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Date: 8/21/2013 9:22:37 AM

Subject: RE: Network Communication Protocol Reminder

Vanessa,

This protocol was put in place as PSA staff were asking multiple people in this office the same questions. We have also received over 1,000 e-mails in the last month. Many were simply forwards from providers that were addressed to the PSA and were contractual issues, not something this office needs to address. Some are the same questions from different providers that are forwarded to this office. We are grouping e-mails about common subjects to address them one time. Given the large numbers, we are responding as we are able. We appreciate your patience.

We are also finding that PSA management is not communicating with their staff. It is also not practical for this office to communicate with numerous staff in the PSA's because PSA staff is out of the office. Have you considered someone in your office checking your e-mails? With technology today, you can check e-mails on smart phones, check e-mails from laptops, or business centers at a hotel. I have to check my e-mails any time I am out of the office for business or personal reasons. Being out of the office does not relieve me of my responsibilities for managing the office.

I am agreeable to reviewing the protocols once the numbers have decreased and the PSA's start addressing questions from their providers.

Since you have copied the PSA network, are you speaking for the PSA network?

Thanks for sharing your thoughts.

Tony

From: Vanessa Wideman [mailto:vwideman@uppersavannah.com]
Sent: Wednesday, August 21, 2013 8:37 AM
To: Aging, PSA Help; Karen Carter; Kim Harmon; mfields@lscog.org; mthompson@lowcountrycog.org; Shawn Keith; Sheila Welch; sseago@centralmidlands.org
Cc: Theriot, Susan; Kester, Tony; Ann Lewis; Barbara Robinson; Ben Mauldin; Chris Bickley; Connie Shade; Dr. Michael Mikota; Patricia Hartung; Sarah Penick Smith; Stephanie Blunt; Steven Pelissier; Todd Shifflet; Sam Leaman
Subject: RE: Network Communication Protocol Reminder

While the Office on Aging has chosen to utilize a Single Point of Contact in your office, the Upper Savannah AAA has found it difficult and not effective at all for responses from the LGOA to only be responded to Mrs. Hartung, our Executive Director, and myself only. There are times when she and I may be out of the office at the same time, therefore, other AAA staff may not receive timely answers to questions they have posed to financehelp, aimhelp, or psahelp. Therefore, it is imperative that responses from your office be shared also with the inquirers (staff) from my office.

Since the July 17th launch of the Network Communication Protocol (Single of Contact), the Upper Savannah AAA has had consistent problems with communication to the State Unit on Aging. Staff utilizing the protocol has sent numerous emails to the varying "help" points, without receiving any acknowledgement of email receipt and answers not coming for several days. This has not been effective or efficient for our staff in carrying out the mission to enhance the lives of seniors and adults with disabilities in our region.

Vanessa Wideman
Upper Savannah AAA

From: Aging, PSA Help [mailto:psahelp@aging.sc.gov]
Sent: Wednesday, August 21, 2013 8:08 AM
To: 'Karen Carter'; 'Kim Harmon'; 'mfields@lscog.org'; 'mthompson@lowcountrycog.org'; 'Shawn Keith'; 'Sheila Welch'; 'sseago@centralmidlands.org'; Vanessa Wideman
Cc: Theriot, Susan; Kester, Tony; Ann Lewis; Barbara Robinson; Ben Mauldin; Chris Bickley; Connie Shade; Dr. Michael Mikota; Patricia Hartung; Sarah Penick Smith; Stephanie Blunt; Steven Pelissier; Todd Shifflet
Subject: FW: Network Communication Protocol Reminder

PSA and AAA/ADRC Directors-

We have received several requests to amend the Network Communication Protocol (Single Point of Contact). In an effort to respond to the high volume of emails, achieve our agency goals and directives and to more effectively serve our aging network partners, we are requesting that you honor the process that was launched on July 17th, 2013. Your implementation and adherence to the protocol is essential to successful network operations and to limiting the duplication of effort expended at the LGOA given our limited staff and resources.

We appreciate your cooperation as we continue to work to streamline this process. Thank you for your continued partnership as we strive to fulfill our mission to enhance the lives of seniors and adults with disabilities in South Carolina.

Shannon

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