



LIEUTENANT GOVERNOR'S OFFICE ON AGING  
1301 Gervais Street, Suite 350 - Columbia, South Carolina 29201  
VETERAN DIRECTED HOME AND COMMUNITY BASED SERVICES

|   |  |   |                       |  |
|---|--|---|-----------------------|--|
| Name and Address  |  | Period  | July 2014 - June 2015 |  |
| Santee-Lynches Regional Council of Governments<br>36 West Liberty<br>Post Office Box 1837<br>Sumter, South Carolina 29151 |  | LGOA Document Number  |                       |  |
| Federal Employer ID Number  |  | Status of Program   |                       |  |
| 57-0870249  |  | New <input type="checkbox"/> Amendment <input type="checkbox"/> |                       |  |
|   |  | Reviewed and Approved By  |                       |  |
|   |  | Finance Manager   | Program Manager       |  |

| PARTICIPANT          | ID      | STATUS   | GOOD TO<br>SERVE | CARE<br>COORDINATOR            | PROGRAM | COUNTY     | ADMIN<br>FEE | ADRC PORTION | ADRC<br>Assessment<br>Fee | Service Start<br>Date | Service End<br>Date | Notes |
|----------------------|---------|----------|------------------|--------------------------------|---------|------------|--------------|--------------|---------------------------|-----------------------|---------------------|-------|
| ARBUCKLE, KENNETH    | C000167 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD      | VA-DORN | CLARENDON  | 431          | \$ 205.00    | \$ -                      | 8/1/2014              |                     |       |
| BAIRD, ROBERT        | C000154 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Sumter     | 398          | \$ 205.00    | \$ -                      | 6/1/2014              |                     |       |
| BLANDING, BEAUREGARD | C000109 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Kershaw    | 431          | \$ 205.00    | \$ -                      | 6/1/2013              |                     |       |
| BOYKIN, EDWARD       | C000063 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Sumter     | 398          | \$ 205.00    | \$ -                      | 7/3/2012              |                     |       |
| BROADWAY, LARRY      | C000122 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Kershaw    | 431          | \$ 205.00    | \$ -                      | 11/1/2013             |                     |       |
| BROWN, RAYMOND       | C000136 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Sumter     | 398          | \$ 205.00    | \$ -                      | 1/15/2014             |                     |       |
| BURKETT, PAUL        | C000173 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Kershaw    | 431          | \$ 205.00    | \$ -                      | 9/1/2014              |                     |       |
| BRUNSON, MATTHEW     | C000106 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 4/1/2013              |                     |       |
| CARRION, FLOYD       | C000162 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | ORANGEBURG | 431          | \$ 205.00    | \$ -                      | 7/1/2014              |                     |       |
| CEO, BRENDA          | C00161  | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 6/1/2014              |                     |       |
| COMER, LARRY         | C000159 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | BAMBERG    | 431          | \$ 205.00    | \$ -                      | 7/1/2014              |                     |       |
| CRAIG, MERLIN        | C000153 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | KERSHAW    | 431          | \$ 205.00    | \$ -                      | 6/1/2014              |                     |       |
| DAVIS, CLARENCE      | C000137 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 2/1/2014              |                     |       |
| FAIR, BEN            | C000169 | ENROLLED | Yes              | GLADENE (DENA)<br>REID         | VA-DORN | ORANGEBURG | 431          | \$ 205.00    | \$ -                      | 3/1/2014              |                     |       |
| GILMORE, GLADYS      | C000059 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Sumter     | 398          | \$ 205.00    | \$ -                      | 6/9/2012              |                     |       |
| GRIGGS, EUGENE       | C000144 | ENROLLED | Yes              | GLADENE (DENA)<br>REID         | VA-DORN | KERSHAW    | 431          | \$ 205.00    | \$ -                      | 5/1/2014              |                     |       |
| GRIMES, ARTHUR       | C000158 | ENROLLED | Yes              | GLADENE (DENA)<br>REID         | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 7/1/2014              |                     |       |
| GUILD, JOSEPH        | C000172 | ENROLLED | Yes              | GLADENE (DENA)<br>REID         | VA-DORN | Richland   | 431          | \$ 205.00    | \$ 757.00                 | 10/1/2014             |                     |       |
| HAYNES, CHARLES      | C000146 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | ORANGEBURG | 431          | \$ 205.00    | \$ -                      | 5/1/2014              |                     |       |
| HILL, CHARLES        | C000141 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 4/1/2014              |                     |       |
| HOOD, WERNER         | C000117 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 7/1/2013              |                     |       |
| HUDSON, MAURICE      | C000151 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 5/1/2014              |                     |       |
| HYATT, BILLY         | C000163 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Lexington  | 431          | \$ 205.00    | \$ -                      | 7/1/2014              |                     |       |
| JACOBS, LARRY        | C000139 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Fairfield  | 431          | \$ 205.00    | \$ -                      | 4/1/2014              |                     |       |
| JOHNSON, JOHN        | C000164 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 7/1/2014              |                     |       |
| LANGLEY, WILBURN     | C000148 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Fairfield  | 431          | \$ 205.00    | \$ -                      | 6/1/2014              |                     |       |
| LAUREANO, CRYSTAL    | C000132 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 2/1/2014              |                     |       |
| LEBBY, ROBERT        | C000118 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Lexington  | 431          | \$ 205.00    | \$ -                      | 7/1/2013              |                     |       |
| LORRICK, COLIE       | C000110 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 6/1/2013              |                     |       |
| LUCAS, ALFRED        | C000052 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Lexington  | 431          | \$ 205.00    | \$ -                      | 5/2/2012              |                     |       |
| MILLER, ROBERT       | C000170 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | LEE        | 431          | \$ 205.00    | \$ -                      | 8/1/2014              |                     |       |
| MERCADO, LUIS        | C000174 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | KERSHAW    | 431          | \$ 205.00    | \$ -                      | 9/1/2014              |                     |       |
| MUELLER, DAVID       | C000051 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 1/1/2013              |                     |       |
| PEVEY, WILLARD       | C000113 | ENROLLED | Yes              | GLADENE (DENA)<br>HEYWARD-REID | VA-DORN | Richland   | 431          | \$ 205.00    | \$ -                      | 7/1/2013              |                     |       |



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VETERAN DIRECTED HOME AND COMMUNITY BASED SERVICES

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|---|--|--------------------------|-----------------------|
| Name and Address  |  | Period                   | July 2014 - June 2015 |
| Santee-Lynches Regional Council of Governments<br>36 West Liberty<br>Post Office Box 1837<br>Sumter, South Carolina 29151 |  | LGOA Document Number     |                       |
| Federal Employer ID Number  |  | Status of Program        |                       |
| 57-0870249  |  | New Amendment            |                       |
|   |  | Reviewed and Approved By |                       |
|   |  | Finance Manager          | Program Manager       |

| PARTICIPANT      | ID      | STATUS   | GOOD TO SERVE | CARE COORDINATOR            | PROGRAM | COUNTY     | ADMIN FEE | ADRC PORTION | ADRC Assessment Fee | Service Start Date | Service End Date | Notes |
|------------------|---------|----------|---------------|-----------------------------|---------|------------|-----------|--------------|---------------------|--------------------|------------------|-------|
| PROSSER, JOHN    | C000130 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Lexington  | 431       | \$ 205.00    | \$ -                | 12/15/2013         |                  |       |
| REDMOND, LARRY   | C000072 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Richland   | 431       | \$ 205.00    | \$ -                | 8/1/2012           |                  |       |
| ROBINSON, PAT    | C000143 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | KERSHAW    | 431       | \$ 205.00    | \$ -                | 7/1/2014           |                  |       |
| SANSBURY, GEORGE | C000166 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Lexington  | 431       | \$ 205.00    | \$ -                | 7/1/2014           |                  |       |
| SEATS, RICHARD   | C000142 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Lexington  | 431       | \$ 205.00    | \$ -                | 8/1/2014           |                  |       |
| SELLER, JOHN     | C000140 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Richland   | 431       | \$ 205.00    | \$ -                | 3/1/2014           |                  |       |
| SMITH, GERALD    | C000168 | ENROLLED | Yes           | GLADENE (DENA) REID         | VA-DORN | Orangeburg | 431       | \$ 205.00    | \$ -                | 8/1/2014           |                  |       |
| SHEALY, FRED     | C000149 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Lexington  | 431       | \$ 205.00    | \$ -                | 5/1/2014           |                  |       |
| SUMTER, CARL     | C000129 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Richland   | 431       | \$ 205.00    | \$ -                | 12/15/2013         |                  |       |
| THOMPSON, JOHN   | C000054 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Richland   | 431       | \$ 205.00    | \$ -                | 5/1/2013           |                  |       |
| THOMPSON, ROY    | C000165 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Sumter     | 398       | \$ 205.00    | \$ -                | 7/1/2014           |                  |       |
| TRAPP, HAROLD    | C000171 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | KERSHAW    | 431       | \$ 205.00    | \$ -                | 9/1/2014           |                  |       |
| WARNOCK, DOUGLAS | C000157 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Lexington  | 431       | \$ 205.00    | \$ -                | 6/1/2014           |                  |       |
| WATKINS, RICHARD | C000125 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Lexington  | 431       | \$ 205.00    | \$ -                | 11/1/2013          |                  |       |
| WATTS, JOHN      | C000138 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Lexington  | 431       | \$ 205.00    | \$ -                | 2/1/2014           |                  |       |
| WERK, PAUL       | C000131 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Lexington  | 431       | \$ 205.00    | \$ -                | 12/26/2013         |                  |       |
| WITTEN, CHARLES  | C000156 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Richland   | 431       | \$ 205.00    | \$ -                | 6/1/2014           |                  |       |
| ZIMMERMAN, JACOB | C000114 | ENROLLED | Yes           | GLADENE (DENA) HEYWARD-REID | VA-DORN | Orangeburg | 431       | \$ 205.00    | \$ -                | 6/1/2013           |                  |       |
|                  |         |          |               |                             |         |            |           | \$ 10,660.00 | \$ 757.00           |                    |                  |       |

|              |                                  |
|--------------|----------------------------------|
| 23507        |                                  |
| TOTAL        | ADRC Invoice Amount \$ 11,417.00 |
| \$ 11,417.00 |                                  |

Signature - 16 Powell Date 11/7/14

Period Covered by Invoice: October 2013

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| <b>Santee-Lynches AAA/ADRC</b><br><b>PO Box 1837</b><br><b>Sumter SC 29151</b> | <b>Veteran's Directed Home and Community Based Services</b><br><b>(VDHCBS)</b><br><b>Report: October 2014</b>   |
| <b>PART ONE – MONTHLY ACTIVITIES</b>   |   |
| <b>Date</b>  | <b>Activity</b>   |
| 10/1/14  | VD-HCBS PPL Trouble Tickets – Payroll 9/15-9/30<br><br>*Checked – RDF balance for each veteran who called in for the day.<br>1. Guild - ENROLLED – VD-HCBS Program<br>2. Werk – Employee/Slankard – Good to Serve informed the daughter of the veteran<br>3. Jacobs – Associated with himself for Other Consumer Goods<br>4. Lebby – Associated with himself for Other Consumer Goods<br>5. Doty – Budget deleted – Deceased Status<br>6. Brown – Created authorization in the RDF for Lawn Care – Invoices   |
| 10/2/14  | VD-HCBS PPL Trouble Tickets<br><br>*Checked – RDF balance for each veteran who called in for the day.<br>1. Trapp – Home Visit – Employee Pk completed (McCary)<br>2. Sumter – Employee/Rivers – Good to Serve informed the wife of the veteran<br>3. Thompson – spoke to the wife to set-up appt for new employee pk (Wanda)<br>4. Lucas – spoke to the son regarding submitting a invoice for a hospital bill<br>5. Haynes – spoke to veteran regarding submitting a invoice for a recliner chair<br>6. Hyatt – spoke to the son regarding the status of employees timesheets (Newman/Barton)<br>7. Seller – spoke to the daughter regarding the status of employee/Rabon timesheet<br>8. Grimes – spoke to the grand-daughter regarding the status of the employees timesheets<br>9. Robinson – spoke to the employee (Bonnie) regarding the status of her timesheet in the web portal<br>10. Comer – spoke to the employee regarding resubmitting her timesheet to PPL  |
| 10/3/2014  | VD-HCBS PPL Trouble Tickets<br><br>*Checked – RDF balance for each veteran who called in for the day.<br>1. Thompson – Home visit – discussed the budget, invoices and adding a potential employee for the weekend<br>2. Brunson – spoke to the employee regarding submitting a timesheet in the web portal<br>3. Davis – spoke to the veteran regarding scheduling a home visit – employees shifts/timesheets issues<br>4. Brown – spoke to the wife of the veteran regarding employee/Scott timesheet exceed 40 hours<br>5. Watkins – spoke to the wife of the veteran regarding the employee/Bagley timesheet status in the web portal<br>6. Redmond – spoke to a relative of the veteran regarding the employee/Collins timesheet status in the web portal<br>7. Mueller – spoke to the daughter regarding the employee/Moss timesheet status in the web portal<br>8. Mercado – spoke to the employee/Thomas regarding the status of her timesheet in the web portal<br>9. Brown – spoke to the employee/Holland regarding the status of her timesheet in the web portal<br>10. Robinson – spoke to the employee/Bonnie regarding not being paid all of her hours<br>11. Carrion – spoke to the daughter of the veteran regarding the Respite invoice being denied<br>12. Conference call with Mark @PPL, Denise Rivers @ Lt Governors, Gena and Connie @ SL-RCOG – reviewed the invoice policy |

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| 10/6/2014  | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Gena Kiber @ SL-RCOG spoke some of the veterans: Werk, Sansbury, Jacobs, Carrion, Brown and Lebby regarding clarification for Respite Services. Gathered information from the VD-HCBS Program Manual to construct a letter to send to all of the veterans in regards to Respite Services that is billable for payment from PPL.</li> </ol>   |
| 10/7/2014  | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Haynes – spoke to the veteran regarding submitting his recliner chair invoice</li> <li>2. Hyatt – spoke to the son of the veteran regarding the balance of the RDF</li> <li>3. Warnock – spoke to the relatives of the veteran regarding the balance of the RDF</li> <li>4. Guild – spoke to the daughter who wanted to check the new employees/Miles/Saxon status</li> <li>5. Brown – spoke to the wife of the veteran who wanted to discuss the employees hours – staying with in the budget allotted hours</li> <li>6. Burkett – spoke to the employee regarding not receiving her payroll check on time</li> <li>7. Lebby – spoke to the wife of the veteran regarding reimbursement for physical therapy</li> </ol> |
| 10/8/2014  | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Craig – Home visit – completed an Assessment</li> <li>2. Jacobs – Home visit – gathered signatures on invoices, discussed policy regarding Respite Services and employee discussed pending issues</li> </ol>   |
| 10/9/2014  | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Arbuckle – Home visit – Gena Kiber@ SLRCOG discussed Level 1 Homemaking and adding a new employee for the veteran.</li> <li>2. Prosser – spoke to the employee/Glover regarding not being able to submit previous timesheet 9/15-9/30 into the web portal</li> <li>3. Brunson – spoke to the employee/Simuel regarding submitting her previous timesheet 9/15-9/30 into the web portal</li> <li>4. Watkins – completed an Assessment</li> <li>5. Jimimerson – call regarding the status of her timesheet</li> <li>6. Mercado – spoke to the employee/Thomas regarding the status of her timesheet in the web portal</li> </ol>   |
| 10/10/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Davis – Home visit – discussed RDF balance, PPL monthly statement, adding a potential new employee and its affect on his budget</li> <li>2. Watkins – spoke to the employee of the veteran regarding the employee/Bagely not receiving her funds from payroll</li> <li>3. Hudson – spoke to the employee/Flood regarding – Young @ Heart Agency</li> <li>4. Shealy – spoke to the wife of the veteran regarding the invoice from Care One Agency – adding the agency as a vendor in the program</li> </ol>   |
| 10/13/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Watts – home visit - completed an assessment and discussed Other Services (Respite) listed in the</li> </ol>   |



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|            | <p>VD-HCBS Program Manual</p> <ol style="list-style-type: none"> <li>2. Carrion – home visit – completed a new employee packet/Slankard</li> <li>3. Baird – spoke to the veteran regarding how he can increase the hours for his employee/Nelson</li> <li>4. Davis – spoke to the employee/Stevens regarding switching shifts with another employee/Nicole</li> <li>5. Trapp – spoke to the employee/Brandy regarding the submitting her timesheet and the payment schedule deadline</li> <li>6. Blanding – completed an assessment</li> <li>7. Witten – completed an assessment</li> <li>8. Werk – spoke to the veteran daughter regarding the employee hours increased to 40hrs</li> <li>9. Pevey – spoke to the employee regarding the employee/Joyce not receiving a full pay – had to resubmit timesheet for missing days</li> </ol>   |
| 10/14/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Thompson – home visit completed employee packet/Wanda</li> <li>2. Robinson – spoke to the employee/Bonnie regarding her timesheet status in the web portal</li> <li>3. Davis – spoke to the veteran regarding adding a new employee for the evening shift</li> <li>4. Brown – spoke the employee/Scott regarding submitting her timesheet to PPL</li> <li>5. J Johnson – completed an assessment</li> <li>6. Baird – faxed over the House Maid invoice to PPL for payment</li> <li>7. Shealy – I spoke to the wife of the veteran regarding submitting the Care One – Generations Respite Invoice for payment</li> </ol>   |
| 10/15/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Davis – Home visit – completed employee pk/Gilyard</li> <li>2. Laureano – Home visit – completed an assessment</li> <li>3. Sansbury – spoke to the wife of the veteran regarding the status of the Respite Invoice that Mark @ PPL stated would be paid out for \$555.00</li> <li>4. Brown – spoke to the wife of the veteran regarding the employee/Scott exceeding 12hrs</li> <li>5. Miller – spoke to the son of the veteran regarding the employee/Gass exceeding 40hrs</li> <li>6. Hudson – spoke to the veteran regarding submitting invoices for House Cleaning services</li> </ol>   |
| 10/16/2014 | <p>VD-HCBS PPL Trouble Tickets – Payroll 10/1-10/15</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Carrion – Spoke to the daughter of the veteran regarding the employee/Shuler submitting a timesheet for previous date 9/13 - 9/14. I authorized funds from RDF for payment</li> <li>2. Prosser – spoke to the wife of the veteran regarding the status of the Bath Fitter's invoice to PPL</li> <li>3. J Johnson – spoke to the daughter regarding submitting the employee/Ellison timesheet</li> <li>4. Prosser – spoke to the employee/Glover regarding submitting her timesheet to PPL</li> <li>5. Burkett – spoke to the veteran regarding corrections needed on the employee/Williams timesheet</li> <li>6. Brown – spoke to the wife of the veteran regarding the employee/Scott exceeding 40hrs</li> <li>7. Baird – spoke to the employee/Nelson regarding submitting her timesheet to PPL</li> <li>8. Shealy – spoke to the employee/Hall regarding submitting her timesheet to PPL</li> <li>9. Gilmore – faxed over timesheets for employees/Farmer, Gass and Washington</li> <li>10. Carrion – spoke to the daughter of the employees/Shuler, Jenkins and Slankard regarding submitting their timesheets to PPL and staying within the allotted hours stated in the budget</li> <li>11. Warnock – faxed over timesheet for employee/Hilton to PPL</li> <li>12. Brunson – spoke to the employee/Simuel and PPL – regarding trouble with submitting her timesheet in the web portal. Participant password was reset – web portal</li> <li>13. Comer – spoke to the wife regarding getting a computer for the veteran</li> </ol> |

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| 10/17/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Brown – spoke to the wife of the veteran regarding the employees exceeding 40hrs</li> <li>2. Davis – spoke to the veteran regarding employee/Gilyard – Good to Serve</li> <li>3. PPL – sent a email to Mark @ PPL regarding changing the pay rate at \$1.00 for employees/Thomas \$10.00 and Shaffer from \$10.75</li> <li>4. Guild – called regarding the background checks status for the employees/Saxon and Miles</li> <li>5. Sansbury – I spoke to the wife of the veteran regarding the employee timesheet status</li> </ol>  |
| 10/20/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Mueller – home visit – completed employee pk/Cindy</li> <li>2. Sellers – spoke to the daughter of the veteran regarding gaining access to the web portal – reset password</li> <li>3. Pevey – spoke to the employee/Joyce regarding his payroll check- amount not correct. PPL did not process two days on his timesheet.</li> <li>4. Arbuckle – spoke to the wife of the veteran regarding a potential employee/Cynthia working the evening shift</li> <li>5. Davis – spoke to the veteran regarding adding an employee/Flood – who will get paid out the RDF</li> <li>6. Blanding – spoke to the daughter of the veteran regarding the balance in the RDF</li> <li>7. Fair – spoke to the wife of the veteran regarding the employee/Wannamaker direct deposit status</li> <li>8. Hyatt – received a request from PPL regarding the veteran association with himself for Computer/Electronics</li> </ol>  |
| 10/21/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Mueller – spoke to the daughter regarding the new employee/Cindy – Good to Serve</li> <li>2. Prosser – spoke to the wife of the veteran regarding the Bath Fitters Invoice status</li> <li>3. Hyatt – spoke to the son of the veteran regarding the Best Buy – Computer invoice status</li> <li>4. Shealy – spoke to the daughter of the veteran regarding the status of the Care by Generations invoice</li> </ol>   |
| 10/22/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Haynes – spoke to the veteran regarding the employee/Davis pay roll check status – it was not deposited in the bank as of yet</li> <li>2. Arbuckle – spoke to the employee regarding adding a new potential employee for the weekend and evening shift</li> <li>3. Grimes – spoke to the grand-daughter regarding submitting invoices for Lawn service</li> <li>4. Haynes – spoke to the employee regarding the status of employee Thompson-Haynes timesheet</li> <li>5. Hudson – spoke to the veteran regarding submitting invoices for Dental bill reimbursement</li> <li>6. Mueller – spoke to the daughter of the regarding the employee/Cindy – Good to Serve</li> <li>7. Burkett – spoke to the employee/Williams regarding her PPL – Citizen Bank pay roll check – she was trying to find a local Citizen Bank</li> <li>8. Baird – spoke to the employee/Nelson regarding her PPL – Citizen Bank pay roll check – she was trying to find a local Citizen Bank</li> <li>9. Prosser – spoke to the wife of the veteran regarding the status of the Bath Fitters invoice</li> <li>10. Sansbury – spoke to the wife of the veteran regarding the status of the Respite Invoice</li> <li>11. Sellers –spoke to the daughter of the veteran regarding scheduling a home visit to discuss the VD-HCBS program and adding a new POA</li> </ol> |

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| 10/23/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Sellers – home visit – participant registered in the web portal for pay roll, discussed the budget and employee hours</li> <li>2. Jenkins (Deceased) – spoke to the daughter of the veteran regarding previous invoices that has not been paid for June 30<sup>th</sup></li> </ol>   |
| 10/24/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day</p> <ol style="list-style-type: none"> <li>1. Witten – spoke to the daughter of the veteran regarding the timesheet for employee/Hopkins not submitted to PPL on time and it caused delayed</li> <li>2. Jenkins (Deceased) – spoke to the daughter regarding the status of the June invoices for reimbursements</li> <li>3. Thompson R. – spoke to the son regarding the status of the employee/Wanda timesheet in the web portal</li> <li>4. Smith G. – spoke to the daughter regarding scheduling a home visit for a potential new employee</li> <li>5. Jimimerson – spoke to the employee regarding working for other veterans who need providers</li> <li>6. Robinson – spoke to the employee/Cabbagestalk regarding referring a friend as a potential provider</li> </ol>  |
| 10/27/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Hudson – home visit – collected signatures from the employee/Flood and the veteran</li> <li>2. Davis – home visit – collected signatures from the veteran – completed a new employee pk/Flood</li> <li>3. Griggs – spoke to the daughter of the employee regarding Respite services</li> <li>4. Zimmerman – spoke to the sister of the veteran regarding Respite services</li> <li>5. Baird – spoke to the employee/Nelson regarding the timesheet status in the web portal</li> <li>6. Prosser – spoke to the wife of the veteran regarding the status of the Bath Fitters invoice</li> <li>7. Brunson – spoke to the employee regarding having trouble with submitting her timesheet in the web portal – the web portal keeps rejecting the timesheet</li> <li>8. Brown – spoke to the wife of the veteran regarding getting a new Lawn Care contract</li> <li>9. VA/Jessie Rodgers – received a call regarding the status of Jenkins invoices from June</li> <li>10. Comer – spoke to the wife of the veteran regarding the status of the computer/electronic invoice</li> <li>11. Langley – spoke to the daughter of the veteran regarding the status of the house cleaning invoice</li> </ol> |
| 10/28/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Brunson – home visit – help the participant with approving her employee/Simuel timesheet in the web portal and collected receipts for reimbursements and gather signatures</li> <li>2. Smith G. – home visit – completed a new employee pk/Vonhensen</li> <li>3. Thompson R. – spoke to the employee/Beasley regarding the status of his timesheet in the web portal</li> <li>4. spoke to the veteran regarding the employee/Flood – Good to Serve</li> <li>5. Guild Brown – spoke to the wife of the veteran regarding the status of the Lawn Care Invoice</li> <li>6. Davis – spoke to the daughter of the veteran regarding the status of the background check waiver for employees/Saxon and Miles – Good to Serve</li> </ol>  |
| 10/29/2014 | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>1. Prosser - home visit – participant registered in the web portal for pay roll, discussed the budget and Bath Fitters Invoice status</li> </ol>  |

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|   | <ol style="list-style-type: none"> <li>Arbuckle – spoke to the wife of the veteran regarding the status for level 1 – homemaking service from Addus. Schedule a home visit for 10/30 - to do an employee pk/Brown</li> <li>Jenkins (Deceased) – spoke to the veteran regarding the check she received from PPL for June 2014 invoices</li> <li>Sansbury – spoke to the wife of the veteran regarding the Respite service check that she received for \$1.00 instead of the correct amount of \$555.00 –emailed Mark @ PPL regarding the issue</li> </ol>  |
| 10/30/2014  | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>Arbuckle – Home visit – completed an employee pk/Brown</li> <li>Brown – spoke to the employees/Scott and Holland regarding submitting their timesheet to PPL</li> <li>Burkett – spoke to the employee/Williams regarding submitting her timesheet to PPL</li> <li>Sumter – spoke to the employee/Rivers regarding sending his pay roll check to the PO Box instead of the physical address</li> <li>Thornton – spoke to the wife of the veteran regarding the employee/Sonia submitting her timesheet to PPL</li> <li>SC Works – Helen Highsmith – regarding working with the veterans to find providers</li> <li>Griggs – spoke to the employee/Justin regarding the reason why his pay roll check was return back to the bank. Emailed Mark @PPL regarding this issue</li> <li>Trapp – spoke to the employees/Shaffer and McCary regarding submitting their timesheet status in the portal</li> </ol> |
| 10/31/2014  | <p>VD-HCBS PPL Trouble Tickets</p> <p>*Checked – RDF balance for each veteran who called in for the day.</p> <ol style="list-style-type: none"> <li>I spoke to the following veteran’s employees regarding submitting their timesheets to PPL: <ol style="list-style-type: none"> <li>Gilmore – Farmer/Gass/Washington</li> <li>Baird – Nelson/Pinckney</li> <li>Brown – Scott/Holland</li> <li>Haynes – Haynes/Jeffers/Davis</li> <li>Trapp – Shaffer/McCary</li> <li>Hyatt – Barton/Newton</li> <li>Warnock – Hilton</li> <li>Comer – Murdaugh</li> <li>Mercado – Thomas</li> <li>Sansbury – Gordon</li> </ol> </li> </ol>  |
| <b>PART TWO – HEADWINDS/CHALLENGES</b>  |   |
| As of October 31, 2014 there are a total of Fifty-two (52) veterans currently enrolled in the program and are good to serve. Fifteen (15) are in our region, thirty-one (31) are in located in the Central Midlands region and Six (6) in Lower Savannah. |   |
| <b>PART THREE – TAILWINDS/SUPPORT</b>   |   |
| <b>PART FOUR – OTHER COMMENTS</b>   |   |
| None for this report  |   |
| VDHCBS Care Coordinator(s): Gladene (Dena) Heyward-Reid   |   |