

From: Ford, Elizabeth <meford@aging.sc.gov>
To: Morris, Steve <smorris@aging.sc.gov>
Wolf, Anne <awolf@aging.sc.gov>
Dickinson, Gerry <gdickinson@aging.sc.gov>
Date: 2/14/2017 4:26:52 PM
Subject: FW: Possible training for Family Caregiver Advocates - Appalachia

I am headed out to see a friend in the hospital but wanted to make sure that each of you saw the response below.

I would like to hear your thoughts on it. I am happy to discuss tomorrow. I would like to have a clear expectation for myself as well as Appalachia before meeting with them.

Thanks!
Elizabeth

From: Tim Womack [mailto:twomack@scacog.org]
Sent: Friday, February 10, 2017 4:53 PM
To: Ford, Elizabeth
Cc: Wolf, Anne; Dickinson, Gerry
Subject: RE: Possible training for Family Caregiver Advocates

Hello Elizabeth,

I would like for you to visit our office in the near future to observe Barbara, Ginny and Nancy. This is not for you to train them, but for the betterment of the program overall. I'd like you to see their process, witness a few phone calls from clients, the assessment process and the invoice process. If you do this with all ten regions, see the various ways that the offices operate, and inform the group at your next meeting of best practices. Of course, most offices think that they have the best process! I do have an experienced staff and I appreciate the work that they do, but there may be more efficient processes that another area may have implemented.

Barbara Jardno will be retiring this fall. We will be hiring someone to replace her...probably around October.

Thanks,
Tim

From: Ford, Elizabeth [mailto:meford@aging.sc.gov]
Sent: Monday, February 06, 2017 9:03 AM
To: Ginny Bryant
Cc: Tim Womack; Wolf, Anne; Dickinson, Gerry
Subject: RE: Possible training for Family Caregiver Advocates

Good morning Ginny. I agree, Hospice would be a great training topic. I have wanted to connect with them for a while in order to better understand their services. Did you have a particular individual or agency that you would suggest? If not I have someone in the Columbia area I can contact. Be thinking of some questions you would like them to specifically address during the training. Thank you for the suggestion.

Tim, I apologize for having to reschedule my trip. Now that I am back in the office, I wanted to follow up with you regarding your request for training. Will you be adding new staff following the retirement of Barbara? I know that Ginny has already received all current training. Therefore, I wanted to confirm with you if a refresher is needed for current staff or new training for new staff?

Thanks,

Elizabeth Ford, MA, LPC-I
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From: Ginny Bryant [<mailto:gbryant@scacog.org>]
Sent: Friday, February 03, 2017 11:27 AM
To: Ford, Elizabeth
Cc: Tim Womack; Wolf, Anne
Subject: Possible training for Family Caregiver Advocates

Hi Elizabeth,

I hope all is well with you! Recently, I had an email about a class being taught for hospice workers regarding when to feed or not to feed. It isn't something I needed to attend, but it did make me realize that I need to know more about hospice and what they can and cannot provide to the families they serve.

I was wondering if this could be a training for us sometime in the future during our meetings. I receive at least 8 to 10 phone calls a week from families receiving hospice services. I would like to know enough information that I feel comfortable talking with our clients regarding this subject. I would really appreciate your help with this.

Thanks,

Ginny Bryant M.Ed
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