

**From:** AIMHelp <aimhelp@aging.sc.gov>  
**To:** Kester, Tony <kester@aging.sc.gov>  
Theriot, Susan <stheriot@aging.sc.gov>  
Pondy, Kevin <pondyk@aging.sc.gov>  
**Date:** 8/27/2014 6:04:47 PM  
**Subject:** FW: Sent from Snipping Tool

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**From:** Support [mailto:support@mail.sabersite.com]  
**Sent:** Wednesday, August 27, 2014 2:02 PM  
**To:** Lynda Christison  
**Cc:** AIMHelp  
**Subject:** Re: Sent from Snipping Tool

Lynda,

Upon reviewing the information you provided I have found the following:

- 1) The client has no Client ID - this record is often created accidentally by agencies thus a lot of agencies share this blank record.
- 2) Somehow while you were doing data entry you may have accidentally added units to this blank client record.
- 3) While you were still adding units user SARAL at Piedmont Agency on Aging nu-intentionally I believe changed the blank record to Christopher, W.T. as there is already a Christopher, W.T. with a real client ID that is owned by Piedmont AAA.

Solutions / Action Items:

- 1) Saber Corporation can do the following:
  - a) Change the Christopher, W.T. back to a blank record.
  - b) Identify why this blank record is created and try to stop agencies from creating a blank record.
  - c) remove the units from this blank record (now labeled Christopher, W.T.)
- 2) Lexington County Recreation & Aging Commission needs to review the record and the units for the activity that this error record has to make sure that removing the units from this record will not adversely effect your total unit counts. In other words do these units belong to another record?
- 3) It would be nice if the State Office on Aging would contact the appropriate person at Piedmont AAA to guide them to the error that happened with the renaming of the blank record to Christopher, W.T. and make sure that whatever changes were made are effected upon the correct Christopher, W.T. Record.

Dwayne Oedewaltdt

Saber Corporation  
888-373-2090

On 8/27/2014 9:56 AM, Lynda Christison wrote:

Dwayne,

Christopher, W.T. is the client who was added by AIM last night.

Please let me know what happened and when it is resolved. I need something in writing verifying that the problem has been corrected for our files.

My office phone is 803-356-5111 and my cell is 803-309-6185.

Thanks for your help,

Lynda

Lynda Christison, MPA  
Director, Council on Aging  
Lexington County Recreation & Aging Commission  
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SSN	Last Name, First Name	Service Date	Activity	Activity Group	Justification Comments From Assessment Screen
CM1-90-00778	Butler, Ethel Units: 9.00 (Qty of Svc) or (# of Trips): 0.00	08/03/2014	Batesb-Leesv Sr Ct III C1 GD	Congregate Meals (Group Dining)	CLIENT BENEFITS FROM ATTENDING THE BL SENIOR CENTER FOR MEALS, ACTIVITIES AND SOCIALIZING WITH OTHERS.
	Last Update: 8/26/2014	Single Service Justification/Comment:			
AND-00-54667	Cannon, Sallie Mae Units: 22.00 (Qty of Svc) or (# of Trips): 0.00	08/03/2014	Batesb-Leesv Sr Ct III C1 GD	Congregate Meals (Group Dining)	Attendance at Center would promote socialization for this individual
	Last Update: 8/26/2014	Single Service Justification/Comment:			
	Christopher, W. T. Units: 0 (Qty of Svc) or (# of Trips): 0.00	08/03/2014	Batesb-Leesv Sr Ct III C1 GD	Congregate Meals (Group Dining)	
	Last Update: 8/26/2014	Single Service Justification/Comment:			
AND-00-77320	Edmond, Naomi Units: 13.00 (Qty of Svc) or (# of Trips): 0.00	08/03/2014	Batesb-Leesv Sr Ct III C1 GD	Congregate Meals (Group Dining)	Attendance at Center would promote socialization of individual
	Last Update: 8/26/2014	Single Service Justification/Comment:			
AND-00-89202	Hill, Pauline Units: 8.00 (Qty of Svc) or (# of Trips): 0.00	08/03/2014	Batesb-Leesv Sr Ct III C1 GD	Congregate Meals (Group Dining)	CLIENT BENEFITS FROM SOCIALIZATION, MEALS AND ACTIVITIES PROVIDED AT THE SENIOR CENTER.