



50 Directors Drive Greenville, SC 29615

864.467.3660 | fax 864.467.3668



### **Senior Action Concerns Regarding Current Situation with the Lt. Governors Office on Aging**

- 1) The Lt. Governors Office on Aging (LTGOA) is withholding contracted reimbursement funds since December 2012 (last payment received was November 2012). Senior Action is more than \$100,000 in accounts receivable and will be forced to cease operations if this funding is not released.
  - The Older Americans Act (Sec. 306.(f)(1 & 2)) prohibits the withholding of funds without written notice, due process, and a public hearing.
  - Until March 2013, there was no communication or explanation as to why they were withholding funding.
  - Currently, they are withholding funding based on a new interpretation of an old policy. We are being retroactively penalized for following the accepted, audited, approved, practices at the time.
  - Senior Action is expected to continue to serve clients with no knowledge or assurance that the funding will be provided for such service.
  - We are continuing to serve meals, provide transportation, and home care each day incurring more costs (350 meals and 760 miles each day or \$2,700/day).
- 2) The LTGOA has severely limited access to the AIM database for managing our client information.
  - The AIM database is an internet-based software product that Senior Action pays an annual fee to use. The database is required by the state and is used for both LTGOA data as well as client information and activities that receive no funding from LTGOA. It is Senior Action's only client management software.
  - The LTGOA staff have restricted ("turned off") our ability to add and/or correct data. These changes were made with no notice and no time to seek other sources of software to provide this same level of data collection and management. This has an enormous impact on our ability to report and collect required data for other grant sources that are not related to LTGOA.
  - The LTGOA is using the AIM database to evaluate Senior Action's performance using reports that are not working and providing information that is full of errors.
- 3) Changes are being made to policies and procedures without communication with providers.
  - There has been mention of a new policies and procedures manual that we are informally being held to, yet service providers/contractors have not seen it and therefore have a difficult time following that which we have not received.
  - Changes are being made to the client assessment form that has taken a 3 page form to currently 8 pages. The time to administer the assessment, the time to manually enter the data from the assessment, and the impact this has on the operation of the contractors is significant. Additionally, seniors have a strong negative reaction to the invasive nature of the new questions and within the first week of using the new form, seniors are refusing to provide the information.
  - Other new interpretations of the policies and procedures will dramatically change the way service has been offered at Senior Action for many years (eliminating people from being served who have received services in the past). There has been no time allowed for making this transition and will cause a fire-storm of confusion and PR challenges with seniors in the community.

Senior Action serves more than 4,000 seniors in Greenville County each year. The impact this will have on the lives of seniors in Greenville is significant. More information can be provided on each of these items if needed.