

<b>AGENCY NAME:</b>	Lieutenant Governor's Office		
<b>AGENCY CODE:</b>	E040	<b>SECTION:</b>	95



## Fiscal Year 2013-14 Accountability Report

### SUBMISSION FORM

<b>AGENCY MISSION</b>	<p>The mission for the Office of the Lieutenant Governor is to fulfill the constitutional duties of the Office and the Lieutenant Governor's role as President of the Senate. As South Carolina's second highest ranking Constitutional Officer, the Lieutenant Governor provides leadership on legislative matters and public policy, and serves as the chief advocate for senior citizens. The Lieutenant Governor's Office works to meet the present and future needs of seniors and to enhance the quality of life for seniors through advocating, planning, and developing resources in partnership with federal, state, and local governments, nonprofits, the private sector and individuals.</p>
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Please identify your agency's preferred contacts for this year's accountability report.

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
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I have reviewed and approved the enclosed FY 2013-14 Accountability Report, which is complete and accurate to the extent of my knowledge.

<b>AGENCY DIRECTOR (SIGN/DATE):</b>	
<b>(TYPE/PRINT NAME):</b>	Lieutenant Governor J. Yancey McGill

<b>BOARD/CMSN CHAIR (SIGN/DATE):</b>	
<b>(TYPE/PRINT NAME):</b>	NA

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**AGENCY'S DISCUSSION AND ANALYSIS**

**2014 Lieutenant Governor's Office Accountability Report**

The Honorable J. Yancey McGill became the state's Lieutenant Governor when the Honorable Glenn F. McConnell left the post to become President of the College of Charleston on June 18, 2014. Lieutenant Governor McGill will hold the position until the newly elected Lt. Governor takes office in January 2015.

**Organization:** The Lieutenant Governor's Office on Aging (LGOA) is the federally designated State Unit on Aging (SUA). The LGOA is responsible for administering all of the federal Older Americans Act (OAA) funds as well as state appropriated funds. The LGOA is required by law to allocate federal funds (through a formula) to the 10 Planning Service Areas (PSAs), which house the Area Agencies on Aging (AAAs)/Aging and Disability Resource Centers (ADRCs). The PSAs use this funding for regional planning, resource coordination, client needs assessments, and oversight of a coordinated service delivery system. The AAAs/ADRCs competitively procure with providers/contractors for a wide range of Home and Community-Based services delivered locally to seniors.

With the state's aging population increasing significantly, the LGOA works diligently to meet the OAA mandate to serve South Carolina's seniors and vulnerable adults with the greatest social and economic needs, by advocating, facilitating, coordinating, educating, granting, and regulating, as well as providing critical funding for aging services and programming. In addition, the LGOA is a clearinghouse for aging data and information, and serves as a think tank for aging planning and innovative ideas in order to ensure that the needs of seniors and adults with disabilities are met.

**Older Americans Act (OAA) Relationship:** The OAA stipulates that there must be a legally designated SUA in each state that coordinates aging services and programs and administers federal funding. While the LGOA is legally authorized by State Code to provide aging services in South Carolina, the OAA provides the LGOA with most of its operational guidance.

The OAA stipulates the structural blueprint that provides programmatic and service development direction nationwide to provide essential aging programs and services. Because the OAA mandates national statutory requirements, it is not tailored for specific aging challenges for each state. Therefore, the OAA grants the LGOA (as the State Unit on Aging) the authority and the latitude to set policies best tailored to serve South Carolina's seniors and vulnerable adults, as long as those policies are within the scope of the OAA. The LGOA works with partners such as the National Association of States United for Aging and Disabilities (NASUAD) and the Administration for Community Living (ACL) to interpret the OAA and to set policies and operational protocols that effectively meet the life-sustaining needs facing South Carolina's elderly population and adults with disabilities.

**Coordinating a statewide aging network:** The LGOA administers aging services using federal funds received through the OAA and with funds provided by the State of South Carolina. These funds are distributed to 10 regional Planning Service Areas (PSAs), who then contract with local providers/contractors for services. The LGOA is given authority by the OAA to administer aging programs and services, yet the unique structure mandated by the OAA provides challenges. The LGOA actively educates policy makers, the public, and aging network partners on the important role that the OAA and South Carolina statutes provides the LGOA in coordinating and administering aging programs. The OAA guides the LGOA in

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instituting comprehensive policy planning for statewide programming and regional service delivery that best serves South Carolina's seniors and vulnerable adults.

**Services provided through LGOA Funding:** The LGOA provides numerous resources and services to seniors and adults with disabilities in South Carolina. These Home and Community-Based Services provide assistance which benefits seniors and adults with disabilities by allowing them to live at home independently and safely for as long as possible. Services include rental assistance, legal services, respite, caregiver support, insurance counseling, Medicare fraud prevention, nutrition, health prevention, transportation, homemaker services, minor home repair, Information and Assistance/Referral (I&R/A), and Long Term Care Ombudsman programs.

**Strategic Planning:** The LGOA strives to achieve the goals set by its proactive strategic planning process. During Fiscal Year 2013 - 2014, the LGOA concluded its multi-year strategic planning to address the many critical challenges facing the future of the statewide aging network. New policies and procedures were implemented to modernize South Carolina's aging network, with the goal of improving the delivery of services to South Carolina's seniors and adults with disabilities.

With the strategic plan finalized, the LGOA continues working with the PSAs and the AAAs/ADRCs, as well as with other aging partners to invigorate the aging network, and to enhance service delivery to South Carolina's rapidly growing senior population.

**The LGOA's Key Challenges**

Although strategic planning guides how the agency successfully manages and coordinates aging programs, the LGOA faces other key strategic challenges, such as serving a rapidly growing senior population and the modernization and enhancement of a near-capacity statewide service delivery system. The 2013 – 2014 key challenges are found below.

**2010 Census Bureau data demonstrates the need to place a greater emphasis on critical aging issues in South Carolina, as the state's aging population is growing significantly and will double by the year 2030. The statistics are as clear, as they are alarming. The growing population presents numerous challenges for the LGOA.**

- 11.5% of South Carolina's seniors live in poverty.
- One in 11 of South Carolina's seniors are at risk for hunger.
- Nearly 10% have Alzheimer's disease or a related disorder.
- Over 25% of those 85 years or older require institutional care.
- Over one-third of seniors live on Social Security alone, some as little as \$710 a month.
- 51% of people aged 55 years and older have less than \$50,000 saved for retirement.
- Options for long-term care are not sufficient to provide for the current and growing need.
- Middle-income residents are increasingly unable to support themselves due to the rising costs of health and long term care.

**Funding:** As the senior population grows, sustainability of aging programs and services is a critical challenge for the LGOA and its AAAs/ADRCs. The LGOA continues to build awareness of the serious consequences associated with a growing senior population in South Carolina and the need for stable funding sources. As both the ACL and the General Assembly have tied funding to actual performance, the LGOA has worked diligently to establish effective operational policies and to improve its data collection systems in order to demonstrate the need for increased aging funding that can sustain a growing senior population.

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Adhering to the funding and service policies established, the LGOA encourages the AAAs/ADRCs to only contract with providers/contractors that best utilize the limited aging resources, while also providing innovative services and programming.

**A declining number of Medicaid nursing home beds in South Carolina:** In recent years, the number of nursing home beds in South Carolina has declined, as privately owned nursing home facilities are limiting the number of Medicaid funded beds. This decline will ultimately result in a greater demand for aging services provided by the LGOA, as many seniors find it necessary to age in place at home.

**Senior transportation/Public transportation:** Transportation services provide a critical role that assists South Carolina seniors remaining at home independently and safely, and not being placed in expensive state-funded residential facilities. Being primarily a rural state, South Carolina does not provide many public transportation options for seniors. Without adequate transportation, basic needs cannot be met, and seniors will eventually have to relocate with family members or be institutionalized in costly nursing facilities funded through state resources.

**Data integrity and monitoring:** The LGOA has overhauled its data collection systems and monitoring operations to ensure client data accuracy and integrity. To modernize project oversight and data collection, staff members continue to work with the AAAs/ADRCs to improve the Client Assessment System, with the goal of targeting those seniors who have the greatest need, as stipulated by the OAA. The improved data and monitoring systems provide valuable tools for the LGOA to proactively analyze client and service data, playing an invaluable role in programmatic development and forecasting critical aging trends.

### **2013 – 2014 LGOA Accomplishments**

- The Federal Older Americans Act (OAA) requires each AAA/ADRC to submit an Area Plan to the LGOA. In May 2014, each AAA/ADRC provided an update to the LGOA of their overall Area Plan which was reviewed by LGOA staff to ensure plan integrity.
- The LGOA revised or drafted numerous LGOA policies and program manuals including the South Carolina Aging Network's Policies and Procedures Manual, the Nutrition Manual, the Disability Policy Manual, and the Transportation Manual.
- The LGOA hired a full-time credentialed nutrition professional, who is a registered dietitian. This individual is responsible for monitoring the quality of meals served statewide and ensures the meals meet Dietary Reference Intake (DRI) values, and coordinates nutrition education programs and nutrition counseling services for South Carolina's seniors.
- As required by the OAA and a Presidential Directive, the LGOA has put a greater emphasis on emergency preparedness coordination on the state and local levels. The LGOA required each AAA/ADRC to revise its Emergency Preparedness Plan (EPP) and to establish working relationships with local and county emergency management divisions to plan and develop strategies for protecting seniors during emergency situations and potential disasters. The EPPs specify how the AAAs/ADRCs will continue delivering aging services during emergency events.
- The LGOA created a Uniformed Emergency Preparedness Plan Format by partnering with the South Carolina Emergency Management Division (SCEMD), the Department of Health and Environmental Control, the Department of Social Services, the American Red Cross, and the Salvation Army of the Midlands.
- Established a partnership with Walgreens and the SCEMD to develop Senior P.R.E.P. (Planning and Resources for Emergency Preparedness). Senior P.R.E.P. is a program designed to raise awareness of the importance of individual emergency preparedness for the senior population.

Each of the Walgreens across the State (an estimated 110 stores) will participate in this project. The information will be displayed year-round near the pharmacy in each Walgreens. The State of North Carolina intends to use the LGOA's Senior P.R.E.P. program as a model to increase awareness of emergency preparedness for North Carolina's senior population in 2015.

- The Nursing Facility Bed Locator was expanded to include assisted living facilities. Extra functionality and features were added as a result. The Nursing Facility Bed Locator has been recognized nationally as an innovative tool for providing critical nursing care information.
- Online training is now available on the LGOA website to everyone in the aging network which offers convenience and efficiency. The LGOA developed online training modules for the following: Affordable Care Act, Evidence Based Programs – Title IIID, Transportation, Senior Medicare Patrol (SMP), State Health Insurance Assistance Program (SHIP), Nutrition Programs, AIM, Fiscal and Data Protocols, Disabilities Programs, and the Permanent Improvement Project (PIP) Grant Program.
- Online forums have been created, where AAA/ADRC staff members can interact with LGOA programmatic staff, as well as with other AAAs/ADRCs. The intent of the forums is to provide the AAAs/ADRCs with a valuable tool to share ideas and best practices.
- The LGOA staff volunteered their time and services to assist the residents of the Oakland Optional State Supplementation (OSS) facility in December 2013. The LGOA partnered with Walgreens, the Pepsi Bottling Company, the Piggly Wiggly Corporate Office, the Electric Cooperatives of South Carolina, Dick Smith Ford, Bimbo Bakeries, Fatz Café, and other private partners to deliver holiday cheer to these residents.
- An I&R/A Quarterly Report was implemented for programmatic development and monitoring purposes, in order to assess the regional needs of seniors.
- The LGOA coordinated a Drug Take Back event with the Drug Enforcement Administration, the Richland County Sheriff and the Lexington County Sheriff.
- The LGOA has continued its relationship with Clemson University. The LGOA brings its valuable client and service database, while Clemson brings its analytical expertise. Students at Clemson are using the LGOA information to conduct large scale data analysis to identify statistical program enhancements. The goal of the relationship is to seek data-driven decisions to move the state forward, assist with the prioritization of aging funding, and to improve the efficiency of the LGOA and its coordination of aging services statewide.
- In 2013-2014, development and implementation of the SC Legal Assistance Delivery Standards provided a mechanism to obtain and track the types of legal assistance being provided statewide as well as the volume of those services.
- The LGOA reestablished its Emergency Rental Assistance Program. The program served 250 households through assistance with rental payments. The program will be available for seniors again in 2014 – 2015.
- Through the Senior Community Service Employment Program (SCSEP), 120 seniors received employment and training services. Twenty-two percent received unsubsidized employment.
- The LGOA expanded the Assisted Rides Volunteer Program to the Central Midlands Region in May 2014 and over 1,704 miles of transportation have already been provided.
- The LGOA began re-structuring the State Health Insurance Program (SHIP) to be more responsive and to focus on achievement of the eight Performance Measures stipulated by the Administration for Community Living (ACL).