subject: Urgent request regarding Nutrition Risk Score Program Instruction
Importance: High

Hi Tony,

I am sending this email as an urgent request regarding the policy directive issued yesterday afternoon regarding Nutrition Risk Scores effective Saturday, June 1st. In our opinion, this is an unreasonable date of inception for a policy that has this far reaching an impact on the lives of seniors we are currently serving. As you are aware, the policy directs that any senior with a score of "0" cannot be served and if served, will not be an allowable expense.

As part of due diligence, we forwarded immediately this directive to our contractors and have received desperate responses. Most indicated that the current risk scores in AIM show "0" for all of the participants who have been assessed since March 2013 using the new assessment form. We ran the LG97C out of AIM and were stunned to find the following results:

Contractor	Assessments before March 2013 with a Zero Risk Score	Assessments after March 2013 with a Zero Risk Score
AACOA	1	30
Alendale OOA	1	5
Bamberg OOA	0	7
Generations Unlimited	1	0
Calhoun COA	0	5
Orangeburg COA	17	51
Total	20	98

Our staff immediately called your office to find out if the scoring was wrong and we were told that the problem was on your end with AIM. Your staff were trying to fix the problem but it would be tomorrow or later before that could be accomplished.

This is an excellent example of why you cannot issue a directive with zero turn around time and expect that an AAA can carry out the new procedures. We have literally only today to let participants know that as of Monday they cannot have a meal at the nutrition site because the "risk assessment numbers" are wrong. We cannot ask our providers in good conscience to use local money to pay for meals for these clients who are according to the Older Americans Act **are** actually eligible to attend a congregate meal site, regardless of their nutrition risk score. Our providers have already stretched their local dollars to the brink and they have no more resources to apply nor should they be expected to take the risk of not being reimbursed because your numbers in AIM are incorrect.

I would hope that your office would see the problem we are facing today and allow at least 30 days to fully explore a reasonable way to resolve the computer issues and determine the true feasibility of this new policy. As shown above, at least 100 participants who are faithful to the congregate site will be cast aside. These could be people who are staying in their own homes because they are receiving a nutritious meal and socialization and now will have to find other alternatives to their nutrition needs. I hope that you will reconsider this action and withdraw this directive until

the impact of the action can be appropriately reviewed.

Thanks for listening.

Connie

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