

From: Shelia Welch <Shelia.Welch@caresouth-carolina.com>
To: Aging, PSA Helppsahelp@aging.sc.gov
AIMHelpaimhelp@aging.sc.gov
CC: Kester, Tonykester@aging.sc.gov
Ann LewisAnn.Lewis@caresouth-carolina.com
Date: 10/2/2014 11:23:12 AM
Subject: RE: Problem: SC Access/SHIPTALK

I am following up to see why this situation has not been corrected as of yet. All I need is someone from the LGOA office to verify that Jessica Brown has completed the I-CARE/SHIP training and is an employee with permission to submit data to SHIPTalk. This is an even bigger issue for our counselors, especially now with Open Enrollment upon us.

Shelia Capps Welch, Director
Vantage Point, a division of CareSouth Carolina, Inc.
Pee Dee Region Area Agency on Aging and Disability Resource Center

843-383-8632 Office
843-383-8754 Fax
843-230-1277 Cell

From: Shelia Welch
Sent: Friday, September 05, 2014 8:57 AM
To: 'AIMHelp'; Ann Lewis
Subject: RE: Problem: SC Access/SHIPTALK

Please view the attachment. Jessica is listed as a counselor, but does not have access to the SHIPTalk data base. She needs approval from the State SHIP Director to be approved as a user in SHIPTalk. This is to eliminate any and everybody from having access to the program. **She needs approval from the LGOA State SHIP Director to be a user.**

From: AIMHelp [<mailto:aimhelp@aging.sc.gov>]
Sent: Thursday, September 04, 2014 4:28 PM
To: Ann Lewis; Shelia Welch
Cc: AIMHelp
Subject: Problem: SC Access/SHIPTALK

Dear Ms. Lewis, Mr. Shifflet, and Ms. Welch:

The LGOA is in receipt of the PSA's correspondence regarding SHIPTalk.

Jessica Brown is marked as inactive in SHIPTalk.org. If a user in OLSA is inactive or non-existent in SHIPTalk.org, the contacts are uploaded to Sherry Johnson in SHIPTalk.org.

Thank you for your continued partnership in our mission to enhance the lives of seniors and adults with disabilities in South Carolina.

Single Point of Contact
South Carolina Lieutenant Governor's Office on Aging
1301 Gervais Street, Suite 350
Columbia, SC 29201
Phone 803-734-9900, Fax 803-734-9886

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From: Shelia Welch [<mailto:Shelia.Welch@caresouth-carolina.com>]
Sent: Friday, August 29, 2014 12:15 PM
To: AIMHelp
Cc: Ann Lewis; Sherry Johnson; Jessica Brown
Subject: Problem: SC Access/SHIPTALK
Importance: High

AIM Help/Kevin Pundy,

Jessica Brown is a certified I-CARE Specialist for the SHIP program. The data she enters into OLSA/SC Access doesn't transfer over to SHIPTalk.org as it should. She is registered as a user in both OLSA/SC Access and SHIPTALK.org and is listed as a user on both websites. I-CARE staff have been instructed by the LGOA Staff not to enter data on the SHIPTALK.org site, only thru the OLSA site. I have contacted SHIPTALK.org to see if the data transfer problem was with them. There is not a problem on their end. I feel I have done my due diligence to correct the problem myself. The following are my questions:

1. Why will the data not transfer from SC Access to SHIPTALK.org for Jessica Brown like it does for Sherry Johnson and Danielle Mason?
2. Could you please send me an email to schedule a conference call to see if we can resolve this problem as soon as possible? Thank you in advance for your assistance.

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