



**Lower Savannah Council of Governments  
Area Agency on Aging  
Area Plan  
2017-2021**



## Table of Contents

|   |    |
|---|----|
| Executive Summary.....  | 6  |
| Mission Statement.....  | 7  |
| Vision Statement.....   | 7  |
| Organizational Structure.....   | 7  |
| Staff Experience and Qualifications.....  | 7  |
| Lower Savannah AAA/ADTRC Organization Chart.....  | 10 |
| Regional Aging Advisory Committee and Board of Directors.....                           | 11 |
| Client Assessments.....   | 11 |
| Ten-Year Forecast for the Lower Savannah Region.....                                    | 12 |
| Focus Area for FY 2017 Area Plan.....   | 17 |
| Goal 1:.....  | 17 |
| Objective 1.1: Lower Savannah Aging, Disability and Transportation Resource Center..... | 17 |
| Objective 1.2: Insurance and Medicare Counseling.....                                   | 18 |
| Objective 1.3: Lower Savannah Information and Referral/Assistance.....                  | 19 |
| Objective 1.4: Non-OAA Programming.....   | 19 |
| Objective 1.4.1: Medication Assistance Program (MAP).....                               | 19 |
| Objective 1.4.2: Savannah River Site Retiree Association.....                           | 20 |
| Goal 2:.....  | 21 |
| Objective 2.1: Family Caregiver Support Program.....                                    | 21 |
| Goal 3:.....  | 21 |
| Objective 3.1: Evidence Based Health Prevention and Wellness Programs.....              | 22 |
| Objective 3.2: Transportation Services.....   | 22 |
| Objective 3.3: Nutrition Programs and Services.....                                     | 23 |
| Objective 3.4: Enhancing Lower Savannah’s Senior Center.....                            | 24 |
| Objective 3.5: Emergency Preparedness and Coordination.....                             | 24 |
| Goal 4:.....  | 26 |
| Objective 4.1.....  | 26 |
| Objective 4.1.1.....  | 26 |
| Objective 4.1.2:.....   | 26 |
| Objective 4.1.3:.....   | 27 |

Objective 4.1.4: ..... 27

Objective 4.2: ..... 28

Goal 5: ..... 29

Objective 5.1: Programmatic Compliance review ..... 29

Attachment A: Area Plan Assurances and Required Activities by the Older Americans Act, as amended in 2006 ..... 30

Attachment B: FY 2017 Area Plan Guidance ..... 41

Information Requirements ..... 41

    Section 305(a) (2) (E)..... 41

    Section 306(a) (17) ..... 41

    Section 307(a) (10) ..... 43

    Section 307(a) (14) ..... 44

    Section 307(a) (29) ..... 45

Attachment C: AAA Funding and Fiscal Oversight ..... 46

    Competitive Procurement ..... 46

    Fiscal Compliance ..... 48

        Reimbursement for Services ..... 49

        Current Funding Resources for AAA Operations ..... 61

        Match Requirements ..... 61

Attachment D: General and Programmatic Information ..... 61

    Compliance ..... 61

    Client Data Collection ..... 62

    Resource Development..... 62

    Cost Sharing and Voluntary Contributions ..... 62

    High-Risk Providers and Corrective Action Plans ..... 63

    Providers Service Delivery Areas ..... 64

    2017- 2021 Area Plan Standard Assurances and Conditions ..... 64

    Training and Technical Assistance ..... 65

    Emergency Preparedness ..... 65

    Licensing Protocols ..... 67

    Outreach ..... 68

    Memorandums of Agreement (MOA) and Memorandums of Understanding (MOU)..... 68

I&R/A Funding..... 68

Regional Transportation Services ..... 68

Nutrition Program..... 68

Family Caregiver Support Program..... 69

Ombudsman Program..... 71

Legal Assistance Program ..... 72

Evidenced Based and Wellness Programs ..... 74

Reimbursement Request Accuracy..... 74

Assessment Process..... 74

Regional Successes..... 75

Local Match..... 76

Attachment E: GIS Mapping..... 77

    Service Delivery Areas..... 77

    GIS Maps ..... 78

    Senior Centers/Meal Sites ..... 81

Attachment F: Strategic Planning, Workforce, Process Management and Client/Customer Satisfaction 82

    Strategic Planning ..... 82

    Workforce Focus..... 83

    Process Management ..... 84

    Client/Customer Satisfaction ..... 84

Attachment G: Area Plan Public Hearings..... 85

**Verification of Intent**

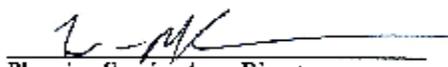
The Area Agency on Aging hereby submits its Fiscal Year 2017 – 2021 Area Plan to the Lieutenant Governor's Office on Aging. If approved, the plan is effective for the period of July 1, 2017 through June 30, 2021.

The Area Agency on Aging is granted the authority to develop and administer its Area Plan in accordance with all requirements of the Older Americans Act and the Lieutenant Governor's Office on Aging. By signing this plan, the Planning and Service Area Director and the Area Agency on Aging Director assure that the written activities included in the plan will be completed during the effective period and annual updates will be given to the Lieutenant Governor's Office on Aging when requested. Changes made to the approved plan will require an amendment submission to the Lieutenant Governor's Office for approval.

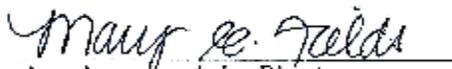
This plan contains assurances that it will be implemented under provisions of the Older Americans Act of 1965 during the period identified, as well as the written requirements of the Lieutenant Governor's Office on Aging and the South Carolina Aging Network's Policies and Procedures Manual.

The Area Plan herewith submitted was developed in accordance with all federal and state statutory and regulatory requirements.

**Lower Savannah Council of Governments/Area Agency on Aging**

  
\_\_\_\_\_  
Planning Service Area Director

4-28-2017  
Date

  
\_\_\_\_\_  
Area Agency on Aging Director

4-28-2017  
Date

## Executive Summary

The purpose of the Lower Savannah Council of Governments/Area Agency on Aging/Aging, Disability and Transportation Resource Center 2017-2021 Area Plan is to document how the Area Agency on Aging (AAA)/Aging, Disability and Transportation Resource Center (ADTRC) will plan and provide program and resource development, service delivery, contracts and grants management, training, community education, advocacy and coordination for a comprehensive coordinated service delivery system in the Lower Savannah Region. Under this Area Plan the Lower Savannah Council of Governments/AAA/ADTRC commits to carry out the Area Plan to meet all Federal and State Requirements.

Enhancement, comprehensiveness, creativity, credibility, accountability and responsiveness to the needs and wants of older adults, people with disabilities and their family caregivers are the themes of the 2017-2021 Lower Savannah Area Agency on Aging/Aging, Disability and Transportation Resource Center Area Plan. The Lower Savannah AAA/ADTRC will rely on partnerships at many levels, including a network of advocates, service providers, leaders and contracted providers of Older Americans Act services, to continue our efforts to help make our region a better place to live and grow over the next four (4) years.

The Lower Savannah AAA/ADTRC is working to serve older adults in the most holistic way possible, realizing that Older Americans Act and State funds alone can't meet the needs of the growing aging populations in the Lower Savannah Region. We are striving and encouraging the contractors to work to generate other sources of revenue in order to serve as many seniors in the region as possible. We are working with partners at many levels across multiple program areas to bring in additional resources above and beyond those from the Older Americans Act and to maximize their effectiveness in addressing the needs identified in our regional needs assessment. The staff of the AAA/ADTRC shares a vision for services for older adults that adapt with the changing needs and expectations across generations, to address the goals of helping older adults and people with disabilities to live long, healthy and independent lives, aging in place in their own homes and communities for as long as possible. We will continue to work toward this vision by constantly evaluating the services we plan, provide and purchase as part of the Area Plan, and to ask ourselves if we are addressing priority needs in a way that has the best potential for positive impacts and outcomes for those we are serving! We believe that it is important to retain our focus on continuing to make those positive impacts and outcomes every day in the lives of seniors, people with disabilities and their family caregivers in the Lower Savannah Region!

In each program area covered by the AAA/ADTRC, we have experienced staff that are competent, compassionate, and committed to the part of the big picture they represent. From Medicare counseling to Information and Referral/Assistance, to fraud prevention, legal services and long

term care Ombudsman services, our plans for addressing each services area are timely and well-suited for the needs and environment in the region.

The staff of the Lower Savannah AAA/ADTRC has worked since 2004 to eliminate program “silo” thinking and to break down barriers among related programs in the AAA/ADTRC. Staff in the AAA/ADTRC are cross trained on all programs offered within the AAA/ADTRC. We continue to consider ourselves as subject matter experts in a wide array of programs operated within and outside of the AAA/ADTRC. ADTRC’s were set up to be a no wrong door access for information on subjects related to aging, people with disabilities and their family caregivers. We continue to use this philosophy in the daily provision of services to people in the region.

### **Mission Statement**

The Mission of the Lower Savannah Aging, Disability and Transportation Resource Center is to connect people in Aiken, Allendale, Bamberg, Barnwell, Calhoun and Orangeburg Counties to resources that improve their quality of life.

### **Vision Statement**

The vision of the Lower Savannah Aging, Disability and Transportation Resource Center is to function as a comprehensive service and information network with the flexibility to plan and facilitate solutions for improving and enhancing the quality of life for our citizens.

### **Organizational Structure**

The Lower Savannah Area Agency on Aging/Aging, Disability and Transportation Resource Center (Lower Savannah AAA/ADTRC) is located in the Lower Savannah Council of Governments. The Lower Savannah AAA/ADTRC is located in the Human Services Division. The Aging and Disability Programs Manager oversees the aging and disability programs, with direct program staff (SHIP, SMP, Family Caregiver) reporting to the Aging and Disability Programs Manager. The Aging and Disability Programs Manager is supervised by the Human Services Director who reports to the Assistant Executive Director of the LSCOG. Within the Lower Savannah AAA/ADTRC, the Area Agency on Aging functions only for the purpose of carrying out the nine (9) functions of the AAA as specified in the Older Americans Act.

### **Staff Experience and Qualifications**

**H. Lee Willing-** is the Director of Human Services in which the Lower Savannah AAA/ADTRC is located. He is responsible for the management and oversight of the Human Services Division and the Aging and Disabilities, Transportation Resources Center (ADTRC) programs and services offered to eligible clients in the six county Lower Savannah region. He is a graduate of the University of South Carolina with a Bachelor of Science Degree in Business Administration. He has seven years’ experience with Workforce Development as the Operator of three area

Workforce Centers administering employment services to employers and jobseekers and client recruitment, eligibility determination and enrollment in the WIOA programs. Prior to joining Lower Savannah Council of Governments he worked in the private sector as a corporate manager.

**Mary Beth Fields-** is the Aging and Disability Programs Manager for the Lower Savannah Council of Governments. She is responsible for the functions of the Area Agency on Aging which include but are not limited to planning, program development, resource development, service delivery, contract and grants management, training, community education, advocacy, coordination, technical assistance and quality assurance. She supervises the programs under this Area Plan. Mary Beth is a graduate of Lander University with a Bachelor of Science degree and has been working in the Lower Savannah Council of Governments Human Services Division for thirteen (13) years.

**Frances B. Owens-** is the Finance Director for the Lower Savannah Council of Governments. She is responsible for the AAA Budget and internal and flow-through draw down request. She has been with the Lower Savannah Council of Governments for over 20 years. She has been a Certified Government Finance Officer through the South Carolina Finance Officers Association since September, 2000.

**Susan H. Garen-** is the Regional Long Term Care Ombudsman and Volunteer Services Coordinator. She has a Bachelor of Science Degree in Psychology. She is the designated LTC Ombudsman for the Lower Savannah Region. She has been employed by the Lower Savannah AAA/ADTRC for twenty-five (25) years.

**Dana Daniel-** is the Ombudsman Specialist. She works with the Long-Term Care Ombudsman, the Title III-B Elderly Legal Services Programs and conducts contractor assessments. She has a Bachelor of Arts in Psychology, Master's Degree in Social Work and is a Licensed Master Social Worker (LMSW). She is certified Dementia Specialist. She has been employed by the Lower Savannah AAA/ADTRC since July, 2016.

**Catherine Longfellow-** is the Family Caregiver Advocate. She has a degree as a Licensed Practical Nurse (LPN). She has three (3) years of training and human services benefits experience. She is a certified Dementia Specialist.

**Sabrina Ussery-** is the Information and Referral Specialist. She has a Bachelor's degree in Public Health from the University of South Carolina. She has been employed by the Lower Savannah AAA/ADTRC since October, 2016.

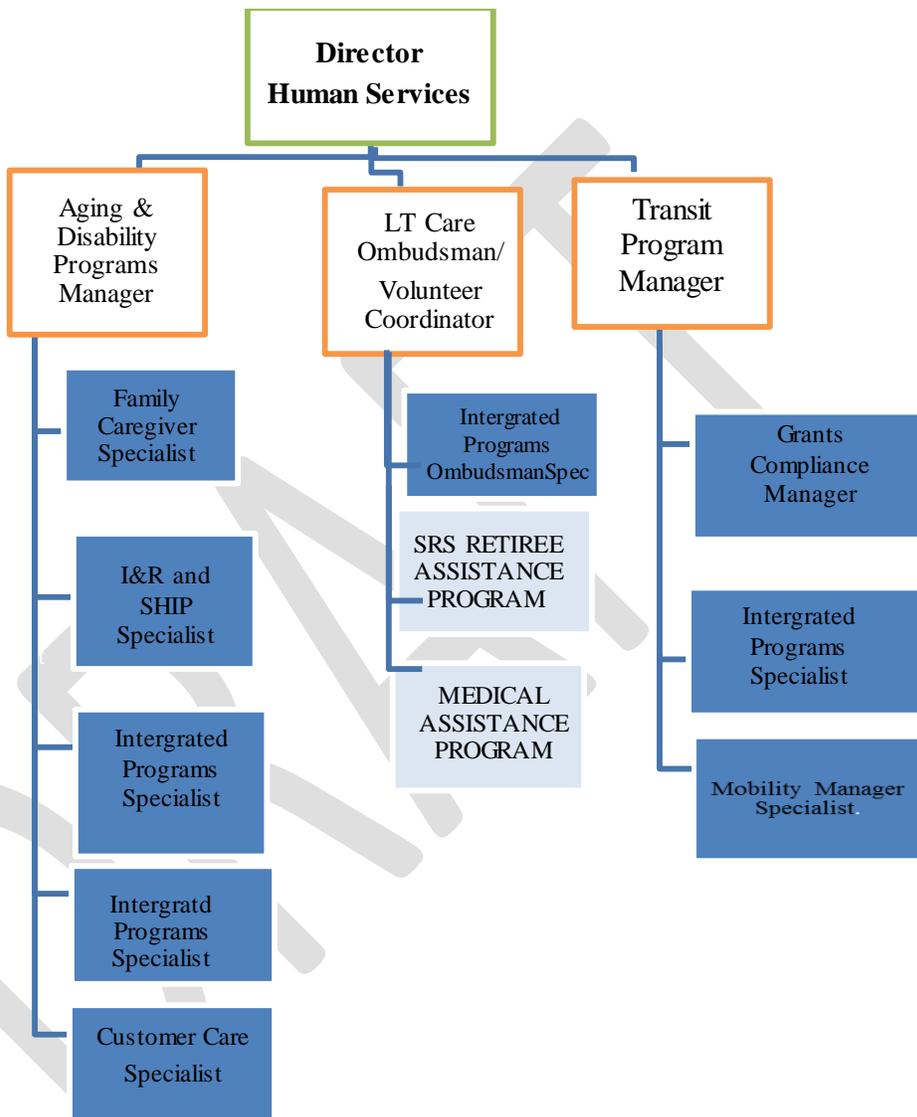
**Nikki Cannon**- is the SHIP Coordinator and is our assessment coordinator. She has a Bachelor degree in Business Management and has over 10 years' experience in human services and benefits counseling. She has been employed by the Lower Savannah Council of Governments since 2006.

**Linda Al-Jabere**- is the Human Services Specialist and works between the Family Caregiver Support Program and Mobility Management Program. She has been employed by Lower Savannah for ten years with five years' experience in Human Services.

**Vickie Jackson**-is the Human Services Specialist and works between the Family Caregiver Support Program and Mobility Management Program. She has been employed by Lower Savannah for ten years with five years' experience in Human Services.

DRAFT

Lower Savannah AAA/ADTRC Organization Chart



### **Regional Aging Advisory Committee and Board of Directors**

The Regional Aging Advisory Committee, herein referred to as the RAAC, is established by the Lower Savannah Council of Governments Board of Directors for the purpose of advising the Lower Savannah Council of Governments Human Services Department on matters relating to the development of the Lower Savannah Regional Area Aging Plan and the ongoing services offered by the Aging, Disability and Transportation Resource Center (ADTRC). Lower Savannah Council of Governments operates within the geographical boundaries of Aiken, Allendale, Bamberg, Barnwell, Calhoun and Orangeburg Counties.

The Regional Aging Advisory Committee is to have five (5) members representing Aiken County and Orangeburg County; and three (3) members representing each of the remaining counties: Allendale, Bamberg, Barnwell and Calhoun for a total of 22 advisory committee members. All members will have final appointment made by the Lower Savannah Council of Governments Board of Directors. Composition of the committee is compliant with federal guidelines and regulations applicable to programs of the Lower Savannah AAA/ADTRC.

The Lower Savannah Council of Governments' Board of Directors is appointed by the County Councils of the Lower Savannah six county region-Aiken, Allendale, Bamberg, Barnwell, Calhoun and Orangeburg Counties. Each County appoints four elected officials and two at large members. At least two of the total representatives of the county must be minority members except for Aiken County who appoints two additional person to serve as board members and Orangeburg County who appoints one additional member.

The Lower Savannah Council of Governments' Board of Directors is updated on a regular basis as it relates to aging issues. Several Board of Director members serve on the RAAC. The Board of Directors awards all contracts, approves the aging budgets and approves all RAAC members.

### **Client Assessments**

The Lieutenant Governor's Office on Aging (LGOA) issued a program instruction in January 2016 requiring all Area Agencies on Aging to conduct assessments by July 1, 2017. The Lower Savannah AAA/ADTRC opted to implement a phase in plan starting with three counties in July, a fourth county in April of 2017, and the remaining two counties in July of 2017. On July 1, 2016, we assumed responsibility of assessments from: the Allendale County Office on Aging, the Bamberg County Council on Aging, Generations Unlimited in Barnwell County and Help at Home which serves Aiken, Allendale and Barnwell Counties. On April 1, 2017, we assumed the assessment responsibility from the Aiken Area Council on Aging. On July 1, 2017, we will assume the assessment responsibility from the Calhoun County Council on Aging and the Orangeburg County Council on Aging.

We have an assessment coordinator who schedules all assessments in the region using an Access database. Clients receiving service(s) are reassessed within a twelve month period to determine if the client is still eligible for service. We receive referrals from the contractors, the community and AAA staff using a referral form in order to track referrals. Once a client is assessed, the assessment staff, the Human Services Director, and the Aging and Disability Programs Manager meet with staff to review and discuss each completed assessment before an approval is sent to the contractor. The AAA staff enters all assessments in AIM and puts all clients waiting for service(s) on the respective waiting list(s). Upon completion of the assessment review, if approved for service an approval form is sent to the contractor(s) indicating the client has been approved for services or has been placed on their waiting list. The contractors select the client to be served next using the priority scores to ensure the client with the highest priority is next person to receive services. If the client is denied for service a denial form is sent to the contractor letting them know the status of the assessment and a letter is sent to the client.

The chart below shows the number of new and reassessments that have been conducted since July 1, 2016.

| Number of New Assessments and Reassessments in SFY 2017 |              |                  |                |                 |                   |                  |
|---|--------------|------------------|----------------|-----------------|-------------------|------------------|
|   | Aiken County | Allendale County | Bamberg County | Barnwell County | # New Assessments | # Re-Assessments |
| July  | 3            | 11               | 19             | 25              | 15                | 43               |
| August  | 11           | 4                | 17             | 21              | 31                | 22               |
| September   | 10           | 6                | 22             | 23              | 52                | 9                |
| October   | 16           | 17               | 5              | 16              | 44                | 6                |
| November  | 6            | 18               | 12             | 21              | 22                | 35               |
| December  | 1            | 7                | 4              | 14              | 9                 | 17               |
| January   | 10           | 14               | 19             | 30              | 18                | 56               |
| February  | 10           | 9                | 11             | 28              | 25                | 33               |
| March   | 10           | 15               | 36             | 27              | 26                | 62               |
| <b>Totals</b>   | <b>77</b>    | <b>101</b>       | <b>145</b>     | <b>205</b>      | <b>242</b>        | <b>283</b>       |

### Ten-Year Forecast for the Lower Savannah Region

The Lower Savannah AAA/ADTRC senior population is expected to increase region wide by 11.19% by 2027 with Aiken County having the highest increase at 23.42% and Bamberg County with the lowest increase at 3.73%. We will continue to work and meet with our contractors, network in the communities we serve, engage with local, state and federal elected officials, work with the Silver Haired Legislature (SHL) Regional Caucus, the Regional Aging Advisory Committee (RAAC) and the Lower Savannah COG Board of Directors to identify the needs of seniors in the

Region as the senior population continues to change over the next 10 years. We will continue to hold bi-regional and bi-annual elected officials meetings which will serve as platform to educate officials on the needs of seniors in the Lower Savannah Region.

Below is a chart that shows the 2017 60+ population in comparison to the anticipated 60+ population in 2027 with the percent increase.

| <b>60+ Population Comparison for Lower Savannah Region for the Next 10 Years</b> |               |               |               |
|--|---------------|---------------|---------------|
|  | <b>2017</b>   | <b>2027</b>   | <b>%</b>      |
| Aiken  | 43,770        | 54,020        | 23.42%        |
| Allendale  | 2,420         | 2,530         | 4.55%         |
| Bamberg  | 4,020         | 4,170         | 3.73%         |
| Barnwell   | 5,230         | 5,690         | 8.8%          |
| Calhoun  | 4,500         | 5,240         | 16.44%        |
| Orangeburg   | 22,700        | 25,020        | 10.22%        |
| <b>Region Total</b>  | <b>82,640</b> | <b>96,670</b> | <b>11.19%</b> |

Below is an overview of the counties in the Lower Savannah Region.

*Aiken County*

Aiken County is on the west side of the State. Aiken County consists of 704,000 acres, of which 73,000 acres are part of the U. S. Department of Energy's Savannah River Site. The latest US Census information shows 161,709 persons living in the County and a senior population (age 60 and older) of 36,270. Aiken is the fourth largest South Carolina County by land area, with a size of 1,073 square miles. Aiken County contains 10 incorporated municipalities: Aiken, Burnetttown, Jackson, Monetta, New Ellenton, North Augusta, Perry, Salley, Wagener, and Windsor. The City of Aiken (County Seat) and North Augusta are the two largest municipalities in the County. The remaining eight municipalities are primarily small, rural communities. Between 2000 and 2010, the population of the county grew by 12%; the 60+ age group increased by 44.2%. It is also projected that Aiken County will continue to be a retirement destination. Aiken County is 60.9% urban and 39.01% rural. It is projected that the senior population and the 85+ senior population and the number of minority-low income seniors will continue to grow.

*Allendale County*

Allendale County is located on the western side of the State. The total area of the county is 408.09 square miles and it borders along the US Department of Energy's Savannah River Site. The county seat is the Town of Allendale. Allendale County has four (4) incorporated municipalities: Allendale, Fairfax, Sycamore and Ulmer. The latest US Census information shows 10,215 persons living in the County and a senior population (age 60 and older) of 2,275. Allendale is one of the Top 10 poorest counties in the United States. The minority population of Allendale County is 72.8%.

#### *Bamberg County*

Bamberg County is located in the eastern part of the Lower Savannah Region. The total area of the county is 395 square miles. The county seat is the City of Bamberg. Bamberg County has five (5) incorporated municipalities: Bamberg, Denmark, Ehrhardt, Govan and Olar. The latest US Census information shows counted 15,815 persons living in the County and a senior population (age 60 and older) of 3,735.

#### *Barnwell County*

Barnwell County is located on the western side of the Lower Savannah Region and parts of the county are located in the US Department of Energy's Savannah River Site. The county seat is the City of Barnwell. Barnwell County has seven (7) municipalities: Barnwell, Blackville, Elko, Hilda, Kline, Snelling and Williston. The latest US Census information shows 22,400 persons living in the County and a senior population (age 60 and older) of 4,725.

#### *Calhoun County*

Calhoun County is located nearest to the Midlands region of South Carolina. The total area of the county is 392.36 square miles. The county seat, which is the Town of St. Matthews, is located approximately 32 miles from the state's capital, Columbia. The latest US Census information shows 15,110 persons living in the County and a senior population (age 60 and older) of 3,835. The County contains two municipalities: Cameron and St. Matthews. St. Matthews serves as the County Seat. It is projected that the 60+ population of Calhoun County will continue to grow over the next 4 years.

#### *Orangeburg County*

Orangeburg County is located on the eastern side of the Lower Savannah Region. According to the U.S. Census Bureau, the county has a total area of 1,128 square miles. The latest US Census information shows 91,835 persons living in the County and a senior population (age 60 and older) of 20,065. Orangeburg County contains 17 incorporated municipalities: Orangeburg, Bowman, Branchville, Cope, Cordova, Ellore, Eutawville,

Holly Hill, Livingston, Neeses, North, Norway, Rowesville, Santee, Springfield, Vance, and Woodford. The City of Orangeburg (County Seat), Bowman, Branchville, and Holly Hill are the largest municipalities in the County. The remaining 13 municipalities are primarily small, rural communities.

Below is a chart that shows the relationship of the population and the service targets under the Older Americans Act by county.

| County       | Total Population | 60+ Population | %             | 60+ Minority  | %            | 60+ Low-Income | %            |
|--------------|------------------|----------------|---------------|---------------|--------------|----------------|--------------|
| Aiken        | 161,710          | 36,270         | 22.43%        | 7,000         | 4.33%        | 3,940          | 2.44%        |
| Allendale    | 10,215           | 2,275          | 22.27%        | 1,410         | 13.8%        | 560            | 5.48%        |
| Bamberg      | 15,815           | 3,735          | 23.62%        | 1,900         | 12.01%       | 950            | 6.01%        |
| Barnwell     | 22,400           | 4,725          | 21.09%        | 1,720         | 7.68%        | 715            | 3.19%        |
| Calhoun      | 15,110           | 3,835          | 25.38%        | 1,430         | 9.46%        | 440            | 2.91%        |
| Orangeburg   | 91,835           | 20,065         | 21.85%        | 10,685        | 11.63%       | 3,605          | 3.93%        |
| <b>Total</b> | <b>317,085</b>   | <b>70,905</b>  | <b>22.36%</b> | <b>24,145</b> | <b>7.61%</b> | <b>10,210</b>  | <b>3.22%</b> |

The Lower Savannah Region will face regional challenges in the next ten years related to the demographics and economic changes anticipated for the Region. Below is an overview of those regional challenges.

- a) Transportation systems- Funding to meet the growing need will continue to be the number one issue related to the transit needs for the Lower Savannah Region. A transportation development plan study is currently being conducted for Aiken County utilizing the large urban funding we receive from the Federal Transit Administration (FTA) to identify unmet needs for passenger travel, barriers to transit, possible service improvements, recommendations for improved transit connectivity and upcoming technology trends. The plan will look at long term planning horizons and identify funding opportunities to meet needs.
- b) Nutrition services (group and home delivered) - We will need to keep seniors engaged and participating in the group dining program. We see an increase in the already long waiting list for the home delivered meal program as the population continues to age.
- c) Information and referral- As funding across all programs, non-profit and government, continues to remain stagnant finding resources to help meet seniors' needs will become more challenging.

- d) Affordable housing- Finding safe and affordable housing for seniors will continue to be a need in the Region especially in our rural areas where there are not a lot of choices.
- e) Medical facilities-There are 3 medical hospitals in the Region (Aiken, Allendale and Orangeburg Counties). In the last few years, the hospitals in Bamberg and Barnwell Counties have closed. Bamberg, Barnwell and Calhoun county residents have to travel outside their counties and sometimes outside the Region to seek hospital treatment and very few options are available in there counties for medical professionals.
- f) Workforce availability-Aiken, Calhoun and Orangeburg Counties continue to benefit from a growing demand for healthcare professionals due to their close proximity to hospitals and colleges. Workforce Development reports a growing demand for Patient Care Assistants (PCA) as more credentialing is required by medical employers. Allendale, Bamberg, and Barnwell due to lack of hospitals and other medical professionals have limited training and employment options in their county.
- g) Long term care systems- As the region's population continues to age, the pressure to improve the long term care system will continue to grow. A balance between institutional and non-institutional care through governmental funding will be critical. We will need to assure there is high-quality care to meet the growing demands across the long term care system.
- h) Service expectations of seniors and caregivers-As more and more people become caregivers they will need occasional respite services. Ensuring continued caregiver respite funding is available will be a critical. Seniors will want more say in the type and kind of service they are receiving and it will become critical for the network in the Region to have multiple options available while still balancing a budget.
- i) Distribution of existing resources- We will have to make sure as we allocate funding we are looking at the Older Americans Act targets as well as waiting list for services taking into consideration the amount of funding we have for the Region.
- j) Creation of new resources- We will continue to explore, develop, and identify new resources that enable seniors in the Lower Savannah Region to age in place.
- k) Policy change-we will advocate for policy changes needed to modernize the aging network in the Lower Savannah Region to meet the growing demands of the senior population. We will advocate ways to reduce red tape and streamline services to ensure we are using staff to meet their full potential and increase productivity.
- l) Development and location of multipurpose senior centers- We will work with contractors and other community resources to identify opportunities and provide

technical assistance to increase in the number of multipurpose senior centers in the Region.

- m) Emergency Preparedness-Keeping seniors engaged and actively ready for emergency situations will be vital to ensuring the safety of our growing senior population.

### **Focus Area for FY 2017 Area Plan**

The Lower Savannah AAA/ADTRC Area Plan builds upon the goals and missions of the ACL and the LGOA to address how the Lower Savannah Region will meet the key goals set forth for the next four years.

**Goal 1:** Empower older adults and persons with disabilities, their families, caregivers, and other consumers by providing information, education, and counseling on their options to live as independently as possible in the community.

**Goal 2:** Enable older adults and people with disabilities in the Lower Savannah Region to live in the community and access high quality long-term services and support through the provision of home and community-based services, including support for families and caregivers.

**Goal 3:** Empower older adults to stay active and healthy through Older Americans Act services and other non-OAA services provided through the LGOA and Lower Savannah AAA/ADTRC.

**Goal 4:** Ensure that the rights of older adults and persons with disabilities are known and prevent their abuse, neglect, and exploitation.

**Goal 5:** Maintain effective and responsible management of OAA and State funded services offered through the LGOA and administered through the nine contractors of service.

**Goal 1: Empower older adults and persons with disabilities, their families, caregivers, and other consumers by providing information, education, and counseling on their options to live as independently as possible in the community.**

### **Objective 1.1: Lower Savannah Aging, Disability and Transportation Resource Center**

Lower Savannah AAA/ADTRC was the first ADRC in South Carolina. In 2006, we began the transition to become an Aging, Disability and Transportation Resource Center recognizing transportation as a key component to all seniors and people with disabilities to age in place.

### **Annual Performance Measures**

- Increase the number of calls and contacts the Lower Savannah AAA/ADTRC conducts by 5%.

- Increase the number of outreach events the Lower Savannah AAA/ADTRC conducts by 5%.
- Track and document unmet needs in SC Access.

### **Strategies and Action Steps**

- Provide education and training to consumers to assist in planning for their future long-term care needs.
- Ensure clients needing assistance are connected to resources which address their needs.
- Seek opportunities to provide outreach and education in the Lower Savannah Region to increase the awareness of the services offered through the Lower Savannah AAA/ ADTRC.
- Work with United Way of Aiken County, United Way of Barnwell and United Way of the Midlands 211 telephone information system to assist individuals with critical information on aging services and programs.

### **Objective 1.2: Insurance and Medicare Counseling**

Increase the number of older adults and persons with disabilities and their family caregivers receiving applicable insurance counseling and information regarding Medicare, enrollment, Part D prescription plans, and Medicare Advantage plan. The programs associated with the objective are the State Health Insurance Assistance Program (SHIP), Medicare Improvements for Patients and Providers Act (MIPPA), and the Senior Medicare Patrol (SMP).

### **Annual Performance Measures**

- Increase by 5 percent, the number of older adults and adults with disabilities enrolled in prescription drug coverage that meets their financial and health needs.
- Increase by 5 percent, the number of beneficiaries who contact the SHIP program for assistance.
- Increase by 10 percent the number of consumers and caregivers receiving SMP counseling.
- Increase by 10 percent the number of consumers reached in rural, isolated areas.
- Offer one Medicare certification training annually for counselors in the Lower Savannah Region.
- Conduct 3 outreach events in the Region each month.

### **Strategies and Action Steps**

- Continue to partner with the Savannah River Site Retiree Association (SRSRA) to co-locate the Savannah River Site Retiree Resource Center at the Lower Savannah AAA/ADTRC.

- Collaborate with the Centers for Medicare and Medicaid (CMS), the local Social Security Administration offices, ACL and the LGOA to provide the most current and accurate information to beneficiaries and the public.
- Identify insurance and Medicare needs and assist beneficiaries while Lower Savannah AAA/ADTRC staff is conducting assessments.
- Collaborate with the Service Coordinator at Senior HUD housing facilities in the Lower Savannah Region.

### **Objective 1.3: Lower Savannah Information and Referral/Assistance**

Increase the number of individuals seeking information or assistance by providing an effective Information and Referral/Assistance program at the Lower Savannah AAA/ADTRC.

#### **Annual Performance Measures**

- I&R/A Specialist attendance at six of the LGOA meetings.
- Participate in the six conference calls per year for the I&R/A Specialist
- Increase the number of contacts received by 5 percent
- Increase the I&R/A outreach by 10 percent

#### **Strategies and Action Steps**

- Inform the LGOA when a new resource has been identified in the Lower Savannah Region to be listed in SC Access as a service profile.
- Ensure I&R/A staff becomes AIRS certified.
- Provide training on resources/needs in the Lower Savannah Region to ensure the I&R/A staff have the knowledge, skills and ability to efficiently assist clients who contact them.
- Continue to work with agencies in the Lower Savannah Region to develop on-going partnerships.

### **Objective 1.4: Non-OAA Programming**

#### **Objective 1.4.1: Medication Assistance Program (MAP)**

Maintain a program funded by The United Way of Aiken County to educate and assist adult residents of Aiken County without prescription drug insurance coverage about Pharmaceutical Drug Companies' Patient Assistant Programs and complete the necessary applications for these consumers to obtain routinely taken, brand name drugs.

### Annual Performance Measures

- The ADTRC will continue to apply for and receive funding from The United Way of Aiken County each year for the continuation of the Medication Assistance Program.
- The MAP Coordinator and ADTRC Volunteer Programs will submit the annual performance summary to the United Way of Aiken each April to meeting funding compliance.
- MAP will increase the number of new client appointments by three percent (3%).
- Staff will track and document unmet need in SC Access.

### Strategies and Action Steps

- The MAP Coordinator will be a paid part time staff under contract with LSCOG to carry out the program, promote the program and recruit and train volunteers.
- MAP and ADTRC staff will promote the MAP at each public information / health fair and focus on underserved areas.
- MAP will be included as a program of the ADTRC during each public presentation of ADTRC activities, in printed brochures and internet websites and web based applications.
- MAP will make appropriate referrals to the ADTRC SHIP Counselors or I& R staff.

### Objective 1.4.2: Savannah River Site Retiree Association

SRSRA Resource Center will educate and assist retirees of the Savannah River Site and/or their spouses who become age eligible for Medicare benefits.

### Annual Performance Measures

- Resource Center volunteers will provide outreach and educational events to SRS retirees and/or their spouses at least six times per year to include basic information about Medicare, enrollment, supplemental policies and programs of the ADTRC.
- SRSRA Resource Center Manager or Designated volunteer will report the number of contacts made with retirees each month to the ADTRC Volunteer Programs Coordinator.
- The number of contacts made with SRS Retirees will increase by five percent (5%).
- Staff will track and document unmet need in SC Access.

### Strategies and Action Steps

- Maintain a cooperative partnership between SRSRA and Lower Savannah Council of Governments and ADTRC.
- Continue an agreement between SRSRA and LSCOG to have the Resource Center located within the LSCOG building.

- Lower Savannah AAA/ADTRC SHIP Counselors and Information and Referral staff will provide assistance and support as needed to volunteers during counseling/ educational events.
- SRSRA will employ a center manager for oversight, Resource Center policy and procedure development and recruitment and training of Resource Center Volunteers.

**Goal 2: Enable older adults and people with disabilities in the Lower Savannah Region to live in the community and access high quality long-term services and supports through the provision of home and community-based services, including support for families and caregivers.**

**Objective 2.1: Family Caregiver Support Program**

Increase the number of respite grants awarded in the Lower Savannah Region by working with the LGOA to advocate for additional state and federal funding to meet the needs of the growing senior population in the Lower Savannah Region.

**Annual Performance Measures**

- Increase the number of family caregiver support recipients by 5 percent annually.
- Attend quarterly caregiver advocate meetings at the LGOA.
- Submit quarterly Family Caregiver Support Program reports to the LGOA.
- Increase by 3 percent the number of volunteers utilized regionally.

**Strategies and Action Steps**

- Continue to work with hospice and home health agencies to ensure appropriate referrals are made.
- Conduct outreach in the region to make people aware of the respite funding.
- Utilize the Lower Savannah Family Caregiver Support Program database to monitor and evaluate client data and track program spending.
- Ensure assessment staff out in the region continues to make appropriate referrals for respite services.
- Send the Family Caregiver Support Program newsletter monthly.
- Improve regional collaboration to expand and enhance support and services for families and caregivers.

**Goal 3: Empower older adults to stay active and healthy through Older Americans Act services and other non-OAA services provided through the LGOA and Lower Savannah AAA/ADTRC.**

**Objective 3.1: Evidence Based Health Prevention and Wellness Programs**

Increase the number of older adults participating in evidenced-based health prevention and wellness programs.

**Annual Performance Measures**

- Increase the number of older adults participating in evidenced based prevention and wellness programs by 5 percent.
- Require each contractor of evidenced based prevention and wellness programs to provide the Lower Savannah AAA/ADTRC a quarterly report detailing the programs activities and attendance.

**Strategies and Action Steps**

- Provide technical assistance to contractors of evidenced based prevention and wellness programs on new program opportunities.
- Explore the Home Meds evidenced based health and wellness program for the Lower Savannah Region.

**Objective 3.2: Transportation Services**

Service more eligible older adults with transportation needs by coordinating a transportation system across all funding sources that enhances the lives of older adults in the Lower Savannah Region, giving them the ability to age in place.

**Annual Performance Measures**

- Increase the number of older adults utilizing transportation services by 10 percent.
- Increase the number of older adults utilizing transportation services for essential shopping and medical transportation by 5 percent.

**Strategies and Action Steps**

- Continue to work with the Lower Savannah mobility managers to identify older adults in need of transportation services.
- Continue to work with the Lower Savannah mobility managers to identify older adults in the urbanized area of Aiken County to apply for ADA Para-transit who are currently not receiving the service.
- Continue to work with the Georgia Department of Health Services to establish the return of the 5310 funding for large urbanized areas to serve Aiken County residents.
- Explore the opportunities identified in the Transportation Development Plan (TDP) currently being conducted for Aiken County that benefits older adults.
- Implement strategies identified in the TDP Comprehensive Operational Analysis portion of the plan to gain efficiencies of the current system that benefit older adults.

- Continue to help contractors of rural transit by providing technical assistance related to funding for older adults.
- Continue to work with contractors of transit services by maximizing all sources of transit funding to ensure maximum access to transit services for older adults.
- Continue to work with Orangeburg County to identify veterans from the rural areas of the Region to link them to available transportation options.
- Explore opportunities with the Lower Savannah Workforce Development Division to help job seekers of any age to be linked with available transportation options in the Region.

### **Objective 3.3: Nutrition Programs and Services**

Increase the number of eligible older adults served healthy meals by evaluating and modifying, as needed, the nutrition program to ensure cost efficiency, overall quality of food and participant satisfaction.

#### **Annual Performance Measures**

- Increase the number of meal clients served by 10 percent annually.
- Decrease by 5 percent the number of older adults' indication of food insecurity through the LGOA assessment process.
- Collect data showing consumer satisfaction scores by contractor with the goal of increasing satisfaction scores by 5 percent annually.
- Attend quarterly nutrition meetings held by the LGOA.

#### **Strategies and Action Steps**

- Evaluate current policy requirements that indicate food insecurity through the LGOA assessment process to ensure a decrease in the number of adults who have food insecurity.
- Ensure the contractors of nutrition services conduct an annual consumer satisfaction survey and the information is reported to the Lower Savannah AAA/ADTRC.
- Conduct compliance review that evaluates the effectiveness of the nutrition services in the Lower Savannah Region.
- Review data monthly, quarterly and annually to ensure proper utilization of funds and to maximize the number of clients served in the Lower Savannah Region.
- Meet regularly with contractors of nutrition services to review current policies and procedures.
- Meet regularly with our food contractor to provide feedback and recommendations on food quality, likes, dislikes and future menus.
- Meet regularly with clients of nutrition services to gather their feedback on the quality of the meal, menu options and general satisfaction with the nutrition program.

- Screen and assist clients on the nutrition waiting list with the Supplemental Nutrition Assistance Program (SNAP).

### **Objective 3.4: Enhancing Lower Savannah's Senior Center**

Create and support senior centers that offer vibrant activities and multiple services aiding older adults to live independently in the community for as long as possible.

#### **Annual Performance Measures**

- Attend annual trainings to provide technical assistance for senior centers.
- Provide resources that support vibrant activities to contractors of nutrition services and/or senior centers.

#### **Strategies and Action Steps**

- Evaluate and modify, as needed, the senior center program and provide support to senior centers that are striving to meet the needs of the current population and the needs of the emerging baby boomer population.
- Provide incentives for senior centers that develop and implement programming geared for meeting the needs of the baby boomer from incentives created by the LGOA.
- Conduct site visits to the regions nutrition sites/senior centers to assess operations, services and activities
- Enforce state and federal guidelines for senior centers and have open accountability processes to assure the required practices are adhered to each day at the senior centers and nutrition sites.
- Work with contractors to offer more availability of evidenced-based activities at senior centers.

### **Objective 3.5: Emergency Preparedness and Coordination**

Proactive preparation for emergencies and coordination with other AAA/ADRC offices, the local county service contractors and county emergency preparedness staff to ensure that polices are in place and evaluated annually, or as necessary, to ensure the safety of older adults or persons with disabilities served by local contractors before, during and after an emergency situation that affects normal service delivery.

#### **Annual Performance Measures**

- AAA/ADTRC will have a memorandum of understanding with at least two other AAA/ADRC programs to provide mutual aid in the event of a disaster affecting AAA/ADTRC functioning.
- AAA/ADTRC reviews and updates its disaster plan as needed, but at least annually.

- AAA/ADTRC provides a copy of the disaster plan to the LGOA as it is updated, but at least annually.
- AAA/ADTRC designated disaster preparedness coordinator or designee attends at least half of any training meetings coordinated by the LGOA for regional AAA/ADTRC staff.
- AAA/ADTRC designated disaster preparedness coordinator or designee meets with directors of local services contractors at least once per year to discuss needed updates and disaster preparedness at the local level.

### **Strategies and Action Steps**

- Review and update Memorandums of understanding with other AAA/ADTRC programs annually.
- Encourage local contractors to educate consumers on the importance of having a personal disaster plan.
- Review and request updates of local contractor disaster plans.
- Request and retain copies of written Memorandums of Agreement with other agencies or organizations noting details of the assistance provided during an emergency or other disaster.
- Update the regional disaster plan when local contractor plans are updated and provide an updated copy to the LGOA.
- Make contact with the six county Emergency Management Division's staff to educate the county officials on any unique needs of the consumers and to identify role of AAA/ADTRC staff during a disaster.
- Notify local county contractors of any impending dangerous weather or localized emergency.
- Conduct at least one emergency/ disaster drill with at least half of the contractors of service and report the completion of the drill to the LGOA.
- Communicate action taken and current status of local contractor areas to LGOA in the event of dangerous weather, program closure or relocation or other disaster that affects normal service delivery.
- Provide required reports to the LGOA on all aspects of disaster preparedness and emergency planning.

**Goal 4: Ensure the rights of older adults and persons with disabilities and prevent their abuse, neglect, and exploitation.**

**Objective 4.1: Regional LTC Ombudsman Program (RLTCOP)**

The RLTCOP will be effective and efficient in carrying out activities required by the State LTC Ombudsman Program in order to positively influence the care provided to residents in long term care facilities through advocacy, education, mediation and investigation.

**Objective 4.1.1:** Increase resident/ family access to effective and timely advocacy services.

**Annual Performance Measures**

- Visits by RLTCOP staff or volunteers will be made quarterly to each licensed Community Residential Care Facility and Nursing Home in the region.
- Increase the number of volunteers in the region by 25%.
- Improve coordination of RLTCOP Staff office coverage to provide better access by phone or office visits for residents and family members.

**Strategies and Action Steps**

- The Regional LTC Ombudsman and staff will conduct quarterly, routine visits to all licensed CRCF and NH facilities not assigned to a Volunteer Friendly Visitor.
- RLTCO staff will continue ongoing recruitment of new Volunteer Friendly Visitors.
- RLTCO staff will make direct requests to LTC facilities to speak to resident groups and family groups.
- RLTCO staff will coordinate routine visit schedules to provide better office coverage.

**Objective 4.1.2:** Empower residents and their families to resolve concerns through self-advocacy while creating a greater awareness of the Regional LTC Ombudsman program.

**Annual Performance Measures**

- RLTCOP staff and Volunteer Friendly Visitors will prepare and maintain an adequate supply of information flyers to distribute to residents and family members during routine visits.
- The number of consultations and details of the advocacy efforts will be recorded in the state approved database.
- Provide presentations to resident groups in at least 5% of the region's licensed residential care facilities and nursing homes.

- Attend at least 5% of the region's licensed residential care facilities and nursing homes' family meetings.
- The RLTCOP staff will participate in at least one community education event a year.

#### **Strategies and Action Steps**

- RLTCOP staff will develop and update informational flyers as needed with Residents' Rights information and issues trending in the region.
- RLTCOP staff and Volunteer Friendly visitors will distribute to residents in facilities and their family members a two sided flyer with contact information for the Lower Savannah RLTCOP staff on one side and details of various residents' rights topics on the other side.
- Telephone calls, office visits and requests for appointments in the facility will be met in a timely manner to help residents and/or their family members understand their rights for effective self-advocacy.
- Visits and advocacy efforts by the RLTCOP Staff and volunteers will be recorded in the state approved database system for the ombudsman program in a timely manner.

**Objective 4.1.3:** Educate staff of licensed long term care facilities about Residents' Rights and specialized care needs of vulnerable adults to encourage compassionate, individualized care to each resident.

#### **Annual Performance Measure**

- Provide training to facility staff in at least five percent (5%) of the facilities in the region.

#### **Strategies and Action Steps**

- RLTCO staff will request opportunities to speak to staff groups about Residents' Rights and prevention of instances of abuse, neglect and exploitation.
- Develop topic specific training programs based on regional needs identified by the complaints reported.
- Collaborate with providers of specialized services for the elderly and disabled for additional training options for staff of long term care facilities.

**Objective 4.1.4:** Increase community awareness and systems advocacy to address abuse, neglect and exploitation of the elderly and disabled and promote prevention and reporting strategies.

**Annual Performance Measure**

- RLTCOP staff will participate in at least one community education event a year.
- RLTCOP staff will provide reports at least quarterly to the State LTC Ombudsman with regional issues and trends that affect resident care.

**Strategies and Action Steps**

- RLTCOP staff will coordinate community educational opportunities with ADTRC staff and community partners.
- RLTCOP staff will increase knowledge of the current trends and issues of abuse, neglect and exploitation to better educate the public.
- RLTCOP staff will seek to coordinate activities with ADTRC staff and community programs of advocacy and assistance to vulnerable adults to promote issues and resolution options.

**Objective 4.2: Legal Assistance Program for the Elderly**

Provide access to qualified legal representation to the elderly in the Lower Savannah region by contracting with a legal services corporation to carry out the OAA funded Legal Assistance Program.

**Annual Performance Measures**

- Attend meetings and trainings coordinated by LGOA for Regional Legal Services Program Coordinators.
- Semi-annually provide comprehensive data to the LGOA that includes consumer demographic information as well as summarized data of legal needs and outcomes.

**Strategies and Action Steps**

- Implement a consumer referral and approval process that ensures the consumer is eligible for OAA funded legal assistance.
- Make appropriate referrals to other legal service providers as needed.
- Comply with the standards of the Legal Assistance Program established by the Legal Services Developer of the LGOA.
- Record consumer activity and demographic information in the SC Access database as well as the AIM Client database.

**Goal 5: Maintain effective and responsible management of OAA, State and local funded services offered through the LGOA through the nine contractors of service.**

**Objective 5.1: Programmatic Compliance review**

Provide fiscal and programmatic compliance review to ensure programs and services are operating according to OAA, state and regional requirements.

**Annual Performance Measures**

- Monitor contractors of service annually.
- Revised the Lower Savannah Area Agency on Aging Policies and Procedures Manual and the Lower Savannah Nutrition Services Program Manual annually or as needed.
- Hold quarterly contractor meetings.
- Review contracts annually to ensure they reflect current programmatic and fiscal requirements.
- Review request for payments monthly for each contractor to ensure they meet programmatic and fiscal requirements.

**Strategies and Action Steps:**

- Enact policies and procedures, which create a strong working environment where all requirement of the Older Americans Act, LGOA's Policies and Procedures Manual, and the Lower Savannah Area Agency on Aging Policies and Procedures Manual are followed as required.
- Submit Quality Assurance reports by June 3<sup>rd</sup> to the LGOA.
- Provide technical assistance to the contractors of service regarding fiscal and programmatic management, budgeting and reporting.
- Review contractor expenditures monthly and compare the number of clients served as reported in AIM to determine if programs and services are on target with performance goals to meet contract requirements.
- Implement revision to the LGOA assessment policies.
- Evaluated waiting list and determine if those with the highest priorities are being pulled off the waiting list to be served.
- Ensure that the LSCOG AAA/ADTRC staff is well-trained and has access to the best technology and software within available resources.

## **Attachment A: Area Plan Assurances and Required Activities by the Older Americans Act, as amended in 2006**

### **(Copied from the ACL State Plan Instructions)**

The Older Americans Act (OAA) requires the Lieutenant Governor's Office on Aging (LGOA) to make assurances in its State Plan that the conditions of the OAA are strictly followed and executed in the State of South Carolina.

As an Area Agency on Aging in South Carolina, your organization is responsible for implementing the requirements of the OAA as stipulated in these assurances. The AAA also commits to supporting the LGOA in the delivery of aging services based on the stipulations set forth by the South Carolina Aging Network's Policies and Procedures Manual.

### Sec. 305 (a) - (c), ORGANIZATION

(a)(2)(A) The State agency shall, except as provided in subsection (b)(5), designate for each such area (planning and service area) after consideration of the views offered by the unit or units of general purpose local government in such area, a public or private nonprofit agency or organization as the area agency on aging for such area.

(a)(2)(B) The State agency shall provide assurances, satisfactory to the Assistant Secretary, that the State agency will take into account, in connection with matters of general policy arising in the development and administration of the State Plan for any fiscal year, the views of recipients of supportive services or nutrition services, or individuals using multipurpose senior centers provided under such plan.

(a)(2)(E) The State agency shall provide assurance that preference will be given to providing services to older individuals with greatest economic need and older individuals with greatest social need, (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) and include proposed methods of carrying out the preference in the State plan;

(a)(2)(F) The State agency shall provide assurances that the State agency will require use of outreach efforts described in section 307(a) (16).

(a)(2)(G)(ii) The State agency shall provide an assurance that the State agency will undertake specific program development, advocacy, and outreach efforts focused on the needs of low-income minority older individuals and older individuals residing in rural areas.

(c)(5) In the case of a State specified in subsection (b) (5), the State agency and area agencies shall provide assurance, determined adequate by the State agency, that the area agency on aging will have the ability to develop an area plan and to carry out, directly or through contractual or other arrangements, a program in accordance with the plan within the planning and service area.

States must assure that the following assurances (Section 306) will be met by its designated area agencies on agencies, or by the State in the case of single planning and service area states.

Sec. 306 (a), AREA PLANS

(2) Each area agency on aging shall provide assurances that an adequate proportion, as required under section 307(a) (2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services- services associated with access to services (transportation, health services (including mental health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services); in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.

(4)(A)(i)(I) provide assurances that the area agency on aging will—

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I);

(ii) provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

(4)(A)(iii) With respect to the fiscal year preceding the fiscal year for which such plan is prepared, each area agency on aging shall--

(I) identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in clause (a) (4) (A) (i).

(4)(B)(i) Each area agency on aging shall provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on--

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement; and

(4)(C) Each area agency on agency shall provide assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems

development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.

(5) Each area agency on aging shall provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities.

(6)(F) Each area agency will:

in coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the area agency on aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations;

(9) Each area agency on aging shall provide assurances that the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.

(11) Each area agency on aging shall provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including-

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

(13)(A) Each area agency on aging shall provide assurances that the area agency on aging will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.

(13)(B) Each area agency on aging shall provide assurances that the area agency on aging will disclose to the Assistant Secretary and the State agency--

- (i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
- (ii) the nature of such contract or such relationship.

(13)(C) Each area agency on aging shall provide assurances that the area agency will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships.

(13)(D) Each area agency on aging shall provide assurances that the area agency will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.

(13)(E) Each area agency on aging shall provide assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.

(14) Each area agency on aging shall provide assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the area agency on aging to carry out a contract or commercial relationship that is not carried out to implement this title.

(15) provide assurances that funds received under this title will be used-

- (A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and
- (B) in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212;

(17) Each Area Plan will include information detailing how the Area Agency will coordinate activities and develop long-range emergency preparedness plans with local and State emergency response agencies, relief organizations, local and State governments and other institutions that have responsibility for disaster relief service delivery.

Sec. 307, STATE PLANS

(7)(A) The plan shall provide satisfactory assurance that such fiscal control and fund accounting procedures will be adopted as may be necessary to assure proper disbursement of, and accounting for, Federal funds paid under this title to the State, including any such funds paid to the recipients of a grant or contract.

(7)(B) The plan shall provide assurances that--

- (i) no individual (appointed or otherwise) involved in the designation of the State agency or an area agency on aging, or in the designation of the head of any subdivision of the State agency or of an area agency on aging, is subject to a conflict of interest prohibited under this Act;
- (ii) no officer, employee, or other representative of the State agency or an area agency on aging is subject to a conflict of interest prohibited under this Act; and
- (iii) mechanisms are in place to identify and remove conflicts of interest prohibited under this Act.

(9) The plan shall provide assurances that the State agency will carry out, through the Office of the State Long-Term Care Ombudsman, a State Long-Term Care Ombudsman program in accordance with section 712 and this title, and will expend for such purpose an amount that is not less than an amount expended by the State agency with funds received under this title for fiscal year 2000, and an amount that is not less than the amount expended by the State agency with funds received under title VII for fiscal year 2000.

(10) The plan shall provide assurance that the special needs of older individuals residing in rural areas will be taken into consideration and shall describe how those needs have been met and describe how funds have been allocated to meet those needs.

(11)(A) The plan shall provide assurances that area agencies on aging will--

- (i) enter into contracts with providers of legal assistance which can demonstrate the experience or capacity to deliver legal assistance;
- (ii) include in any such contract provisions to assure that any recipient of funds under division (A) will be subject to specific restrictions and regulations promulgated under the Legal

Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under such Act and governing membership of local governing boards) as determined appropriate by the Assistant Secretary; and

(iii) attempt to involve the private bar in legal assistance activities authorized under this title, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis.

(11)(B) The plan contains assurances that no legal assistance will be furnished unless the grantee administers a program designed to provide legal assistance to older individuals with social or economic need and has agreed, if the grantee is not a Legal Services Corporation project grantee, to coordinate its services with existing Legal Services Corporation projects in the planning and service area in order to concentrate the use of funds provided under this title on individuals with the greatest such need; and the area agency on aging makes a finding, after assessment, pursuant to standards for service promulgated by the Assistant Secretary, that any grantee selected is the entity best able to provide the particular services.

(11)(D) The plan contains assurances, to the extent practicable, that legal assistance furnished under the plan will be in addition to any legal assistance for older individuals being furnished with funds from sources other than this Act and that reasonable efforts will be made to maintain existing levels of legal assistance for older individuals;

(11)(E) The plan contains assurances that area agencies on aging will give priority to legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination.

(12) The plan shall provide, whenever the State desires to provide for a fiscal year for services for the prevention of abuse of older individuals, the plan contains assurances that any area agency on aging carrying out such services will conduct a program consistent with relevant State law and coordinated with existing State adult protective service activities for--

(A) public education to identify and prevent abuse of older individuals;

(B) receipt of reports of abuse of older individuals;

(C) active participation of older individuals participating in programs under this Act through outreach, conferences, and referral of such individuals to other social service agencies or sources of assistance where appropriate and consented to by the parties to be referred; and

(D) referral of complaints to law enforcement or public protective service agencies where appropriate.

(13) The plan shall provide assurances that each State will assign personnel (one of whom shall be known as a legal assistance developer) to provide State leadership in developing legal assistance programs for older individuals throughout the State.

(15) The plan shall provide assurances that, if a substantial number of the older individuals residing in any planning and service area in the State are of limited English-speaking ability, then the State will require the area agency on aging for each such planning and service area—

(A) to utilize in the delivery of outreach services under section 306(a)(2)(A), the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability; and

(B) to designate an individual employed by the area agency on aging, or available to such area agency on aging on a full-time basis, whose responsibilities will include--

- (i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and
- (ii) providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effectively linguistic and cultural differences.

(16) The plan shall provide assurances that the State agency will require outreach efforts that will— identify individuals eligible for assistance under this Act, with special emphasis on—

- (i) older individuals residing in rural areas;
  - (ii) older individuals with greatest economic need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas;
  - (iii) older individuals with greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas;
  - (iv) older individuals with severe disabilities;
  - (v) older individuals with limited English-speaking ability; and
  - (vi) older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
- (A) inform the older individuals referred to in clauses (i) through (vi) of subparagraph (A), and the caretakers of such individuals, of the availability of such assistance.

(17) The plan shall provide, with respect to the needs of older individuals with severe disabilities, assurances that the State will coordinate planning, identification, assessment of

needs, and service for older individuals with disabilities with particular attention to individuals with severe disabilities with the State agencies with primary responsibility for individuals with disabilities, including severe disabilities, to enhance services and develop collaborative programs, where appropriate, to meet the needs of older individuals with disabilities.

(18) The plan shall provide assurances that area agencies on aging will conduct efforts to facilitate the coordination of community-based, long-term care services, pursuant to section 306(a)(7), for older individuals who--

- (A) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;
- (B) are patients in hospitals and are at risk of prolonged institutionalization; or
- (C) are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them.

(19) The plan shall include the assurances and description required by section 705(a).

(20) The plan shall provide assurances that special efforts will be made to provide technical assistance to minority providers of services.

(21) The plan shall

- (A) provide an assurance that the State agency will coordinate programs under this title and programs under title VI, if applicable; and
- (B) provide an assurance that the State agency will pursue activities to increase access by older individuals who are Native Americans to all aging programs and benefits provided by the agency, including programs and benefits provided under this title, if applicable, and specify the ways in which the State agency intends to implement the activities.

(22) If case management services are offered to provide access to supportive services, the plan shall provide that the State agency shall ensure compliance with the requirements specified in section 306(a)(8).

(23) The plan shall provide assurances that demonstrable efforts will be made--

- (A) to coordinate services provided under this Act with other State services that benefit older individuals; and
- (B) to provide multigenerational activities, such as opportunities for older individuals to serve as mentors or advisers in child care, youth day care, educational assistance, at-risk youth intervention, juvenile delinquency treatment, and family support programs.

(24) The plan shall provide assurances that the State will coordinate public services within the State to assist older individuals to obtain transportation services associated with access to services provided under this title, to services under title VI, to comprehensive counseling services, and to legal assistance.

(25) The plan shall include assurances that the State has in effect a mechanism to provide for quality in the provision of in-home services under this title.

(26) The plan shall provide assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the State agency or an area agency on aging to carry out a contract or commercial relationship that is not carried out to implement this title.

The plan shall provide assurances that area agencies on aging will provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care.

#### Sec. 308, PLANNING, COORDINATION, EVALUATION, AND ADMINISTRATION OF STATE PLANS

(b)(3)(E) No application by a State under subparagraph (b)(3)(A) shall be approved unless it contains assurances that no amounts received by the State under this paragraph will be used to hire any individual to fill a job opening created by the action of the State in laying off or terminating the employment of any regular employee not supported under this Act in anticipation of filling the vacancy so created by hiring an employee to be supported through use of amounts received under this paragraph.

#### Sec. 705, ADDITIONAL STATE PLAN REQUIREMENTS (as numbered in statute)

(1) The State plan shall provide an assurance that the State, in carrying out any chapter of this subtitle for which the State receives funding under this subtitle, will establish programs in accordance with the requirements of the chapter and this chapter.

(2) The State plan shall provide an assurance that the State will hold public hearings, and use other means, to obtain the views of older individuals, area agencies on aging, recipients of grants under title VI, and other interested persons and entities regarding programs carried out under this subtitle.

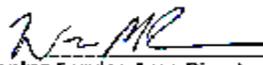
(3) The State plan shall provide an assurance that the State, in consultation with area agencies on aging, will identify and prioritize statewide activities aimed at ensuring that older individuals have access to, and assistance in securing and maintaining, benefits and rights.

- of assistance if appropriate and if the Individuals to be referred consent; and
- (iv) referral of complaints to law enforcement or public protective service agencies if appropriate;
- (B) the State will not permit involuntary or coerced participation in the program of services described in subparagraph (A) by alleged victims, abusers, or their households; and
- (C) all information gathered in the course of receiving reports and making referrals shall remain confidential except—
  - (i) if all parties to such complaint consent in writing to the release of such information;
  - (ii) if the release of such information is to a law enforcement agency, public protective service agency, licensing or certification agency, ombudsman program, or protection or advocacy system; or
  - (iii) upon court order

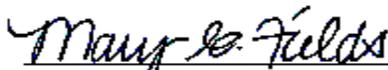
**Verification of Older Americans Act Assurances**

By signing this document, the authorized officials commit the Area Agency on Aging to performing all listed assurances and activities as stipulated in the Older Americans Act, as amended in 2006 (2016). In addition, the AAA provides assurance that it will adhere to all components of the South Carolina Aging Network's Policies and Procedures Manual, the Lieutenant Governor's Office on Aging's (LGOA's) Multi-grant Notification of Award Terms and Conditions, and to Individual LGOA programmatic policies and procedures.

Lower Savannah Council of Governments/Area Agency on Aging

  
\_\_\_\_\_  
Planning Service Area Director

4-28-2017  
Date

  
\_\_\_\_\_  
Area Agency on Aging Director

4-28-2017  
Date

## Attachment B: FY 2017 Area Plan Guidance

### Information Requirements

#### Section 305(a) (2) (E)

Describe the mechanism(s) for assuring that preference will be given to providing services to older individuals with greatest economic need and older individuals with greatest social need, (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) and include proposed methods of carrying out the preference in the plan.

#### ***Lower Savannah AAA/ADTRC Response***

The Lower Savannah AAA/ADTRC will be conducting all assessments in the Region by July 1, 2017. The AIM assessment scores each response as it relates to: older individuals with greatest economic need and older individuals with greatest social need, (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. Because we will be conducting all assessments, we will be able to:

1. Ensure all referrals receive an assessment and all referrals that have been assessed are placed on the appropriate waiting list(s).
2. Check each contractor's waiting list in AIM to ensure that when a client is taken off the waiting list they are the client with the next highest priority score.

#### Section 306(a) (17)

Describe the mechanism(s) for assuring that each Area Plan will include information detailing how the Area Agency will coordinate activities and develop long-range emergency preparedness plans with local and State emergency response agencies, relief organizations, local and State governments and other institutions that have responsibility for disaster relief service delivery.

#### ***Lower Savannah AAA/ADTRC Response***

Within the goals and objectives section of the area plan for Lower Savannah AAA/ADTRC there is one objective specifically outlining the action taken in disaster planning. The AAA/ADTRC and local contractors are required to have a written disaster plan in place. Strategies and Action Steps outlined to meet the objective includes routine contact with the county Emergency Management Services Director and/or Staff to discuss needs of the seniors in the area and to identify and clarify the role of the AAA/ADTRC Staff during a disaster. In addition, the AAA/ADTRC will maintain

current contact information for state and local agencies and relief organizations to be able to provide to seniors in the event of a disaster.

Describe the AAA's protocols to deliver group dining and home-delivered meals, transportation, and home care during an emergency. (The AAA shall collaborate with providers to develop an emergency service delivery plan for group dining and home-delivered meals, transportation, and home care. The emergency plan shall also cover general agency operations during periods of crisis, hazardous weather, unscheduled closings, and any other emergency situations.)

***Lower Savannah AAA/ADTRC Response***

The Lower Savannah ADTRC Disaster Plan details the action to take in the event of a disaster such as building use loss due to fire or weather event. The plan includes action steps to educate and prepare consumers, assess damage following a disaster and restore essential services needed to protect the consumers' health and wellbeing and may include:

1. Encourage each provider of services to have a detailed disaster plan that includes memorandums of agreement with other community agencies, churches or other organizations to use their space for essential operations.
2. Educate consumers on the importance of having a personal disaster response plan.
3. Encourage local transportation providers to secure agreements with other entities for use of vehicles to provide critical medical transportation.
4. Encourage contractors of meal programs to pre-deliver nonperishable meals to high risk consumers receiving home delivered meals or congregate meals that have been identified through the assessment process to lack family or community support during a disaster or weather related emergency. High risk consumers are those who responded during the assessment process that the consumer would not have anyone check on his during a disaster.
5. Encourage contractors to back up all computer systems, print consumer information reports to provide as needed to county emergency responders/ Emergency Management officials.
6. Review, update, and redistribute phone numbers for ADTRC, local contractor staff and catering contractor staff.
7. Assist contractors as needed to notify isolated consumers lacking community support of the potential weather related disaster.
8. Deliver additional meals to home bound clients as funds are available to consumers regardless of high risk status.
9. Encourage transportation providers to communicate with county officials to implement any needed evacuation of seniors.

10. Disseminate information relative to disaster response services available and restoration of routine services to callers to the AAA/ADTRC
11. Coordinate with alternate suppliers for meals for contractors of meal programs should the contracting caterer not be able to provide meals per the regional contract.
12. Provide on-site staff presence if needed to operate a group dining site or pack home delivered meals.
13. Monitor re-establishment of routine contracted services as soon as possible and report service restoration to the LGOA.
14. All unscheduled closings of the contractor's primary office or satellite center or office will be reported to the ADTRC as soon as practical with updates provided routinely.
15. The ADTRC will assist the meal program and transportation contractors as needed in the implementation of their plan to provide services during an unanticipated closure.

Section 307(a) (10)

The plan shall provide assurance that the special needs of older individuals residing in rural areas are taken into consideration and shall describe how those needs have been met and describe how funds have been allocated to meet those needs.

***Lower Savannah AAA/ADTRC Response***

The Lower Savannah Region is comprised of six (6) counties. All but one of the counties in rural. We allocated funding in the following way:

1. Forty-five (45%) percent of available funds to be divided equally among the six (6) counties. This amount allows each county an equal base amount of support.
2. Fifty-five (55%) percent funding distributed to each county based on their applicable 2010 sixty (60) plus general population.

State Bingo funding is allocated one-half (1/2) of the funds are divided equally among the forty-six (46) counties and the remaining one-half (1/2) must be divided based on the percentage of population sixty (60) year and above in relation to the total State population aged sixty (60) years and above using current census data. Contractors receiving these funds must be agencies recognized by the LGOA as service delivery contractors of the Lower Savannah Council of Government AAA/ADTRC. (South Carolina Code Section 12-12-4200) State funding will be distributed based on the documented need and the contractors' capacity to provide the service.

Section 307(a) (14)

The plan shall, with respect to the fiscal year preceding the fiscal year for which such plan is prepared—describe the methods used to satisfy the service needs of the low-income minority older individuals described in subparagraph (A), including the plan to meet the needs of low-income minority older individuals with limited English proficiency.

**Lower Savannah AAA/ADTRC Response**

Lower Savannah AAA/ADTRC is committed to serving low-income minority older individuals. With the funding we receive in the Region from federal, state and local sources in SFY 2016, we served 67.69% who were low income and 59.65% who were minority.

| <b>Contractor</b>                     | <b>Total Clients</b> | <b>Low-Income</b> | <b>%</b>      | <b>Minority</b> | <b>%</b>      |
|---------------------------------------|----------------------|-------------------|---------------|-----------------|---------------|
| Aiken Area Council on Aging           | 692                  | 660               | 95.38%        | 286             | 41.33%        |
| Allendale County Office on Aging      | 153                  | 146               | 95.42%        | 118             | 77.12%        |
| Bamberg County Office on Aging        | 199                  | 191               | 95.98%        | 161             | 80.9%         |
| Generations Unlimited                 | 338                  | 186               | 55.03%        | 199             | 58.88%        |
| Calhoun County Council on Aging       | 239                  | 233               | 97.49%        | 147             | 61.51%        |
| Orangeburg County Council on Aging    | 818                  | 613               | 74.94%        | 629             | 76.89         |
| Help at Home                          | 72                   | 70                | 97.22%        | 26              | 36.11%        |
| Lower Savannah Family Caregiver/Legal | 810                  | 149               | 18.4%         | 415             | 51.23%        |
| <b>Total for Region</b>               | <b>3,321</b>         | <b>2,248</b>      | <b>67.69%</b> | <b>1,981</b>    | <b>59.65%</b> |

HHS19 July 1, 2015 to June 30, 2016

The chart below compares the total eligible Regional population to the number of clients served by the Lower Savannah AAA/ADTRC. It depicts the Lower Savannah AAA/ADTRC is serving a significantly higher percent of low-income and minority older individuals.

|  | Low-Income | Minority |
|--|------------|----------|
| Region 60+ Population                                | 10,210     | 24,145   |
| LSCOG Clients Served<br>(Total clients served 3,321) | 2,248      | 1,981    |
| Percentage   | 67.69%     | 59.65%   |

HHS19 July 1, 2015 to June 30, 2016 and Census Data

**Section 307(a) (29)**

The plan shall include information detailing how the AAA will coordinate activities, and develop long-range emergency preparedness plans, with local emergency response agencies, relief organizations, local governments, State agencies responsible for emergency preparedness, and any other institutions that have responsibility for disaster relief service delivery. Describe the involvement of the PSA Director and AAA Director in the coordination and implementation of emergency management plans.

**Lower Savannah AAA/ADTRC Response**

The Lower Savannah ADTRC Disaster Plan is a comprehensive document that includes information on the efforts undertaken by the ADTRC and contractors to mitigate, prepare, respond and recover from emergencies that may affect the delivery of core services of the OAA that are essential to the health and wellbeing of the consumers. The ADTRC Disaster Plan includes a copy of each contractor’s disaster plan and is a document that is reviewed and updated regularly. The ADTRC Disaster plan includes action to be taken at the regional level as well as recommendations for each contractor to address relative to their respective clients. The action steps recognize the limitations of some contractors of aging services due to the limited number of staff and constraints of the actual local contractor office or program sites due to size, shared space with other agency’s or multipurpose use by the county.

The ADTRC Disaster Plan includes a comprehensive list of contact information for all six county Emergency Management Directors and key county staff for each county in the region. Contractors of OAA Services are each encouraged to develop working relationships with their respective County Emergency Management Director in order to stay abreast of areas of high disaster impact and to identify to the Emergency Management staff those high risk clients in the impacted area to direct resources for response and recovery to those individuals.

The Lower Savannah ADTRC is part of the Council of Governments whose Regional Planners invite the ADTRC Designated Preparedness Staff for disaster planning to the regional meetings of the Emergency Management Staff. In addition, the ADTRC Designated Disaster Preparedness Staff and ADTRC Director will increase routine contact with the county Emergency Management Director with at least one face to face meeting per year for the purpose of ongoing education of the ADTRC purpose and to identify potential help that can be provided by the ADTRC to the county EMD during a disaster. In addition, each county EM Director or staff will be contacted by email once per year to confirm contact information in the disaster plan is up to date.

### **Attachment C: AAA Funding and Fiscal Oversight**

Title III and NSIP funds are allocated based on our current funding formula using Census Data from 2010. Each County (not contractor) receives 45% equal funding and 55% funding based on population over age 60. Bingo funds are allocated based on information provided by the LGOA. State (HCBS) funds are allocated based on waiting lists, prior service levels, requests from contractors. For HCBS, many things are factored into those allocations currently. Current position is to hold back some funds at the beginning of the fiscal year to meet any unanticipated needs that come up during the year. We anticipate having all funds allocated out no later than May.

### **Competitive Procurement**

The Lower Savannah AAA/ADTRC follows the Lower Savannah Council of Governments Internal Procurement Policy. The Lower Savannah AAA/ADTRC last issued a request for proposal (RFP) for the core aging services in January 2014 for an effective date of July 1, 2014. The RFP stated the award was for the period of July 1, 2014 to June 30, 2015 with the option to extend for four (4) one-year additional extensions.

The Lower Savannah AAA/ADTRC wrote the RFP that was issued in January 2014. A review committee was established from the Regional Aging Advisory Committee who listened to all day presentations from the responsive vendors who submitted proposals. The responsive vendors were scored on their proposal based on the criteria outlined in the RFP. The scores from each committee member were averaged to determine the committee's recommendation for contractor awards. The recommendation for each service for each county was then presented at the Lower Savannah COG Board for their approval of the contract awards.

Below is a chart showing all the contracts the Lower Savannah Area Agency on Aging currently has along with the services they provide.

Lower Savannah Area Agency on Aging

| <b>Contractor</b>                  | <b>County(s)</b>              | <b>Service(s)</b>   | <b>Contract Dates<br/>(July 1 to June 30)</b>                |
|------------------------------------|-------------------------------|---|--|
| Aiken Area Council on Aging        | Aiken                         | Group Dining<br>Home Delivered<br>Transportation  | July 1, 2014<br>July 1, 2015<br>July 1, 2016<br>July 1, 2017 |
| Allendale County Office on Aging   | Allendale                     | Evidenced Based Programs<br>Group Dining<br>Home Delivered<br>Transportation              | July 1, 2014<br>July 1, 2015<br>July 1, 2016<br>July 1, 2017 |
| Bamberg County Office on Aging     | Bamberg                       | Evidenced Based Programs<br>Group Dining<br>Home Delivered<br>Homemaker<br>Transportation | July 1, 2014<br>July 1, 2015<br>July 1, 2016<br>July 1, 2017 |
| Calhoun County Council on Aging    | Calhoun                       | Evidenced Based Programs<br>Group Dining<br>Home Delivered<br>Homemaker<br>Transportation | July 1, 2014<br>July 1, 2015<br>July 1, 2016<br>July 1, 2017 |
| Generations Unlimited              | Barnwell                      | Evidenced Based Programs<br>Group Dining<br>Home Delivered<br>Transportation              | July 1, 2014<br>July 1, 2015<br>July 1, 2016<br>July 1, 2017 |
| Help at Home, Inc.                 | Aiken, Allendale and Barnwell | Assisted Transportation (Aiken County)<br>Homemaker                                       | July 1, 2014<br>July 1, 2015<br>July 1, 2016<br>July 1, 2017 |
| Orangeburg County Council on Aging | Orangeburg                    | Evidenced Based Programs<br>Group Dining<br>Home Delivered<br>Homemaker                   | July 1, 2014<br>July 1, 2015<br>July 1, 2016<br>July 1, 2017 |

|                   |  |                         |  |
|-------------------|--|-------------------------|--|
| SC Legal Services | Aiken, Allendale, Bamberg, Barnwell Calhoun and Orangeburg | Legal                   | September 11, 2014<br>July 1, 2015<br>July 1, 2016<br>July 1, 2017 |
| Senior Catering   | Aiken, Allendale, Bamberg, Barnwell Calhoun and Orangeburg | Meals                   | July 1, 2016<br>July 1, 2017                                       |
| City of Aiken     | Aiken  | Evidence Based Programs | 7-1-2017 (tentative)   |

**Fiscal Compliance**

The Lower Savannah Council of Governments checks for contract compliance annually through a variety of methods. We perform desk top compliance review on a monthly basis. We use AIM to monitor budgets, unit prices, units served, contract utilization and granted related income. We also review their annual audits or independent accountant’s report on applying agreed-upon procedures.

As requested, below is an insert from the Lower Savannah Area Agency on Aging Policies and Procedures Manual for our written procedures for compliance.

**403. DOCUMENTATION OF CONTRACTED SERVICE DELIVERY**

Contractors must submit the following in order to receive reimbursement for units earned from the Lower Savannah Council of Governments AAA/ADTRC.

1. The following reports are due to the LSCOG AAA/ADTRC by the **fifth (5<sup>th</sup>) working day** of each month.
  - Ordered, Delivered and Served Report form with vouchers from the approved meal vendor shall be submitted to the Aging and Disability Programs Manager;
  - Nutrition Program Food Temperature Log shall be submitted to the Aging and Disability Programs Manager;
  - Signed Lower Savannah Recap Sheet submitted to the Lower Savannah COG Finance Director, Finance Clerk and Aging and Disability Programs Manager; and

- Signed LSCOG AAA Provider Certification with the following reports HHS18, HHS25b, LG97c (for each funded service) submitted to the Aging and Disability Programs Manager.
2. All units of service must be entered into Aim by the 5<sup>th</sup> working day of the following month.
  3. Monthly Congregate Meal Activity Calendars submitted to the Aging and Disability Programs Manager by the 20<sup>th</sup> day of the month before the month of the calendar. The AAA/ADTRC must submit the calendar to the LGOA by the last day of each month.
  4. Nutrition Education Reports are due to the Aging and Disability Programs Manager for the group dining and home delivered meals program six (6) times per year.
  5. Contractors must provide Lower Savannah Council of Governments with all requested data required by the State Unit on Aging in the format necessary to document the outcome of services purchased with contracted funds.

Reimbursement for Services

In our last procurement (2014), we had each contractor fill out a Budget and Unit Cost Calculations spreadsheet as part of their proposal (see below). This spreadsheet calculates, by element of cost, their actual unit cost. See the attached table:

| Service                  | Proposed Unit Price Range | Countered/Accepted Unit Price Range |
|--------------------------|---------------------------|-------------------------------------|
| Home Delivered Meals     | \$4.91 – 6.71             | \$5.37-5.50 (Avg. 5.41)             |
| Group Dining Meals       | \$6.55-13.85              | \$6.32-7.75 (Avg. 6.72)             |
| Transportation           | \$1.423 -2.13             | \$1.85                              |
| Home Care                | \$17.75-26.29             | \$18.40                             |
| Evidenced Based Programs | \$4.21-14.78              | \$5.00                              |

Some of the more rural counties receive slightly higher unit rates for some services because many costs are the same but there are less clients to spread those costs over.

We have no way of verifying the unit costs by provider, however, we look for reasonableness in the cost elements provided and compare similarities from one contractor to another. Contractors have not received an increase in unit rate other than the actual cost increase for a

meal itself since 2014. Several contractors also received an increase in the transportation unit rate in 2015 based on instruction from LGOA to re-evaluate those costs.

The units contractors put into AIM each month are checked for several things:

- a. Does each client have a current assessment?
- b. Has the client been approved by the AAA?
- c. Are the number of units reasonable?
- d. Is the unit cost in AIM the same as the contract?
- e. Are the correct number of units to be served in AIM?
- f. Is the correct F/S/L % in AIM?
- g. Has the contractor served more units than contracted?

As requested, below are the excel spreadsheets used to determine unit cost for each contractor during our last procurement cycle in 2014.

Lower Savannah Area Agency on Aging

Budget and Unit Cost Calculations

Offeror: Alken Area Council on Aging, Geographic Area: ARLEN COUNTY

RFQ#: 2014-5

| Item #                               | SERVICE Delivery Costs:<br>(Enter dollar in Green Cells Only) | 100%<br>Budget (All<br>State) | Group Billing<br>Media | Health<br>Promotions | Home Delivery<br>Media | Home Care<br>Level 1 | Transport         |
|--------------------------------------|---|-------------------------------|------------------------|----------------------|------------------------|----------------------|-------------------|
| 1                                    | Personnel Salaries  | 100,262.00                    | 24,845.00              |                      | 48,768.00              | 26,824.00            | 20,125.00         |
| 2                                    | Fringe Benefits   | 28,980.00                     | 4,204.00               |                      | 7,071.00               | 8,328.00             | 4,018.00          |
| 3                                    | Travel (for service delivery)                                 | 10,050.00                     | 0.00                   |                      | 0.00                   | 10,050.00            | 0.00              |
| 4                                    | Training (include training related staff travel)              | 2,875.00                      | 180.00                 |                      | 400.00                 | 800.00               | 275.00            |
| 5                                    | Facility Cleaning cost  | 7,198.00                      | 2,414.00               |                      | 4,604.00               | 0.00                 | 180.00            |
| 6                                    | Utilities   | 3,350.00                      | 1,575.00               |                      | 1,775.00               | 0.00                 | 0.00              |
| 7                                    | Equipment   | 3,400.00                      | 1,500.00               |                      | 500.00                 | 0.00                 | 1,400.00          |
| 8                                    | Insurance   | 250.00                        | 0.00                   |                      | 250.00                 | 0.00                 | 0.00              |
| 9                                    | Supplies  | 3,450.00                      | 1,274.00               |                      | 500.00                 | 1,250.00             | 176.00            |
| 10                                   | Raw Food/Prep Cost (Arden Site only)                          | 218,284.00                    | 71,820.00              |                      | 144,464.00             |                      |                   |
| 11                                   | Other: Vehicle Leasing  | 30,000.00                     | 0.00                   |                      | 0.00                   | 0.00                 | 30,000.00         |
| 12                                   | Other: Vehicle Maintenance                                    | 2,000.00                      | 0.00                   |                      | 1,400.00               | 0.00                 | 600.00            |
| 13                                   | Other: Uniforms, S.I.D., Physicals, Decking                   | 1,850.00                      | 450.00                 |                      | 200.00                 | 600.00               | 600.00            |
| 14                                   | Other: Computer Software                                      | 2,650.00                      | 1,200.00               |                      | 1,250.00               | 0.00                 | 0.00              |
| 15                                   | Other: In Kind Volunteering                                   | 58,840.00                     | 21,500.00              |                      | 39,740.00              | 0.00                 | 0.00              |
| 16                                   | Other: (specify)  | 0.00                          | 0.00                   |                      | 0.00                   | 0.00                 | 0.00              |
| 17                                   | Subtotal - Service Provision Costs                            | 122,870.00                    | 43,144.00              | 0.00                 | 243,080.00             | 76,962.00            | 66,814.00         |
| Management (Indirect/Overhead) Costs |   |                               |                        |                      |                        |                      |                   |
| 18                                   | Personnel Salaries  | 66,054.00                     | 16,103.00              |                      | 34,818.00              | 8,090.00             | 8,124.00          |
| 19                                   | Fringe Benefits   | 9,750.00                      | 3,701.00               |                      | 3,262.00               | 1,271.00             | 645.00            |
| 20                                   | Other Overhead/Indirect Costs (include staff)                 | 130,800.00                    | 27,221.00              |                      | 41,599.00              | 36,750.00            | 26,273.00         |
| 21                                   | Other: (specify)  | 0.00                          |                        |                      |                        |                      |                   |
| 22                                   | Other: (specify)  | 0.00                          |                        |                      |                        |                      |                   |
| 23                                   | Subtotal - Mgmt (Indirect/Overhead) Costs                     | 206,604.00                    | 47,025.00              | 0.00                 | 89,679.00              | 46,110.00            | 36,242.00         |
| Case Management/Assessment Costs     |   |                               |                        |                      |                        |                      |                   |
| 24                                   | Personnel Salaries  | 26,382.00                     | 8,881.00               |                      | 7,582.00               | 3,898.00             | 8,049.00          |
| 25                                   | Fringe Benefits   | 2,884.00                      | 1,180.00               |                      | 1,040.00               | 554.00               | 1,150.00          |
| 26                                   | Contractual (Case Mgmt/Assessment only)                       | 0.00                          |                        |                      |                        |                      |                   |
| 27                                   | Other: (specify)  | 0.00                          |                        |                      |                        |                      |                   |
| 28                                   | Other: (specify)  | 0.00                          |                        |                      |                        |                      |                   |
| 29                                   | Other: (specify)  | 0.00                          |                        |                      |                        |                      |                   |
| 30                                   | Subtotal - Case Mgmt/Assessment Costs                         | 29,266.00                     | 10,061.00              | 0.00                 | 8,622.00               | 4,452.00             | 9,199.00          |
| 31                                   | Other Contractual   | 0.00                          |                        |                      |                        |                      |                   |
| 32                                   | Fringe  | 0.00                          |                        |                      |                        |                      |                   |
| 33                                   | <b>TOTAL OPERATING BUDGET</b>                                 | <b>179,086.00</b>             | <b>100,000.00</b>      | <b>0.00</b>          | <b>332,659.00</b>      | <b>123,072.00</b>    | <b>111,888.00</b> |
| 34                                   | How: CHARITABLE Revenue Funds - (provide detail below)        | 60,050.00                     |                        |                      | 80,680.00              |                      |                   |
| 34                                   | Fringe Rate as % of Salaries                                  | 18.98%                        | #DIV/0!                | 14.99%               | 14.98%                 | 13.79%               |                   |
| 35                                   | Projected Total # of Units                                    | 28,600                        | 0                      | 65,000               | 7,300                  | 78,400               |                   |
| 35                                   | Actual Unit Cost  | \$6,668                       | #DIV/0!                | \$6,882              | \$18,229               | \$1,425              |                   |
| Matching Requirements                |   |                               |                        |                      |                        |                      |                   |
| 37                                   | Minimum Required Match (10%) is:                              | \$6,801.80                    | 10,000.00              | 0.00                 | 25,348.10              | 15,207.20            | 11,144.80         |
| 38                                   | Total Cash Match (provide detail)                             | 24,294.00                     |                        |                      |                        | 18,903.00            | 20,578.00         |
| 39                                   | Total In-kind Cash Equivalent - (provide detail below)        | 60,838.00                     | 23,054.00              |                      | 50,704.00              | 0.00                 | 180.00            |
| 40                                   | Excess - Available Match                                      | 86,122.00                     | 23,054.00              | 0.00                 | 39,708.00              | 13,306.00            | 41,168.00         |
| 41                                   | Minimum Match Requirement Met?                                | YES                           | YES                    | NO                   | YES                    | YES                  | YES               |

Lower Savannah Area Agency on Aging

Budget and Unit Cost Calculations

Offeror: ACCOA

Geographic Area: Allendale County

RFP #: 3014-

| Item #                                      | SERVICE Delivery Costs: (Enter data in Green Cells Only) | 100% Budget (All Svcs) | Group Dining Meals | Health Promotions | Home Delivered Meals | Home Care Level 1 | Transp           |
|---|--|------------------------|--------------------|-------------------|----------------------|-------------------|------------------|
| 1   | Personnel Sal  | 79,877.00              | 18,500.00          | 2,450.00          | 17,500.00            | 23,852.00         | 16,575.00        |
| 2   | Fringe Benefits  | 23,041.00              | 5,860.00           | 735.00            | 5,250.00             | 6,234.00          | 4,972.00         |
| 3   | Travel (for serv   | 2,000.00               | 0.00               | 0.00              | 0.00                 | 2,000.00          | 0.00             |
| 4   | Training (Inclu  | 1,400.00               | 300.00             | 100.00            | 250.00               | 500.00            | 250.00           |
| 5   | Facility/Buildin   | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 6   | Utilities  | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 7   | Equipment  | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 8   | Insurance  | 1,891.83               | 487.50             | 61.25             | 437.50               | 591.30            | 414.00           |
| 9   | Supplies   | 1,500.00               | 300.00             | 100.00            | 500.00               | 400.00            | 200.00           |
| 10  | Raw Food/Mea   | 17,010.00              | 17,010.00          | 0.00              | 0.00                 | 0.00              | 0.00             |
| 11  | Other: (Teleph   | 2,425.00               | 750.00             | 125.00            | 650.00               | 450.00            | 450.00           |
| 12  | Other: (Vehicle  | 13,000.00              | 0.00               | 0.00              | 8,500.00             | 0.00              | 4,500.00         |
| 13  | Other: (Vehicle  | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 14  | Other: (Gas/Oil  | 12,000.00              | 0.00               | 0.00              | 5,000.00             | 0.00              | 7,000.00         |
| 15  | Other: (Uniform  | 850.00                 | 200.00             | 50.00             | 200.00               | 200.00            | 200.00           |
| 16  | Other: (specify  | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 17  | Provision Costs  | 156,394.83             | 44,397.50          | 3,621.25          | 36,257.50            | 34,027.30         | 35,091.30        |
| <b>Management (Indirect/Overhead) Costs</b> |  |                        |                    |                   |                      |                   |                  |
| 18  | Personnel Sal  | 25,028.75              | 6,300.00           | 4,200.00          | 3,828.75             | 8,800.00          | 2,100.00         |
| 19  | Fringe Benefits  | 6,908.00               | 1,800.00           | 1,200.00          | 1,148.00             | 1,560.00          | 630.00           |
| 20  | Other Overhea  | 6,919.28               | 1,800.00           | 1,200.00          | 1,014.34             | 1,701.57          | 1,799.00         |
| 21  | Other: (specify  | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 22  | Other: (specify  | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 23  | Overhead Costs   | 38,856.03              | 9,900.00           | 6,600.00          | 6,891.13             | 10,261.57         | 4,483.00         |
| <b>Case Management/Assessment Costs</b>     |  |                        |                    |                   |                      |                   |                  |
| 24  | Personnel Sal  | 8,000.00               | 2,000.00           | 0.00              | 4,000.00             | 1,500.00          | 0.00             |
| 25  | Fringe Benefits  | 2,640.00               | 660.00             | 0.00              | 1,350.00             | 450.00            | 0.00             |
| 26  | Contractual (C   | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 27  | Other: (specify  | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 28  | Other: (specify  | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 29  | Other: (specify  | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 30  | Assessment Costs   | 11,440.00              | 3,660.00           | 0.00              | 5,350.00             | 1,950.00          | 0.00             |
| 31  | Other Contract   | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 32  | Profit   | 0.00                   | 0.00               | 0.00              | 0.00                 | 0.00              | 0.00             |
| 33  | <b>TOTAL BUDGET</b>                                      | <b>203,690.66</b>      | <b>57,696.88</b>   | <b>9,262.31</b>   | <b>51,026.83</b>     | <b>46,258.67</b>  | <b>39,544.47</b> |
| 34  | Cost Rate as % Of Salaries                               |                        | 80.00%             | 30.00%            | 30.00%               | 27.29%            | 30.00%           |
| 35  | Projected Total # of Units                               |                        | 6,750              | 1,800             | 21,000               | 2,100             | 27,000           |
| 36  | Actual Unit Cost   |                        | \$8.533            | \$5.146           | \$2.430              | \$22.028          | \$1.465          |

Matching Requirements

Lower Savannah Area Agency on Aging

Budget and Unit Cost Calculations

Office: Bamberg County Office on Aging

Geographic Area: Bamberg County

RFP#: LSRAA 2013-1

| Item #  | BEMCOE Delivery Costs:<br>(Enter data in Green Cells Only) | 100%<br>Budget (All<br>Services) | Group Dining<br>Meals | Health<br>Promotions | Home Delivered<br>Meals | Home Care<br>Level 1 | Transport        |
|---|--|----------------------------------|-----------------------|----------------------|-------------------------|----------------------|------------------|
| 1   | Personnel Salaries   | 40,524.00                        | 39,895.00             | 1,804.00             | 29,841.00               | 27,299.00            | 12,343.00        |
| 2   | Fringe Benefits  | 25,835.00                        | 24,826.00             | 615.00               | 8,148.00                | 7,341.00             | 2,885.00         |
| 3   | Travel (includes delivery)                                 | 7,500.00                         | 0.00                  | 605.00               | 0.00                    | 7,000.00             | 0.00             |
| 4   | Training (include both regular and staff travel)           | 1,854.00                         | 300.00                | 305.00               | 300.00                  | 775.00               | 178.00           |
| 5   | Facility/Building Costs                                    | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 6   | Utilities  | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 7   | Equipment  | 1,875.00                         | 1,100.00              | 265.00               | 300.00                  | 0.00                 | 48.00            |
| 8   | Leasehold  | 2,895.00                         | 200.00                | 105.00               | 1,100.00                | 1,000.00             | 489.00           |
| 9   | Supplies   | 3,494.00                         | 1,861.00              | 405.00               | 1.00                    | 1,000.00             | 73.00            |
| 10  | Raw Food/Med. Cost (Nutrition Exam only)                   | 20,206.00                        | 15,700.00             | 0.00                 | 40,238.00               | 0.00                 | 0.00             |
| 11  | Other Auto Expenses  | 20,846.00                        | 0.00                  | 0.00                 | 0.00                    | 1,482.00             | 4,554.00         |
| 12  | Other Subscriptions/Memberhips/Advertising                 | 1,495.00                         | 800.00                | 26.00                | 315.00                  | 380.00               | 243.00           |
| 13  | Other Uniform Rental                                       | 1,055.00                         | 0.00                  | 0.00                 | 0.00                    | 800.00               | 189.00           |
| 14  | Other Volunteer Recognition                                | 1,500.00                         | 300.00                | 0.00                 | 1,200.00                | 0.00                 | 0.00             |
| 15  | Other (specify)  | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 16  | Other (specify)  | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 17  | Subtotal - BEMCOE Provider Costs                           | 210,227.00                       | 202,716.00            | 3,471.00             | 80,784.00               | 49,622.00            | 39,676.00        |
| <b>Management (Indirect/Overhead) Costs</b>                         |  |                                  |                       |                      |                         |                      |                  |
| 18  | Personnel Salaries   | 16,592.00                        | 2,253.00              | 300.00               | 5,145.00                | 3,007.00             | 2,449.00         |
| 19  | Fringe Benefits  | 4,451.00                         | 510.00                | 64.00                | 1,485.00                | 1,071.00             | 890.00           |
| 20  | Other Overhead/Indirect Costs (include all)                | 5,882.00                         | 730.00                | 100.00               | 1,948.00                | 1,287.00             | 970.00           |
| 21  | Other (specify)  | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 22  | Other (specify)  | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 23  | Subtotal - Management/Overhead Costs                       | 23,589.00                        | 3,824.00              | 564.00               | 9,273.00                | 5,764.00             | 4,629.00         |
| <b>Case Management/Assessment Costs</b>                             |  |                                  |                       |                      |                         |                      |                  |
| 24  | Personnel Salaries   | 1,850.00                         | 450.00                | 172.00               | 885.00                  | 444.00               | 200.00           |
| 25  | Fringe Benefits  | 560.00                           | 130.00                | 48.00                | 197.00                  | 127.00               | 57.00            |
| 26  | Contractual (Case Mgmt/Assessment only)                    | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 27  | Other (specify)  | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 28  | Other (specify)  | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 29  | Other (specify)  | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 30  | Subtotal - Case Mgmt/Assessment Costs                      | 2,500.00                         | 690.00                | 220.00               | 1,182.00                | 671.00               | 257.00           |
| 31  | Other Contractual  | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 32  | Profit   | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 33  | <b>TOTAL OPERATING BUDGET</b>                              | <b>244,442.00</b>                | <b>40,625.00</b>      | <b>4,872.00</b>      | <b>90,918.00</b>        | <b>64,807.00</b>     | <b>48,150.00</b> |
| <b>Match Requirements (provide detail below)</b>                    |  |                                  |                       |                      |                         |                      |                  |
| 34  | Fringe Rate as % of Salaries                               | 28.50%                           | 28.53%                | 28.50%               | 28.50%                  | 28.50%               | 25.53%           |
| 35  | Projected Total # of Units                                 | 6,254                            | 1,100                 | 16,800               | 3,266                   | 20,000               | 2,000            |
| 36  | Actual Unit Cost   | \$35,548                         | \$4,211               | \$5,386              | \$17,782                | \$1,439              | \$1,439          |
| <b>Matching Requirements</b>  |  |                                  |                       |                      |                         |                      |                  |
| 37  | Minimum Required Match (to 54 in)                          | 21,416.64                        | 4,090.00              | 400.00               | 4,184.20                | 2,666.00             | 4,016.00         |
| 38  | Total Cash Match (provide detail)                          | 21,421.00                        | 4,093.00              | 400.00               | 4,187.00                | 2,669.00             | 4,019.00         |
| 39  | Total In-Kind Cash Equivalent (provide detail below)       | 0.00                             | 0.00                  | 0.00                 | 0.00                    | 0.00                 | 0.00             |
| 40  | Subtotal - Available Match                                 | 21,421.00                        | 4,093.00              | 400.00               | 4,187.00                | 2,669.00             | 4,019.00         |
| 41  | Minimum Match Requirement Met                              | YES                              | YES                   | YES                  | YES                     | YES                  | YES              |
| <b>Net Unit Cost for DAA/State funded services ONLY (Line 36*8)</b> |  | <b>\$5,858</b>                   | <b>\$3,790</b>        | <b>\$5,396</b>       | <b>\$16,877</b>         | <b>\$1,255</b>       | <b>\$1,255</b>   |

Lower Savannah Area Agency on Aging

Budget and Unit Cost Calculations

Officer:

Geographic Area:

REV#:

| Item #                                      | SERVICE Delivery Costs:<br>(Enter data in Green Cells Only) | 100%<br>Budget (All<br>Items) | Group Dining<br>Meals | Health<br>Promotions | Home<br>Delivered<br>Meals | Home Care<br>Level 1 | Transport        |
|---|---|-------------------------------|-----------------------|----------------------|----------------------------|----------------------|------------------|
| 1   | Personnel Salaries  | 82,811.00                     | 25,930.00             | 688.00               | 24,992.00                  | 23,817.00            | 7,084.00         |
| 2   | Fringe Benefits   | 41,880.00                     | 13,148.00             | 428.00               | 12,457.00                  | 12,127.00            | 3,582.00         |
| 3   | Travel (for service delivery)                               | 3,075.00                      | 76.00                 |                      |                            | 3,000.00             |                  |
| 4   | Training (includes training related staff travel)           | 250.00                        | 50.00                 | 50.00                | 50.00                      | 50.00                | 50.00            |
| 5   | Facility/Building cost                                      | 0.00                          |                       |                      |                            |                      |                  |
| 6   | Utilities   | 8,440.00                      | 3,300.00              | 140.00               | 1,750.00                   | 480.00               | 580.00           |
| 7   | Equipment   | 0.00                          |                       |                      |                            |                      |                  |
| 8   | Insurance   | 3,153.00                      | 350.00                | 14.00                | 1,375.00                   | 48.00                | 1,376.00         |
| 9   | Supplies  | 2,200.00                      | 1,400.00              |                      | 800.00                     | 250.00               | 80.00            |
| 10  | Raw Food/Meal Cost (Nutrition Service only)                 | 80,866.00                     | 28,736.00             |                      | 57,130.00                  |                      |                  |
| 11  | Cable/Subscription  | 1,175.00                      | 1,175.00              |                      |                            |                      |                  |
| 12  | Program Supplies  | 700.00                        | 700.00                |                      |                            |                      |                  |
| 13  | Janitorial Services   | 8,532.00                      | 4,888.00              | 183.00               | 2,153.00                   | 808.00               | 602.00           |
| 14  | Vehicle Gas and Maintenance                                 | 8,400.00                      |                       |                      | 3,600.00                   |                      | 2,800.00         |
| 15  | Building Maintenance  | 2,889.00                      | 1,200.00              | 50.00                | 881.00                     | 347.00               | 262.00           |
| 16  | Instructor Fees   | 8,200.00                      |                       | 2,200.00             |                            |                      |                  |
| 17  | Subtotal - Service Provision Costs                          | 249,491.00                    | 82,182.00             | 8,060.00             | 106,038.00                 | 40,736.00            | 16,466.00        |
| <b>Management (Indirect/Overhead) Costs</b> |   |                               |                       |                      |                            |                      |                  |
| 18  | Personnel Salaries  | 26,062.00                     | 8,417.00              | 305.00               | 8,108.00                   | 7,784.00             | 2,283.00         |
| 19  | Fringe Benefits   | 13,031.00                     | 4,286.00              | 154.00               | 4,109.00                   | 3,937.00             | 1,183.00         |
| 20  | Other Overhead/Indirect Costs (Include all)                 | 11,001.00                     | 3,445.00              | 125.00               | 3,218.00                   | 3,117.00             | 888.00           |
| 21  | Other (specify)   | 0.00                          |                       |                      |                            |                      |                  |
| 22  | Other (specify)   | 0.00                          |                       |                      |                            |                      |                  |
| 23  | Subtotal - Mgmt (Indirect/Overhead) Costs                   | 50,094.00                     | 16,130.00             | 584.00               | 15,435.00                  | 14,838.00            | 4,354.00         |
| <b>Case Management/Assessment Costs</b>     |   |                               |                       |                      |                            |                      |                  |
| 24  | Personnel Salaries  | 5,074.00                      | 1,889.00              | 267.00               | 2,248.00                   | 808.00               | 267.00           |
| 25  | Fringe Benefits   | 2,537.00                      | 704.00                | 138.00               | 1,137.00                   | 490.00               | 188.00           |
| 26  | Contractual (Case Mgmt/Assessment only)                     | 0.00                          |                       |                      |                            |                      |                  |
| 27  | Allocated Indirect Cost                                     | 889.00                        | 273.00                | 47.00                | 225.00                     | 81.00                | 27.00            |
| 28  | Allocated Space Cost  | 548.00                        | 186.00                | 30.00                | 230.00                     | 101.00               | 30.00            |
| 29  | Travel (for service delivery)                               | 400.00                        |                       |                      | 280.00                     | 120.00               |                  |
| 30  | Subtotal - Case MGMT/Assessment Costs                       | 9,448.00                      | 2,821.00              | 479.00               | 4,046.00                   | 1,710.00             | 489.00           |
| 31  | Other Contractual   | 0.00                          |                       |                      |                            |                      |                  |
| 32  | Profit  | 0.00                          |                       |                      |                            |                      |                  |
| 33  | <b>TOTAL OPERATING BUDGET</b>                               | <b>310,218.00</b>             | <b>100,863.00</b>     | <b>6,123.00</b>      | <b>124,701.00</b>          | <b>67,324.00</b>     | <b>21,308.00</b> |
| 33a   | Non-OAA/State Revenue Funds -<br>(provide detail below)     | 310,218.00                    | 28,254.00             | 1,588.00             | 51,124.00                  | 28,492.00            | 8,307.00         |
| 34  | Fringe Rate as % Of Salaries                                |                               | 50.71%                | 50.66%               | 50.71%                     | 50.70%               | 50.71%           |
| 35  | Projected Total # of Units                                  |                               | 11,760                | 1,200                | 21,000                     | 2,180                | 12,000           |
| 36  | Actual Unit Cost  |                               | \$8.576               | \$5.103              | \$6.938                    | \$28.286             | \$1.776          |
| <b>Matching Requirements</b>                |   |                               |                       |                      |                            |                      |                  |
| 37  | Minimum Required Match (10%) is:                            | \$1,028.00                    | 7,094.00              | 452.00               | 7,366.78                   | 2,888.00             | 1,508.10         |
| 38  | Total Cash Match (provide detail)                           | 10,000.00                     | 7,985.00              | 453.00               | 7,367.00                   | 2,884.00             | 1,501.00         |
| 39  | Total In-Kind Cash Equivalent - (provide<br>detail below)   | 0.00                          |                       |                      |                            |                      |                  |
| 40  | Subtotal - Available Match                                  | 10,000.00                     | 7,985.00              | 483.00               | 7,367.00                   | 2,884.00             | 1,501.00         |
| 41  | Minimum Match Requirement Met?                              | NO                            | YES                   | YES                  | YES                        | YES                  | YES              |

Lower Savannah Area Agency on Aging

Budget and Unit Cost Calculations

Officer: Generations Unlimited      Geographic Area: Barnwell County      Agency:

| Item #                                    | SERVICE Category Code:<br>(Enter only in Green Cells Only) | 100%<br>Budget (N/<br>Spec) | Group Billing<br>Meals | Meals<br>Promotions | Hours<br>Delivered<br>Meals | Hours Cost<br>Level 1 | Transport           |
|---|--|-----------------------------|------------------------|---------------------|-----------------------------|-----------------------|---------------------|
| 1   | Personnel Salaries   | 2,045,289.83                | 26,163.84              | 12,836.83           | 17,361.83                   | 0.00                  | 305,833.64          |
| 2   | fringe benefits  | 131,803.36                  | 7,251.08               | 4,057.02            | 5,455.60                    | 0.00                  | 114,400.03          |
| 3   | Travel (for service delivery)                              | 735,884.11                  | 0.00                   | 0.00                | 0.00                        | 0.00                  | 218,340.42          |
| 4   | Training (Private Training related staff only)             | 2,213.24                    | 0.00                   | 25.58               | 202.80                      | 0.00                  | 7,353.87            |
| 5   | Facility/Building cost                                     | 4,623.64                    | 3,461.76               | 635.87              | 1,627.29                    | 0.00                  | 67.83               |
| 6   | Utilities  | 1,120,292.22                | 7,267.57               | 1,441.35            | 7,731.92                    | 0.00                  | 243.35              |
| 7   | Equipment  | 284,127.02                  | 2,888.21               | 523.37              | 317.84                      | 0.00                  | 260,000.89          |
| 8   | Insurance  | 3,481.11                    | 211.23                 | 80.38               | 438.48                      | 0.00                  | 2,706.62            |
| 9   | Supplies   | 7,278.26                    | 3,497.05               | 683.77              | 1,837.03                    | 0.00                  | 2,127.39            |
| 10  | Raw Food/Meal Cost (N/Hours Spec only)                     | 83,847.81                   | 10,817.77              | 0.00                | 69,220.24                   | 0.00                  | 0.00                |
| 11  | Other (specify) Miscellaneous                              | 8,707.43                    | 2,201.04               | 470.73              | 872.03                      | 0.00                  | 5,497.77            |
| 12  | Other (specify) Leases                                     | 3,048.07                    | 1,432.88               | 230.81              | 3,340.89                    | 0.00                  | 944.00              |
| 13  | Other (specify) Telephones                                 | 13,830.03                   | 1,235.67               | 230.36              | 621.04                      | 0.00                  | 11,849.70           |
| 14  | Other (specify) Pre employment expenses                    | 8,450.04                    | 943.4                  | 18.41               | 28.87                       | 0.00                  | 5,348.70            |
| 15  | Other (specify) In-kind                                    | 48,484.73                   | 6,182.78               | 10.23               | 1,832.21                    | 0.00                  | 37,074.18           |
| 16  | Other (specify)  | 0.00                        | 0.00                   | 0.00                | 0.00                        | 0.00                  | 0.00                |
| 17  | Subtotal - Service Provision Costs                         | 9,889,889.97                | 82,875.87              | 23,813.18           | 108,220.34                  | 0.00                  | 1,037,746.66        |
| <b>Management/Indirect/Overhead Costs</b> |  |                             |                        |                     |                             |                       |                     |
| 18  | Personnel Salaries   | 168,578.32                  | 5,313.82               | 810.80              | 4,674.21                    | 0.00                  | 82,871.87           |
| 19  | fringe benefits  | 42,021.51                   | 1,582.38               | 2,833.34            | 1,288.79                    | 0.00                  | 27,218.71           |
| 20  | Other (specify) Indirect Costs (include only)              | 22,207.60                   | 1,808.84               | 325.32              | 1,022.92                    | 0.00                  | 28,718.04           |
| 21  | Other (specify) Leases                                     | 5,139.81                    | 270.23                 | 54.41               | 0.00                        | 0.00                  | 4,802.28            |
| 22  | Other (specify) Audit and Legal                            | 15,449.54                   | 960.83                 | 187.17              | 750.83                      | 0.00                  | 18,621.17           |
| 23  | Subtotal - Mgmt (Inirect/Overhead) Costs                   | 214,407.78                  | 9,936.28               | 1,309.94            | 7,736.75                    | 0.00                  | 133,230.97          |
| <b>Case Management/Assessment Costs</b>   |  |                             |                        |                     |                             |                       |                     |
| 24  | Personnel Salaries   | 92,100.03                   | 2,352.33               | 2,434.80            | 1,550.28                    | 0.00                  | 82,898.04           |
| 25  | fringe benefits  | 14,728.54                   | 541.11                 | 401.87              | 482.83                      | 0.00                  | 13,748.81           |
| 26  | Consultants (Case Mgmt/Assessment only)                    | 0.00                        | 0.00                   | 0.00                | 0.00                        | 0.00                  | 0.00                |
| 27  | Other (specify)  | 0.00                        | 0.00                   | 0.00                | 0.00                        | 0.00                  | 0.00                |
| 28  | Other (specify)  | 0.00                        | 0.00                   | 0.00                | 0.00                        | 0.00                  | 0.00                |
| 29  | Other (specify)  | 0.00                        | 0.00                   | 0.00                | 0.00                        | 0.00                  | 0.00                |
| 30  | Subtotal - Case Mgmt/Assessment Costs                      | 106,828.57                  | 2,893.44               | 2,836.67            | 2,483.11                    | 0.00                  | 96,646.85           |
| 31  | Other Contractual  | 44,101.92                   | 2,235.02               | 0.00                | 1,817.34                    | 0.00                  | 38,894.80           |
| 32  | Profit   | 0.00                        | 0.00                   | 0.00                | 0.00                        | 0.00                  | 0.00                |
| 33  | <b>TOTAL OPERATING BUDGET</b>                              | <b>10,248,107.72</b>        | <b>117,040.72</b>      | <b>38,437.56</b>    | <b>141,823.73</b>           | <b>0.00</b>           | <b>1,210,442.28</b> |

Lower Savannah Area Agency on Aging

BUDGET and Unit Cost Calculations

Officer: Help At Home, Inc Geographic Area: Aiken RFP#: 2014-01

| Item #                                     | SERVICE Delivery Codes (Enter date in Order Cells Only) | Item Budget (All Base) | Group Dining Meals | Health Promotions | Home Delivered Meals | Home Care Level 1 | Transport         |
|--|---|------------------------|--------------------|-------------------|----------------------|-------------------|-------------------|
| 1  | Personnel Sal   | 67,211.25              |                    |                   |                      | 15,711.25         | 32,500.00         |
| 2  | Fringe Benefits   | 14,802.50              |                    |                   |                      | 4,025.50          | 4,800.00          |
| 3  | Travel (Travel)   | 18,742.25              |                    |                   |                      | 7,925.25          | 11,765.00         |
| 4  | Training (Incl)   | 5,300.00               |                    |                   |                      | 2,925.00          | 2,600.00          |
| 5  | Facility Buildg   | 5,812.00               |                    |                   |                      | 3,855.00          | 1,900.00          |
| 6  | Utilities   | 7,700.00               |                    |                   |                      | 7,000.00          | 900.00            |
| 7  | Equipment   | 0.00                   |                    |                   |                      |                   |                   |
| 8  | Insurance   | 150.00                 |                    |                   |                      | 150.00            |                   |
| 9  | Supplies  | 0.00                   |                    |                   |                      |                   |                   |
| 10   | Raw Food/Mat  | 0.00                   |                    |                   |                      |                   |                   |
| 11   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 12   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 13   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 14   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 15   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 16   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 17   | Personnel Cost  | 174,307.85             | 0.00               | 0.00              | 6.00                 | 10,072.00         | 91,312.00         |
| <b>Management (non-rec overhead) Costs</b> |   |                        |                    |                   |                      |                   |                   |
| 18   | Personnel Sal   | 28,272.00              |                    |                   |                      | 18,075.00         | 10,000.00         |
| 19   | Fringe Benefits   | 6,012.00               |                    |                   |                      | 4,835.00          | 1,628.00          |
| 20   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 21   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 22   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 23   | Personnel Cost  | 33,307.00              | 0.00               | 0.00              | 6.00                 | 21,285.00         | 11,523.00         |
| <b>Case Management/Assessment Costs</b>    |   |                        |                    |                   |                      |                   |                   |
| 24   | Personnel Sal   | 2,300                  |                    |                   |                      |                   |                   |
| 25   | Fringe Benefits   | 0.00                   |                    |                   |                      |                   |                   |
| 26   | Contractual (C)   | 0.00                   |                    |                   |                      |                   |                   |
| 27   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 28   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 29   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 30   | Personnel Cost  | 0.00                   | 0.00               | 0.00              | 1.00                 | 0.00              | 0.00              |
| 31   | Other (Specify)   | 0.00                   |                    |                   |                      |                   |                   |
| 32   | Personnel Cost  | 2,300.00               |                    |                   |                      | 4,035.00          | 6,641.00          |
| 33   | <b>NET BUDGET</b>                                       | <b>257,186.65</b>      | <b>0.00</b>        | <b>0.00</b>       | <b>1.00</b>          | <b>118,794.00</b> | <b>101,256.00</b> |
| 34   | Age Ratio as % of Salaries                              | ND/ND                  | AD/AV              | MD/MD             | 16.23%               | 13.23%            |                   |
| 35   | Projected Total # of clients                            | ND/ND                  | AD/AV              | MD/MD             | 8,313                | 9,047             |                   |
| 36   | Actual Unit Cost  | ND/ND                  | AD/AV              | MD/MD             | \$14.541             | \$11.191          |                   |
| <b>Matching Requirements</b>               |   |                        |                    |                   |                      |                   |                   |
| 37   | Minimum Required Match (1:1)                            | 21,799.50              | 0.00               | 0.00              | 1.00                 | 11,079.48         | 10,000.00         |
| 38   | Total Cash Req  | 0.00                   |                    |                   |                      |                   |                   |
| 39   | Total in-kind C   | 21,799.50              |                    |                   |                      | 11,079.48         | 10,000.00         |
| 40   | Available in-kind                                       | 21,799.50              | 0.00               | 0.00              | 0.00                 | 11,079.48         | 10,000.00         |
| 41   | Unmet Match   | ND                     | ND                 | ND                | ND                   | ND                | ND                |

Lower Savannah Area Agency on Aging

BUDGET AND UNIT COST ALLOCATIONS

Offeror: Help At Home, Inc      Geographic Area: Allendale      RFR#: 2024-01

| Item #                               | SERVICE Description (Enter data in Green Cells Only) | Unit % Budget (All 5 Yrs) | Group Billing Model | Health Promotions | Home Delivered Meals | Home Care Level 1 | Transport |
|--------------------------------------|--|---------------------------|---------------------|-------------------|----------------------|-------------------|-----------|
| 1                                    | Personnel Sal  | 14,500.00                 |                     |                   |                      | 14,500.00         |           |
| 2                                    | Fringe Benefits                                      | 2,216.00                  |                     |                   |                      | 2,216.00          |           |
| 3                                    | Travel (Contract)                                    | 712.00                    |                     |                   |                      | 712.00            |           |
| 4                                    | Training (Travel)                                    | 800.00                    |                     |                   |                      | 800.00            |           |
| 5                                    | Food/Bulk  | 700.00                    |                     |                   |                      | 700.00            |           |
| 6                                    | Utilities  | 290.00                    |                     |                   |                      | 290.00            |           |
| 7                                    | Equipment  | 0.00                      |                     |                   |                      | 0.00              |           |
| 8                                    | Insurance  | 780.00                    |                     |                   |                      | 780.00            |           |
| 9                                    | Supplies   | 0.00                      |                     |                   |                      | 0.00              |           |
| 10                                   | Time Post-Meal                                       | 0.00                      |                     |                   |                      | 0.00              |           |
| 11                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 12                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 13                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 14                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 15                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 16                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 17                                   | Provision Costs                                      | 19,183.00                 | 0.00                | 0.01              | 0.00                 | 19,183.00         | 0.00      |
| Management (In-house Services) Costs |  |                           |                     |                   |                      |                   |           |
| 18                                   | Personnel Sal  | 8,250.00                  |                     |                   |                      | 8,250.00          |           |
| 19                                   | Fringe Benefits                                      | 951.87                    |                     |                   |                      | 951.87            |           |
| 20                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 21                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 22                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 23                                   | Provision Costs                                      | 7,201.87                  | 0.00                | 0.01              | 0.00                 | 7,201.87          | 0.00      |
| Case Management/Equipment Costs      |  |                           |                     |                   |                      |                   |           |
| 24                                   | Personnel Sal  | 0.00                      |                     |                   |                      | 0.00              |           |
| 25                                   | Fringe Benefits                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 26                                   | Equipment (Contract)                                 | 0.00                      |                     |                   |                      | 0.00              |           |
| 27                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 28                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 29                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 30                                   | Equipment Costs                                      | 0.00                      | 0.00                | 0.00              | 0.00                 | 0.00              | 0.00      |
| 31                                   | Other (Specify)                                      | 0.00                      |                     |                   |                      | 0.00              |           |
| 32                                   | Provision Costs                                      | 1,301.15                  |                     |                   |                      | 1,301.15          |           |
| 33                                   | PRO BUDGET   | 27,624.04                 | 0.00                | 0.01              | 0.00                 | 27,624.04         | 0.00      |
| 34                                   | Age Ratio as % of Salaries                           | RD/NDI                    | RD/NDI              | RD/NDI            | RD/NDI               | 15.22%            | RD/NDI    |
| 35                                   | Projected Total # of Units                           |                           |                     |                   |                      | 1,483             |           |
| 36                                   | Actual Unit Cost                                     | RD/NDI                    | RD/NDI              | RD/NDI            | RD/NDI               | \$18,603          | RD/NDI    |
| Matching Requirements                |  |                           |                     |                   |                      |                   |           |
| 37                                   | Minimum Required Match (10%)                         | 2,762.50                  | 0.00                | 0.00              | 0.00                 | 2,762.50          | 0.00      |
| 38                                   | Total Cash Bal                                       | 0.00                      |                     |                   |                      | 0.00              |           |
| 39                                   | Total In-Kind C                                      | 2,762.50                  |                     |                   |                      | 2,762.50          |           |
| 40                                   | Available Match                                      | 2,762.50                  | 0.00                | 0.00              | 0.00                 | 2,762.50          |           |
| 41                                   | Ultimate Match                                       | NO                        | NO                  | NO                | NO                   | YES               |           |

Lower Savannah Area Agency on Aging

BUDGET AND UNIT COST CALCULATIONS

Officer: Help At Home, Inc Geographic Area: Danville RP24: 2014-01

| Item #                                      | SERVICE Delivery Code (General is Green Code Only) | MIN Budget (All \$'s) | Group Dining Meals | Health Protections | Home Delivered Meals | Home Care Level 1 | Transport |
|---|--|-----------------------|--------------------|--------------------|----------------------|-------------------|-----------|
| 1   | Personal Self                                      | 45,975.00             |                    |                    |                      | 11,975.00         |           |
| 2   | Fringe Benefits                                    | 2,431.00              |                    |                    |                      | 2,431.00          |           |
| 3   | TRAVEL (Personal)                                  | 712.00                |                    |                    |                      | 712.00            |           |
| 4   | Training (Personal)                                | 600.00                |                    |                    |                      | 600.00            |           |
| 5   | Facility/Building                                  | 700.00                |                    |                    |                      | 700.00            |           |
| 6   | Utilities  | 261.00                |                    |                    |                      | 261.00            |           |
| 7   | Equipment  | 0.00                  |                    |                    |                      |                   |           |
| 8   | Insurance  | 75.00                 |                    |                    |                      | 75.00             |           |
| 9   | Supplies   | 0.00                  |                    |                    |                      |                   |           |
| 10  | Rent Facilities                                    | 0.00                  |                    |                    |                      |                   |           |
| 11  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 12  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 13  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 14  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 15  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 16  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 17  | Provision Costs                                    | 20,746.00             | 0.00               | 0.00               | 0.00                 | 20,746.00         | 0.00      |
| <b>Management (Indirect/Overhead) Costs</b> |  |                       |                    |                    |                      |                   |           |
| 18  | Personnel Self                                     | 6,250.00              |                    |                    |                      | 6,250.00          |           |
| 19  | Fringe Benefits                                    | 451.57                |                    |                    |                      | 451.57            |           |
| 20  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 21  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 22  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 23  | Subtotal Costs                                     | 7,204.87              | 0.00               | 0.00               | 0.00                 | 7,204.87          | 0.00      |
| <b>Care Managers/Assessment Costs</b>       |  |                       |                    |                    |                      |                   |           |
| 24  | Personnel Self                                     | 0.00                  |                    |                    |                      |                   |           |
| 25  | Fringe Benefits                                    | 0.00                  |                    |                    |                      |                   |           |
| 26  | Contract (Specify)                                 | 0.00                  |                    |                    |                      |                   |           |
| 27  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 28  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 29  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 30  | Provision Costs                                    | 0.00                  | 0.00               | 0.00               | 0.00                 | 0.00              | 0.00      |
| 31  | Other (Specify)                                    | 0.00                  |                    |                    |                      |                   |           |
| 32  | Total  | 1,704.13              |                    |                    |                      | 1,704.13          |           |
| 33  | MAX BUDGET   | 29,451.00             | 0.00               | 0.00               | 0.00                 | 29,451.00         | 0.00      |
| 34  | Rate as % of Salary                                |                       | ND/NA              | ND/NA              | ND/NA                | 15.23%            | ND/NA     |
| 35  | Projected Total # of Units                         |                       |                    |                    |                      | 1,673             |           |
| 36  | Actual Unit Cost                                   |                       | ND/NA              | ND/NA              | ND/NA                | \$16.96           | ND/NA     |
| <b>Matching Requirements</b>                |  |                       |                    |                    |                      |                   |           |
| 37  | Minimum Required Match (10 %)                      | 2,965.10              | 0.00               | 0.00               | 0.00                 | 2,965.10          | 0.00      |
| 38  | Total Cash Match                                   | 0.00                  |                    |                    |                      |                   |           |
| 39  | Total In-Kind Match                                | 2,965.10              |                    |                    |                      |                   |           |
| 40  | Are In-Kind Matched                                | 2,965.10              | 0.00               | 0.00               | 0.00                 | 2,965.10          |           |
| 41  | Requirement Met?                                   | NO                    | NO                 | NO                 | NO                   | yes               |           |

Lower Savannah Area Agency on Aging

Budget and Unit Cost Calculations

Officer: Calhoun COA Geographic Area: Calhoun RYER: 2014

| Item #                                      | SERVICE Delivery Costs:<br>(Enter data in Green Cells Only) | 100%<br>Budget (All<br>Brca) | Group Dining<br>Meals | Health<br>Promotions | Home<br>Delivered<br>Meals | Home Care<br>Level 1 | Transport        |
|---|---|------------------------------|-----------------------|----------------------|----------------------------|----------------------|------------------|
| 1   | Personnel Salaries  | 92,811.00                    | 25,830.00             | 900.00               | 24,902.00                  | 23,617.00            | 7,094.00         |
| 2   | Fringe Benefits   | 41,890.00                    | 13,148.00             | 476.00               | 12,657.00                  | 12,127.00            | 3,582.00         |
| 3   | Travel (for service delivery)                               | 3,075.00                     | 76.00                 |                      |                            | 5,000.00             |                  |
| 4   | Training (include training related staff travel)            | 250.00                       | 50.00                 | 50.00                | 50.00                      | 50.00                | 50.00            |
| 5   | Facility/Building cost                                      | 0.00                         |                       |                      |                            |                      |                  |
| 6   | Utilities   | 9,440.00                     | 3,500.00              | 140.00               | 1,700.00                   | 480.00               | 900.00           |
| 7   | Equipment   | 0.00                         |                       |                      |                            |                      |                  |
| 8   | Insurance   | 3,165.00                     | 500.00                | 14.00                | 1,375.00                   | 48.00                | 1,375.00         |
| 9   | Supplies  | 2,200.00                     | 1,400.00              |                      | 500.00                     | 250.00               | 50.00            |
| 10  | Raw Food/Meal Cost (Nutrition Svcs only)                    | 89,888.00                    | 29,738.00             |                      | 57,150.00                  |                      |                  |
| 11  | Cable/Subscriptions   | 1,175.00                     | 1,175.00              |                      |                            |                      |                  |
| 12  | Program Supplies  | 700.00                       | 700.00                |                      |                            |                      |                  |
| 13  | Janitorial Services   | 8,332.00                     | 4,888.00              | 189.00               | 2,185.00                   | 908.00               | 696.00           |
| 14  | Vehicle General Maintenance                                 | 5,400.00                     |                       |                      | 3,600.00                   |                      | 2,600.00         |
| 15  | Building Maintenance  | 2,665.00                     | 1,200.00              | 50.00                | 881.00                     | 247.00               | 282.00           |
| 16  | Instructor Fees   | 3,200.00                     |                       | 3,200.00             |                            |                      |                  |
| 17  | <b>Subtotal - Service Provider Costs</b>                    | <b>249,491.00</b>            | <b>82,192.00</b>      | <b>6,060.00</b>      | <b>906,988.00</b>          | <b>49,735.00</b>     | <b>18,455.00</b> |
| <b>Management (Indirect/Overhead) Costs</b> |   |                              |                       |                      |                            |                      |                  |
| 18  | Personnel Salaries  | 25,882.00                    | 8,417.00              | 305.00               | 3,105.00                   | 7,764.00             | 2,268.00         |
| 19  | Fringe Benefits   | 18,681.00                    | 4,298.00              | 154.00               | 4,109.00                   | 3,807.00             | 1,169.00         |
| 20  | Other (Overhead/Indirect Costs (include all))               | 11,001.00                    | 5,445.00              | 125.00               | 3,016.00                   | 3,177.00             | 939.00           |
| 21  | Other: (specify)  | 0.00                         |                       |                      |                            |                      |                  |
| 22  | Other: (specify)  | 0.00                         |                       |                      |                            |                      |                  |
| 23  | <b>Subtotal - Mgmt (Indirect/Overhead) Costs</b>            | <b>55,564.00</b>             | <b>18,160.00</b>      | <b>584.00</b>        | <b>10,230.00</b>           | <b>14,748.00</b>     | <b>4,376.00</b>  |
| <b>Case Management/Assessment Costs</b>     |   |                              |                       |                      |                            |                      |                  |
| 24  | Personnel Salaries  | 8,074.00                     | 1,393.00              | 297.00               | 2,243.00                   | 908.00               | 257.00           |
| 25  | Fringe Benefits   | 2,671.00                     | 734.00                | 135.00               | 1,137.00                   | 469.00               | 135.00           |
| 26  | Contractual (Case Mgmt/Assessment only)                     | 0.00                         |                       |                      |                            |                      |                  |
| 27  | Allocated Indirect Cost                                     | 493.00                       | 273.00                | 47.00                | 225.00                     | 81.00                | 27.00            |
| 28  | Allocated Space Cost  | 546.00                       | 155.00                | 30.00                | 230.00                     | 101.00               | 30.00            |
| 29  | Travel (for service delivery)                               | 100.00                       |                       |                      | 250.00                     | 150.00               |                  |
| 30  | <b>Subtotal - Case Mgmt/Assessment Costs</b>                | <b>11,884.00</b>             | <b>2,621.00</b>       | <b>479.00</b>        | <b>4,085.00</b>            | <b>1,710.00</b>      | <b>459.00</b>    |
| 31  | Other Contractual   | 0.00                         |                       |                      |                            |                      |                  |
| 32  | Profit  | 0.00                         |                       |                      |                            |                      |                  |
| 33  | <b>TOTAL OPERATING BUDGET</b>                               | <b>340,299.00</b>            | <b>100,963.00</b>     | <b>6,123.00</b>      | <b>124,701.00</b>          | <b>67,324.00</b>     | <b>21,306.40</b> |
| 33a   | Non-OAA/State Revenue funds -<br>(provide detail below)     | 340,299.00                   | 29,854.00             | 1,520.00             | 51,131.00                  | 28,492.00            | 8,307.00         |
| 34  | Fringe Rate as % of Salaries                                | 50.71%                       | 50.66%                | 50.71%               | 50.70%                     | 50.71%               | 50.71%           |
| 35  | Projected Total # of Units                                  | 11,760                       | 1,200                 | 21,000               | 2,180                      | 12,000               |                  |
| 36  | Actual Unit Cost  | \$8,679                      | \$6,103               | \$6,938              | \$26,295                   | \$1,776              |                  |
| <b>Matching Requirements</b>                |   |                              |                       |                      |                            |                      |                  |
| 37  | Minimum Required Match (10 %) In:                           | 31,029.90                    | 7,394.90              | 492.40               | 7,356.70                   | 2,893.20             | 1,660.10         |
| 38  | Total Cash Match: (provide detail)                          | 19,560.00                    | 7,365.00              | 450.00               | 7,367.00                   | 2,884.00             | 1,581.00         |
| 39  | Total In-Kind Cash Equivalent - (provide<br>detail below)   | 0.00                         |                       |                      |                            |                      |                  |
| 40  | <b>Subtotal - Available Match</b>                           | <b>19,560.00</b>             | <b>7,365.00</b>       | <b>450.00</b>        | <b>7,367.00</b>            | <b>2,884.00</b>      | <b>1,581.00</b>  |
| 41  | Minimum Match Requirement Met?                              | NO                           | YES                   | YES                  | YES                        | YES                  | YES              |

Lower Savannah Area Agency on Aging

Budget and Unit Cost Calculations

Offeror: Orangeburg COA Geographic Area: Orangeburg RFP#: 2014

| Item #                                      | SERVICE Delivery Costs:<br>(Exclude all in-Ordn Cells Only) | 100%<br>Budget (All<br>Svcs) | Group Dining<br>Meals | Health<br>Promotions | Home<br>Delivered<br>Meals | Home Care<br>Level 1 | Transport        |
|---|---|------------------------------|-----------------------|----------------------|----------------------------|----------------------|------------------|
| 1   | Personal Salaries   | 125,370.00                   | 37,050.00             |                      | 30,910.00                  | 01,225.00            | 1,150.00         |
| 2   | Fringe Benefits   | 14,485.54                    | 28,194.00             |                      | 21,718.00                  | 28,445.00            | 875.00           |
| 3   | Travel (for service delivery)                               | 7,284.00                     | 612.00                |                      | 542.00                     | 5,050.00             |                  |
| 4   | Training (include training related staff travel)            | 100.00                       | 500.00                |                      | 100.00                     |                      |                  |
| 5   | Facility/Building cost                                      | 0.00                         |                       |                      |                            |                      |                  |
| 6   | Utilities   | 6,888.00                     | 6,888.00              |                      |                            |                      |                  |
| 7   | Equipment   | 0.00                         |                       |                      |                            |                      |                  |
| 8   | Insurance   | 1,822.00                     |                       |                      | 1,822.00                   |                      |                  |
| 9   | Supplies  | 0.00                         |                       |                      |                            |                      |                  |
| 10  | Raw Food/Meal Cost (include all Svcs only)                  | 120,940.00                   | 64,958.00             |                      | 65,001.00                  |                      |                  |
| 11  | Gas/Oil/Meat  | 0,061.00                     |                       |                      | 5,981.00                   |                      |                  |
| 12  | Telephone   | 2,103.00                     | 2,103.00              |                      |                            |                      |                  |
| 13  | Internet  | 8,143.00                     |                       | 6,740.00             |                            |                      |                  |
| 14  | Service Vehicles  | 19,443.24                    |                       |                      |                            |                      | 19,443.24        |
| 15  | Supplies  | 1,514.00                     | 1,523.50              |                      | 55.00                      | 136.00               |                  |
| 16  | Other (specify)   | 0.00                         |                       |                      |                            |                      |                  |
| 17  | Subtotal - Service Provision Costs                          | 384,195.00                   | 125,351.00            | 9,740.00             | 121,000.00                 | 86,314.00            | 21,281.00        |
| <b>Management (Indirect/Overhead) Costs</b> |   |                              |                       |                      |                            |                      |                  |
| 18  | Personnel Salaries  | 45,345.00                    | 13,321.00             |                      | 13,078.00                  | 18,284.00            | 400.00           |
| 19  | Fringe Benefits   | 25,545.00                    | 7,680.00              |                      | 7,510.00                   | 10,437.00            | 236.00           |
| 20  | Other Overhead/Indirect Costs (include all)                 | 96,590.00                    | 11,810.00             |                      | 11,502.00                  | 16,025.00            | 363.00           |
| 21  | Other (specify)   | 0.00                         |                       |                      |                            |                      |                  |
| 22  | Other (specify)   | 0.00                         |                       |                      |                            |                      |                  |
| 23  | Subtotal - Mgmt (Indirect/Overhead) Costs                   | 110,780.00                   | 32,791.00             | 0.00                 | 32,150.00                  | 44,601.00            | 1,807.00         |
| <b>Case Management/Assessment Costs</b>     |   |                              |                       |                      |                            |                      |                  |
| 24  | Personal Salaries   | 18,981.00                    | 8,491.00              | 1,410.00             | 3,954.00                   | 2,035.00             | 705.00           |
| 25  | Fringe Benefits   | 4,484.00                     | 2,192.00              | 38.00                | 1,318.00                   | 651.00               | 36.00            |
| 26  | Contracted (Case Mgmt/Assessment only)                      | 0.00                         |                       |                      |                            |                      |                  |
| 27  | Travel  | 2,500.00                     |                       |                      | 1,600.00                   | 1,000.00             |                  |
| 28  | Other (specify)   | 0.00                         |                       |                      |                            |                      |                  |
| 29  | Other (specify)   | 0.00                         |                       |                      |                            |                      |                  |
| 30  | Subtotal - Case Mgmt/Assessment Costs                       | 24,465.00                    | 10,613.00             | 1,478.00             | 5,422.00                   | 4,627.00             | 791.00           |
| 31  | Other (contracted)  | 0.00                         |                       |                      |                            |                      |                  |
| 32  | Other   | 0.00                         |                       |                      |                            |                      |                  |
| 33  | <b>TOTAL OPERATING BUDGET</b>                               | <b>618,931.00</b>            | <b>178,784.00</b>     | <b>11,218.00</b>     | <b>170,128.00</b>          | <b>136,922.00</b>    | <b>23,007.00</b> |
| 33a   | Non-COAS State Revenue Funds - (provide detail below)       | 598,401.00                   | 39,026.00             |                      | 105,147.00                 | 49,972.00            | 3,497.00         |
| 34  | Fringe Rate as % Of Salaries                                | 56.10%                       | 4.82%                 |                      | 56.14%                     | 56.30%               | 41.15%           |
| 35  | Projected Total # of Units                                  | 28,133                       | 2,406                 |                      | 25,347                     | 5,590                | 10,800           |
| 36  | Actual Unit Cost  | \$7,413                      | \$4,684               |                      | \$6,712                    | \$24,267             | \$2,130          |
| <b>Matching Requirements</b>                |   |                              |                       |                      |                            |                      |                  |
| 37  | Minimum Required Match (10%) is:                            | 51,833.10                    | 13,816.80             | 1,421.00             | 367.30                     | 8,946.08             | 1,454.00         |
| 38  | Total Cash Match (provide detail)                           | 41,329.00                    | 13,911.00             | 1,173.00             | 14,438.00                  | 10,442.00            | 1,406.00         |
| 39  | Total in Kind Cash Equivalent - (provide detail below)      | 0.00                         |                       |                      |                            |                      |                  |
| 40  | Subtotal - Available Match                                  | 41,329.00                    | 13,911.00             | 1,173.00             | 14,438.00                  | 10,442.00            | 1,406.00         |
| 41  | Minimum Match Requirement Met?                              | NO                           | YES                   | YES                  | YES                        | YES                  | YES              |

Current Funding Resources for AAA Operations

All contractors are paid 90% of their contracted unit rate, therefore, they are providing their own match. LSCOG records this as income and expense (In-Kind/Third Party Match) for each contractor. We also have each contractor provide a letter stating how the match is being provided each state fiscal year.

Match Requirements

The AAA uses local funds received from state, county or other appropriations as matching funds. We are allowed to use the services we provide for Alzheimer's in the form of grants as matching funds for III E Service Salaries. We currently have no discretionary grants or other grants that can be used as matching funds. We do, as a part of our ADTRC, provide services such as Mobility Management, which assists customers in finding rides. Many of these customers are elderly and disabled. Those grants are provided from both SCDOT and FTA. Some of the calls may be routed from an IR&A staff person to a Mobility Manager if there are other services that can be provided. We have been allowed by both FTA and SCDOT to use the funds we spend for IR&A to match those grants. ACL issued a brief in July 2015 that stated OAA grantees have the option to use Title III B funds to match requirements for programs administered by FTA. This, in no way, decreases funds used for IR&A services. IR&A funds are matched with our local funds.

**Attachment D: General and Programmatic Information**

**Compliance**

The Lower Savannah AAA/ADTRC monitors contractors for contract compliance in the following ways: desk top monitoring through verification of AIM reports, formal payment request, formal and informal site visits and review of formal reports submitted to the AAA/ADTRC. Compliance review is conducted for all contracted services through the AAA/ADTRC.

Desk Top

We perform desk top compliance each month. We review and verify all: payment request to ensure they balance back to contracts and internal payments and earnings spreadsheets, monthly meal payment verification (ODS Report), calendars, the LGOA Equipment, Sanitizer and Thermometer Calibration Log, meal temperatures and ratings of food, nutrition education reports and AIM Reports.

### Unannounced Visits

We conduct unannounced visits to all nutrition sites and contractor offices as stated in our contracts. The purpose of unannounced site visits to ensure contractors maintain high levels of quality services to the seniors they are serving by visually monitoring and verifying program and contract compliance.

### Announced Visits

We conduct announced visits to all contractor offices. The purpose of these announced visits is for scheduled compliance reviews and meetings.

All announced and unannounced visits are followed-up with a compliance letter to provide an overview of the visit, to address any recommendations or required corrective actions that need to be addressed based on the visit. Any corrective actions are given a time line for the corrective action(s) to take place as well as a request for a follow-up letter.

### **Client Data Collection**

The Lower Savannah AAA/ADTRC believes accurate and consistent entry of client data into the LGOA required data system is critical. During the client selection and assessment process we check to ensure all National Aging Programs Information System (NAPIS) questions have been answered.

### **Resource Development**

It is important to the Lower Savannah AAA/ADTRC that contractors of service serve the entire county they are receiving funding for to ensure all seniors receive equal access to services that allow them to age in place. The Lower Savannah AAA/ADTRC required in our 2014 procurement cycle that all proposals submitted must serve the entire county or counties being covered by the proposal, rather than fragmented or limited areas. The Lower Savannah AAA/ADTRC will continue to work with our contractors to increase the amount of grant related income is received in the services they have contracts for. The grant related income will help to ensure we can continue to expand our programs.

### **Cost Sharing and Voluntary Contributions**

The Lower Savannah AAA/ADTRC does not allow cost sharing under funding from the Older Americans Act or from low-income individuals who income is at or below the Federal Poverty guidelines. We do allow contractors to cost share on state funding they receive. In July 2017, it will become a concern for the Lower Savannah AAA/ADTRC to encourage cost sharing on state funding with the upcoming change of the contractor not knowing whether the funding they are receiving will be federal or state funding.

We will encourage contractors to educate clients on the importance of grant related income (GRI) and how receiving GRI allows them to serve more clients under the program the funding was received. The table below shows the amount of GRI each contractor received by service for State Fiscal Year 2016.

| <b>Grant Related Income Units Collected from July 1, 2015 to June 30, 2016</b> |                     |                       |                  |                       |
|--|---------------------|-----------------------|------------------|-----------------------|
| <b>Contractor</b>  | <b>Group Dining</b> | <b>Home Delivered</b> | <b>Homemaker</b> | <b>Transportation</b> |
| Aiken Area Council on Aging  | 315.76              | 0                     | n/a              | 0                     |
| Allendale County Office on Aging   | 0                   | 0                     | n/a              | 0                     |
| Bamberg County Office on Aging   | 206.80              | 90.09                 | 0                | 0                     |
| Generations Unlimited  | 83.07               | 90.50                 | n/a              | 0                     |
| Calhoun County Council on Aging  | 327.25              | 34.18                 | 15.63            | 171.23                |
| Orangeburg County Council on Aging   | 2,143.86            | 290.23                | 0                | n/a                   |
| Help at Home   | n/a                 | n/a                   | 0                | 0                     |
| <b>Total</b>   | <b>3,076.74</b>     | <b>505</b>            | <b>15.63</b>     | <b>171.23</b>         |

**High-Risk Providers and Corrective Action Plans**

A high risk contractor is defined as an organization which (1) has a history of unsatisfactory performance (failure to meet deadlines as defined by the LGOA or Lower Savannah AAA/ADTRC); (2) is not financially stable (late payments to vendors, failure to comply with laws and regulations of financial management such as not paying FICA withholdings, Federal and State taxes, employee benefit payments, and/or serious audit findings); (3) has a management system that does not meet the management standards prescribed (excessive service quality complaints and not being responsive to the AAA and/or LGOA; (4) has not conformed to terms and conditions of previous awards; or (5) is otherwise not responsible.

The Lower Savannah AAA/ADTRC has identified a four (4) step process for determining a high risk contractor.

**Step 1**-Ensure all contractors have read the South Carolina Aging Network's Policies and Procedures Manual and the Lower Savannah AAA/ADTRC Policies and Procedures Manual and understand their responsibility under these Policies and Procedures.

**Step 2**-Provide ongoing fiscal and programmatic compliance of contracts in the region. The compliance review will be desk top review of monthly required documents submitted to the AAA/ADTRC, announced compliance review and quality assurance reviews and unannounced visits.

**Step 3**-Provide technical assistance to contractors to ensure there are open lines of communication, that questions and issues/concerns are discussed openly and honestly and resolutions and answers are given and understood.

**Step 4**-Issue a detailed report to the contractor notifying them of the deficiency(s) citing the South Carolina Aging Network's Policies and Procedures Manual and/or the Lower Savannah AAA/ADTRC Policies and Procedures Manual. The contractor will be given two (2) weeks to submit a response in writing on the steps they will take to correct the deficiency(s). A response letter from the Lower Savannah AAA/ADTRC will be sent to the contractor within in five (5) business days of the plan is accepted.

An example of a need for a Corrective Action Plan would be if a contractor bills the Lower Savannah AAA/ADTRC for more than the allowable amount of home delivered meals per client over a specific serving period. LSCOG would investigate, determine the reason, and if a lack of understanding of proper procedure, would deduct funding for the ineligible meals and provide training and close compliance review as a part of a corrective action plan. If there appears to be deliberate intent to claim funding for work not performed, the Lower Savannah AAA will not designate a contractor but would cancel the contractor's contract as defined in all Lower Savannah AAA/ADTRC contract's terms and conditions.

### **Providers Service Delivery Areas**

It is important to the Lower Savannah AAA/ADTRC that contractors of service serve the entire county they receive funding for to ensure that all seniors receive equal access to services that allow them to age in place. The Lower Savannah AAA/ADTRC required in the 2014 procurement cycle all proposals submitted must serve the entire county or counties being covered by the proposal, rather than fragmented or limited areas. In July 2017, upon the Lower Savannah AAA/ADTRC conducting all assessments for service in the Region, we will ensure all seniors who are in need of services are assessed no matter where they live and that each contractor of service is serving the client with the highest priority next on the waiting list.

### **2017- 2021 Area Plan Standard Assurances and Conditions**

The Lower Savannah AAA/ADTRC is committed to compliance with the Area Plan Assurances and Conditions. The Lower Savannah AAA/ADTRC places emphasis in serving the target areas of the Older Americans Act: low-income older individuals, including low-income minority older

individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. We are also committed to ensuring we are following the requirements of the Older Americans Act as stipulated the Standard Assurances and Conditions.

### **Training and Technical Assistance**

The Lower Savannah AAA/ADTRC provides on-going training to our contractors in a variety of ways. We work one-on-one thru visits, e-mail and phone communication and provide group trainings at the request of our contractor(s) and as the need is identified to ensure the contractors and their staff have the proper understanding of the LGOA and Lower Savannah Area Agency on Aging Policies and Procedures Manuals. We hold quarterly meetings for the executive directors for each contract agency. We provide on-site training and technical assistance at each of our group dining sites in the Region.

We provide on-going training for our staff in a variety of ways. We schedule in-services training for our staff based on the needs identified by Area Agency on Aging management and through request made by staff. Staff attends program meetings and trainings scheduled by the LGOA. We are increasing core competencies by cross training staff in two or more OAA programs in preparation for conducting assessments. Staff has access to on-line and in person training as it relates to their job performance.

### **Emergency Preparedness**

The Lower Savannah Emergency Preparedness Plan details the role of the AAA/ADTRC staff and efforts to coordinate with local contractors all efforts to prepare and respond to emergencies that may affect vulnerable adults or interrupt services provided by the contractors. Emergency planning and response is based on these factors:

1. All consumers of services of any local contractor are encouraged to have a personal emergency plan and communicate that plan with others.
2. Some consumers of services are in rural, isolated areas and lack a community connection to others, have no family in the area and who may depend on the contractor staff for assistance in a disaster.
3. Some consumers of the group dining, home delivered meal, homemaker programs and transportation programs may depend on the services provided by a contractor for their health and overall wellbeing (a daily provided meal may be their only meal of the day and transportation to dialysis or other treatment centers are time sensitive and critical).

Lower Savannah AAA/ADTRC has an agreement with the Lowcountry Council of Governments' AAA/ADTRC and Upper Savannah Council of Governments' AAA/ADTRC to provide assistance as

needed to the Lower Savannah AAA/ADTRC in order to restore essential core services in the region.

**Preparedness:**

Preparedness occurs well before any indication of disaster. To prepare for those emergencies that can occur without prior warning or that may allow for advance notice in cases of a weather related disaster, the ADTRC staff encourages contractors of critical food and transportation services to:

1. Have a detailed disaster service plan.
2. Educate consumers on the importance of having a personal disaster response plan.
3. Secure agreements with other entities for use of vehicles to provide critical medical transportation.
4. Pre-deliver nonperishable meals to high risk consumers receiving home delivered meals or congregate meals that have been identified through the assessment process that lack family or community support during a disaster or weather related emergency. High risk consumers are those who responded during the assessment process that the consumer would not have anyone to check on them during a disaster.
5. Back up all computer systems, print consumer information reports to provide as needed to county emergency responders/ Emergency Management officials.
6. Review, update, and redistribute phone numbers for ADTRC, local contractor staff and catering contractor staff.
7. Notify isolated consumers lacking community support of the potential weather related disaster.
8. Deliver additional meals to home bound clients as funds are available regardless of high risk status.

**Response:**

Response activity may occur over hours or days depending on the nature and extent of the disaster. The ADTRC staff:

1. Verifies the usability of the ADTRC office and contacts each contractor for the status of their county area, office to assess service delivery capabilities.
2. Requests updated information relative to vulnerable seniors in the area of impact from the local contractors and ensures such information has been provided by the contractor to the county Emergency Management Divisions as necessary.
3. Requests information from state and county officials as needed relative to services available in the impacted area to provide callers with information.

4. Disseminates information relative to disaster response services available and restoration of routine services to callers to the AAA/ADTRC
5. Provides information to the LGOA relative to the status of local service providers, recovery efforts and effect on seniors in the disaster area.
6. Coordinates with alternate suppliers for meals should the contracting caterer not be able to provide meals per the regional contract.
7. Provides on-site staff presence if needed to operate a group dining site or pack home delivered meals.
8. Monitors re-establishment of routine contracted services as soon as possible and reports service restoration to the LGOA.

### **Recovery**

The time spent on recovery activity will be dependent on the extent of the disaster and the area affected. At all times, the AAA/ADTRC will stay informed via communication with the LGOA, FEMA, county EMC offices and other entities. All recovery efforts will be documented and communicated to the LGOA until normal operations resume in all affected areas of the region.

In 2015 and 2016, the Lower Savannah Region was impacted by two weather related disasters (flooding and hurricane). In neither instance was the AAA/ADTRC office impacted however core services in the region in both instances were affected. During the flood of 2015, two counties were briefly cut off from the delivery of food from the contracted caterer due to closed roads. Due to flooded roads, home delivered meal routes in Orangeburg, Bamberg and Barnwell were affected. In 2016, Hurricane Matthew caused widespread damage and power outages in Orangeburg, Allendale, and Bamberg. The kitchen of the contracted caterer that serves this region is located in Orangeburg and was unable to provide food to counties that were unaffected and that received a rapid return of power and could operate their office and meal sites. Efforts were made by the AAA/ADTRC to negotiate with the caterer. Road closures due to downed trees and power lines affected home delivered meal routes for many days even when power was restored. During these events, the Lower Savannah AAA/ADTRC did not need to implement any mutual aid agreements but appreciated the guidance and input from other regional directors.

### **Licensing Protocols**

The Lower Savannah AAA/ADTRC will continue to ensure all contractor who are in need of licensing meet all federal or state requirements. We currently require each provider of meals to have at least one person on staff who is ServeSafe certified as required by SC Department of Health and Environmental Control (SCDHEC) and the LGOA. We have 2 people on staff at the

Lower Savannah AAA/ADTRC who are also ServeSafe certified. We require all of our respite providers to be a SC DHEC licensed agency and we maintain a copy of that license on file.

### **Outreach**

The Lower Savannah AAA/ADTRC conducts outreach in the region on all programs with the AAA/ADTRC. We give presentations to professionals and to community groups.

### **Memorandums of Agreement (MOA) and Memorandums of Understanding (MOU)**

All of Lower Savannah Council of Governments aging services are issued under a contract.

### **I&R/A Funding**

As required, the Lower Savannah Council of Governments uses Information and Referral/Assistance funding for its allocated purpose and it is not being used to fund programs or activities outside of the Information and Referral/Assistance Program.

### **Regional Transportation Services**

The Lower Savannah AAA/ADTRC has been working on coordinating regional transportation since 2001. The aging and transit staff have worked hand-in-hand since 2006 to find better ways to coordinated transportation services in the Lower Savannah Region. We recognize that 5 of our 6 aging contractors have contracts outside of aging funding to provide transportation services in their counties. The aging staff works with the mobility managers and the rest of the transit staff to identify older adults in need of transportation services in the Region. The mobility manager work with seniors in the urbanized area of Aiken County to apply for ADA Para-transit who are currently not receiving the service. The transit staff will explore the opportunities identified in the Transportation Development Plan (TDP) currently being conducted for Aiken County that benefits older adults and will implement strategies identified in the TDP Comprehensive Operational Analysis portion of the plan to gain efficiencies of the current system that benefit older adults in Aiken County. The transit staff will help contractors of rural transit by providing technical assistance related to funding for older adults and will continue to work with contractors of transit services by maximizing all sources of transit funding to ensure maximum access to transit services for older adults.

### **Nutrition Program**

The Lower Savannah AAA/ADTRC has six contractors for nutrition services: Aiken Area Council on Aging, Allendale County Office on Aging, Bamberg County Office on Aging, Generations Unlimited, Calhoun County Council on Aging, and the Orangeburg County Council on Aging. We work closely with our contractors to ensure:

- 1) Food temperature and meal safety

- a) Each contractor and the AAA have at least one staff person that is ServeSafe Manager certified meeting the requirement established by the LGOA.
  - b) Food temperatures are reported daily on the caterers meal voucher and reviewed by the AAA.
  - c) The LGOA *Equipment, Sanitizer and Thermometer Calibration Log* is review monthly by the AAA.
  - d) Each contractor has a copy of the Lower Savannah Nutrition Services Program Manual and it is given to each new site manager.
- 2) Staff and volunteer program training
- a) Each contractor and the AAA have at least one staff person that is ServeSafe Manager certified meeting the requirement established by the LGOA.
  - b) The Area Agency on Aging Director and the Regional Long Term Care Ombudsman work with staff directly when out in the Region providing training and technical assistance to site managers.
  - c) The contractors of service are responsible for training their volunteers based on the training received by the AAA and the Lower Savannah Nutrition Services Program Manual.
- 3) Evidenced based nutrition education
- a) Each contractor submits annually a nutrition education plan that details where the information was received, how and when nutrition education will be provided under their contract.
  - b) The AAA monitors AIM data and the Nutrition Education Evaluation Session form ensuring contractors have provided nutrition education as planned.
- 4) Maintaining a waiting list in AIM
- a) By July 1, 2017, the AAA will be conducting assessments in all six Lower Savannah counties and will continue to build waiting list to accurately reflect the needs of seniors in the Region.
  - b) The AAA will use the AIM waiting list and OLSA to document unmet needs in the Region to help advocate for the needs of seniors in the Region.
- 5) Ensuring justifications are entered in AIM for clients that require justifications for services
- a) By July 1, 2017, the AAA will be conducting assessments in all six Lower Savannah counties and will continue to document justifications needed in AIM.

#### **Family Caregiver Support Program**

The Family Caregiver Support Program for the Lower Savannah Region is administered by the Lower Savannah AAA/ADTRC. The program provides information and referral/assistance to link caregivers to community resources and services that meet their needs; assist caregivers to gain access to services that meet their individualized needs; informs caregivers of available support groups in the region and provides on-going training through monthly newsletters and events; provides respite vouchers up to \$1,500 a year to provide the caregiver short term breaks from

caregiving or providing limited supplemental services. Caregivers are provided a list of available South Carolina Department of Health and Environmental Control (SCDHEC) licensed agencies who services their county. Clients have the right to choose the agency they desire from the list to provide respite services. The Family Caregiver Program utilizes a volunteer who has developed and continued to make enhancements to our Family Caregiver database. The database is used to help the Lower Savannah Family Caregiver staff accurately and efficiently manage the caregiver program.

Caregivers are eligible to receive respite funding every 12 months. The amount of funding received is determined by the LGOA.

| <b>2016-2017 Respite Budget</b>            |                     |
|--|---------------------|
| Title III-E Respite                        | \$98,825.62         |
| Title III-E Seniors Raising Children (SRC) | \$10,565.96         |
| Title III-E Supplemental Supplies          | \$7,085.00          |
| Alzheimer’s Respite Funding                | \$90,819.60         |
| State Respite Funding                      | \$261,952.59        |
| Outreach Materials                         | \$5,563.00          |
| <b>Total Funding</b>                       | <b>\$474,811.77</b> |

Below is a summary of the Lower Savannah Family Caregiver Support Program’s measures and outcomes for this Area Plan.

**Measures**

- Increase the number of family caregiver support recipients by 5 percent annually.
- Attend quarterly caregiver advocate meetings at the LGOA.
- Submit quarterly Family Caregiver Support Program reports to the LGOA.
- Increase by 3 percent the number of volunteers utilized regionally.

**Outcomes**

- Continue to work with hospice and home health agencies to ensure appropriate referrals are made.
- Conduct outreach in the region to make people aware of the respite funding.
- Utilize the Lower Savannah Family Caregiver Support Program database to monitor and evaluate client data and track program spending.
- Ensure assessment staff out in the region continues to make appropriate referrals for respite services.
- Distribute the Monthly Family Caregiver Support Program newsletter.

- Improve regional collaboration to expand and enhance support and services for families and caregivers.

### **Ombudsman Program**

The Regional Long Term Care Ombudsman Program (RLTCOP) exists for the benefit of residents of long term care facilities to ensure each resident is receiving care and services that are individualized and include the resident's input in order for the resident to maintain or attain his highest level of independence. The RLTOP carries out the work on behalf of residents through the following:

- Advocacy for resident of long term care facilities- The RLTCOP staff advocate for residents in all types of interactions to include phone calls, office visits, one on one visits with residents, group presentations to residents, family members or facility staff, as well as through community education events and efforts to promote legislative change that creates positive outcomes for our citizens.
- Complaint intake, investigation and resolution- The RLTCOP staff are trained to effectively communicate with both residents and family members or others in times of crisis during which complaints may be filed. Staff then follow the policy and procedures of the State LTC Ombudsman Program to obtain consent to investigate the complaints and seek resolution to the resident's satisfaction. Staff have successfully resolved many complaints simply by empowering the resident and family member with information about Residents' Rights and helping the resident or family member effectively work through a meeting with applicable facility staff.
- Information and Assistance- The RLTCOP staff, staff of the AAA/ADTRC as well as the Volunteer Friendly Visitors are well versed in the resources available in the region and make appropriate referrals to consumers. The increased request for information about long term care homes and the process to be admitted to one is something that can be answered by anyone in the ADTRC. Because RLTCOP staff have a visible presence in each of the long term care facilities in the region, staff are able to give a better overview of the home, resident population description and answer other questions that may save the caller time when seeking available beds in the area. The RLTCOP staff spend a great deal of time answering general questions from the public, residents and facility staff and record these activities at consultations in the state database system used by the SLTCOP.
- Community Education- The RLTCOP welcomes the opportunity to provide educational seminars to groups of community citizens. The seminars include topics on understanding the differences in the types of long term care services and facilities, possible sources of payment for the various types, getting good care in a facility providing long term care and

advocating for rights. The RLTCOP has had the opportunity to speak to students of the area technical college who are enrolled in the Certified Nursing Assistant program just prior to them beginning their clinical rotations.

- In-service Education- The RLTCOP responds to all requests for presentations to facility based resident and family groups and the facility's staff. Past presentations have included an overview of residents' rights, identifying and reporting concerns of abuse, neglect and exploitation and prevention strategies to implement as well as the basics of providing good customer service.
- Visits to residents in long term care facilities- The RLTCOP staff and Volunteer Friendly visitors visit every licensed nursing home and community residential care facility at least four times per fiscal year with one visit being in each of the four quarters of the year. Those facilities with an assigned volunteer friendly visitor are visited at least once per month. During routine visits, both paid staff and volunteers seek to provide opportunities to socialize with residents privately and in group settings. During these visits, residents are given copies of handouts that promote resident rights and feature color headshot photos, names and contact information of the RLTCOP staff. Copies used by the volunteers also include the volunteer's color headshot photo and name. No personal contact information on the volunteer is distributed. Calls received at the RLTCOP for a volunteer are reported to that volunteer and a visit is made.
- Assistance with the development of resident and family councils- The RLTCOP encourages residents to participate in their resident council meetings and have discussed Residents' Rights during the meetings. Those residents with the ability to effectively communicate with staff any issues or concerns do so on a one to one basis and report not seeing value in meeting together. Participation in family council meetings or other group family meetings has declined over the years despite efforts by the coordinator to vary the meeting times and days of the week. The RLTCOP staff are working on developing possible family group meetings off site of any one facility and opening the meeting up to multiple facility communities to prompt council organization and active participation within the individual long term care communities.

### **Legal Assistance Program**

The Lower Savannah Legal Services Program for seniors operated with funding from the Older Americans Act is carried out under a contract with South Carolina Legal Services, a statewide legal services corporation who meets the requirements of the Older Americans Act. Services provided in the Legal Assistance Program comply with the Older Americans Act in that priority is given to seniors sixty years of age or older and who are determined to be in need of legal assistance for

the following categories: Income protection, Health care, Long Term Care, Nutrition, Housing, Utilities, Protective Services, Defense of Guardianship, and Protection from Abuse, Neglect or Exploitation.

**Objective 1:** The Legal Assistance Program Contractor and AAA/ADTRC will target promotional efforts to persons who are sixty years of age or older and who are either socially isolated or economically disadvantaged.

**Action:**

- SC Legal Services implements state wide program promotion and has a centralized telephone intake number for all consumers.
- SC Legal Services places posters with the toll free intake number in agencies like rural health clinics, mental health departments, employment offices, and local courthouses.
- AAA/ADTRC promotes the Legal Assistance Program and case topic priorities in senior centers, to home based service recipients' via education of the program to in home assessment staff and contracting agencies, via direct promotion through public health fairs/ information fairs and during all public presentations about the AAA/ADTRC which targets seniors who have either a great economic need or are socially isolated.

**Objective 2:** Legal Services will be provided to persons who are 60 years of age or older and are either socially isolated or economically disadvantaged and who reside in the PSA.

**Action:**

- Requests for services are made to either the Legal Aid Telephone Intake System (LATIS) or to staff of Lower Savannah AAA/ADTRC.
- If the service request is received via LATIS and age 60 or over, SC Legal Services staff forward a request for service to the AAA/ADTRC Legal Assistance Program contact who then:
  - contacts the consumer to confirm the request for services;
  - completes an abbreviated state approved assessment and screens for other potential services and the consumer signs a consent to participate form
  - verifies consumer's eligibility and
  - provides written approval form to SC Legal Services
- If the service request received by AAA/ADTRC staff, the Legal Assistance Program staff:
  - completes the SC Legal Services intake form,

- completes the AIM assessment form and obtains a signed consent to participate form, and
- faxes the SC Legal intake form and approval form to SC Legal Services.

**Objective 3:** The AAA/ADTRC will provide to the LGOA a report with information required by the SC Legal Services Delivery Standards.

**Action:**

- SC Legal Services Corporation provides a count of legal services provided by category or topic and a narrative of emerging issues and needs of the region for a designated report period to the AAA/ADTRC.
- The AAA/ADTRC runs necessary reports from the AIM database to obtain the number of unduplicated clients served by race and age for a designated report period.
- The AAA/ADTRC compiles the report data and submits it to the LGOA for report periods designated but not less than twice per year.

**Evidenced Based and Wellness Programs**

Title III-D under the Older Americans Act (OAA) now requires all funding be spent on evidenced based disease prevention programs. In our contracts, we require all funding be spent on Tier 3 of the Administration for Community Living (ACL) highest evidence based programs. We require copies of all certifications for those who are teaching the evidence based class to be submitted to the Lower Savannah AAA/ADTRC at the beginning of each program year to ensure the certifications are all still active.

**Reimbursement Request Accuracy**

The LSCOG finance director currently prepares all reimbursement requests for Aging services. We have our own spreadsheets that are used to assist in verifying accuracy of our pay requests. Those spreadsheets and the reports from AIM are very carefully analyzed each month in order to ensure accurate requests.

**Assessment Process**

The Lieutenant Governor's Office on Aging (LGOA) issued a program instruction in January 2016 requiring all Area Agencies on Aging to conduct assessments by July 1, 2017. The Lower Savannah AAA/ADTRC opted to implement a phase in plan starting with three counties in July, a fourth county in April 2017, and the remaining two counties in July of 2017. On July 1, 2016, we assumed responsibility of assessments from: the Allendale County Office on Aging, the Bamberg County Council on Aging, Generations Unlimited in Barnwell County and Help at Home which serves Aiken, Allendale and Barnwell Counties. On April 1, 2017, we assumed the assessment

responsibility from the Aiken Area Council on Aging. On July 1, 2017, we will assume the assessment responsibility from the Calhoun County Council on Aging and the Orangeburg County Council on Aging.

We currently have an assessment coordinator who schedules all assessments in the region using an Access database. Clients receiving a service are reassessed within a twelve month period to determine if the client is still eligible for service. We receive referrals from the contractors, the community, and AAA staff using a referral form to track referrals. Once a client is assessed, the assessment staff, the Human Services Director, and the Aging and Disability Programs Manager meet with staff to review and discuss each completed assessment before an approval is sent to the contractor. The AAA staff enters all assessments in AIM and puts all clients waiting for service on the respective waiting list. Upon completion of the assessment review, if approved for service an approval form is sent to the contractor(s) indicating the client has been approved for services or has been placed on their waiting list. The contractors select the client to be served next using the priority scores to ensure the client with the highest priority is the next person to receive services. If the client is denied for service a denial form is sent to the contractor informing them of the status of the assessment and a letter is sent to the client.

### **Regional Successes**

In March 2014, the Lower Savannah Council of Governments (LSCOG) and the Savannah River Site Retiree Association (SRSRA) began work on forming an exciting, new partnership to assist SRS seniors living in the six-county Lower Savannah Region and extending to SRS retirees living in other county areas.

The Savannah River Site (SRS) is a Department of Energy facility located in Aiken, Allendale and Barnwell counties in the Lower Savannah Region. The new partnership formed the Savannah River Site Retiree Resource Center, which has been integrated into the LSCOG's Aging, Disability and Transportation Resource Center (ADTRC) and located in the Lower Savannah COG office. Lower Savannah saw this as a natural partnership, since the purpose of both organizations was to assist retirees with information and assistance regarding benefits and issues of coordinating and managing them. The Lower Savannah AAA/ADTRC staff takes referrals from and serves as a sounding board to SRS Resource Center volunteers, who have been trained along with COG staff on benefits and on changes to their own retiree medical benefits.

Initially, the SRS Retiree Association wanted a venue for helping their own members deal with major changes to their health insurance benefits. They wanted advice on other benefits from Lower Savannah AAA/ADTRC in the process. Lower Savannah staff understood many of the problems the SRS retirees were facing and the impact these changes had on seniors in the Lower

Savannah Region and the state of SC. It became apparent that partnering together to serve more seniors in the Lower Savannah Region was beneficial for both of us.

Since the opening of the new resource center, both entities have learned that many people who came in with an insurance question for SRS volunteers, had other issues and problems that the ADTRC staff could also help them to resolve. Combining Lower Savannah's knowledge of benefit programs and services along with the addition of an SRS Volunteer Coordinator and over 30 newly trained and very dedicated SRS retiree volunteers has increased the ability of both parties to reach and serve many more seniors than before. Lower Savannah staff's knowledge on aging programs including Medicare and the SRSRA knowledge of the new medical and stipend program has created a perfect partnership with many positive outcomes.

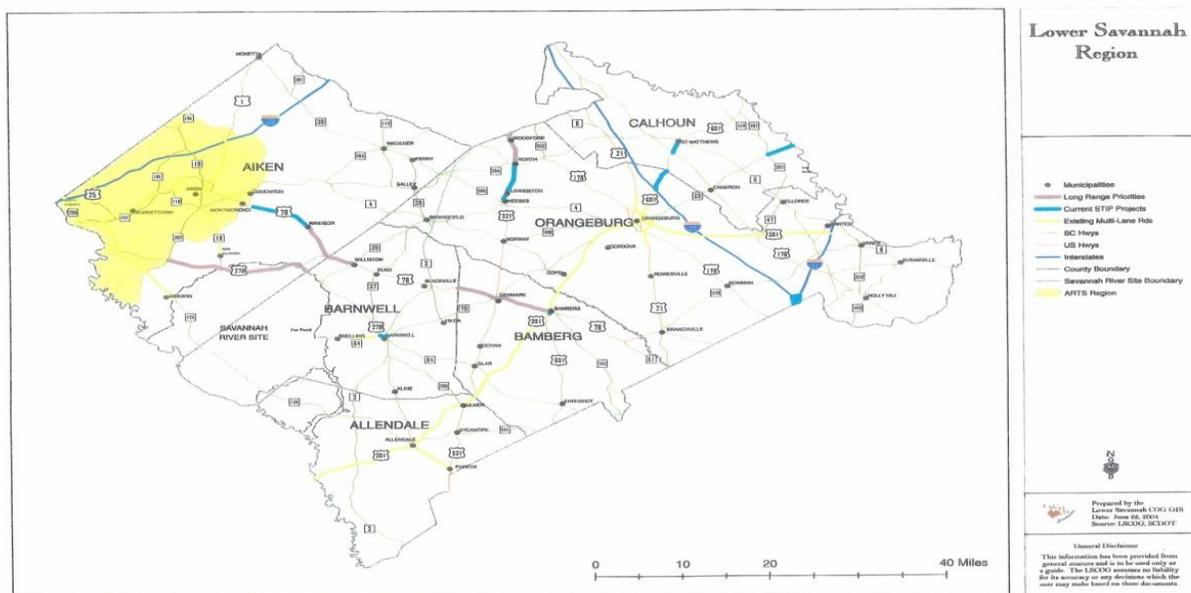
The Medication Assistance Program has been operated by the Lower Savannah AAA/ADTRC since December 2004. Since the program started in late 2004, Lower Savannah staff members have helped citizens obtain over \$9.2 million in savings on prescription medications. Lower Savannah AAA/ADTRC staff and volunteers assist individuals who have no prescription insurance benefits with in person help to find pharmaceutical company programs which may provide free or low-cost medications prescribed for them by their physicians. The program currently operates in Aiken and is supported by the United Way of Aiken County.

#### **Local Match**

Other than our local funds received from county and state assessments, we have no other funds that can be used for matching. The contractors provide their own matching funds. As stated previously, the AAA shows the 10% match from the contractors on our accounting records as income and expense (In-Kind/Third Party Match). For internal services that require matching funds (admin, IR&A, Ombudsman, etc.), the AAA records the matching funds on a monthly basis at the same time revenue receivable is recorded.

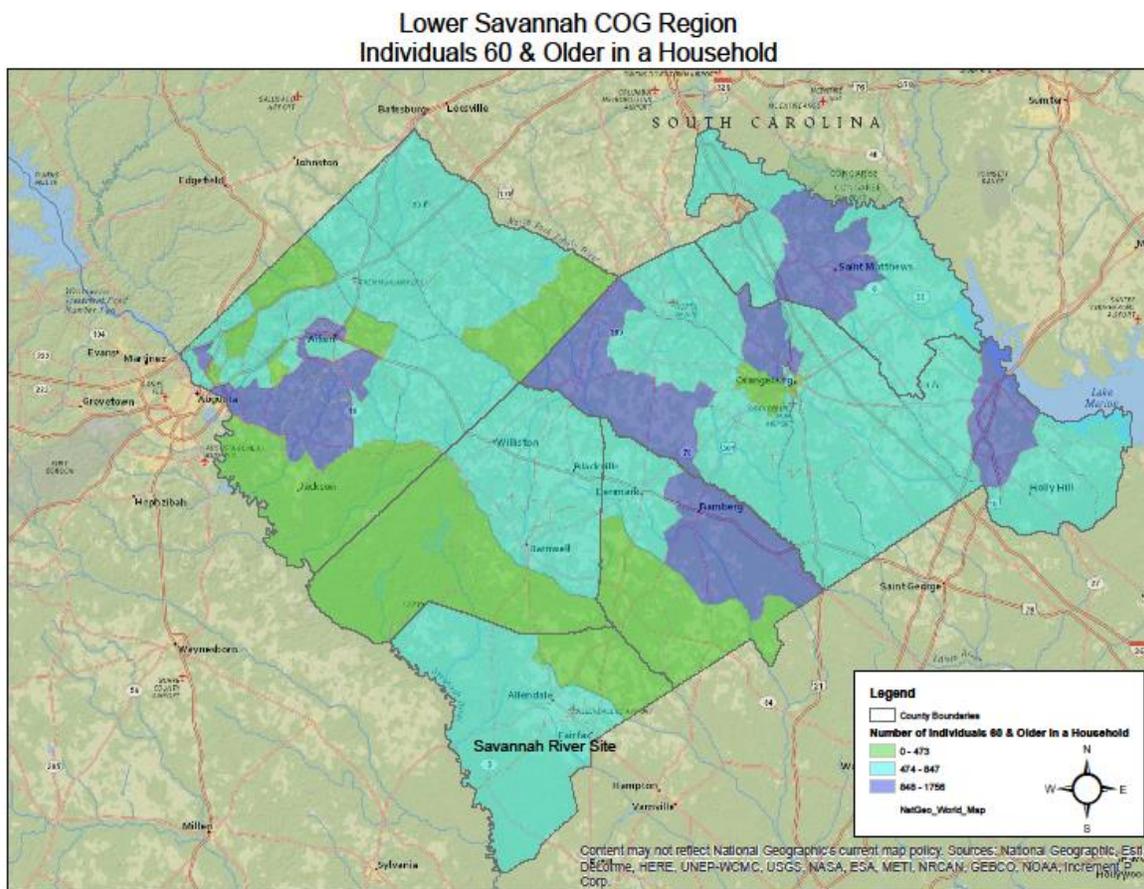
## Attachment E: GIS Mapping

### Service Delivery Areas

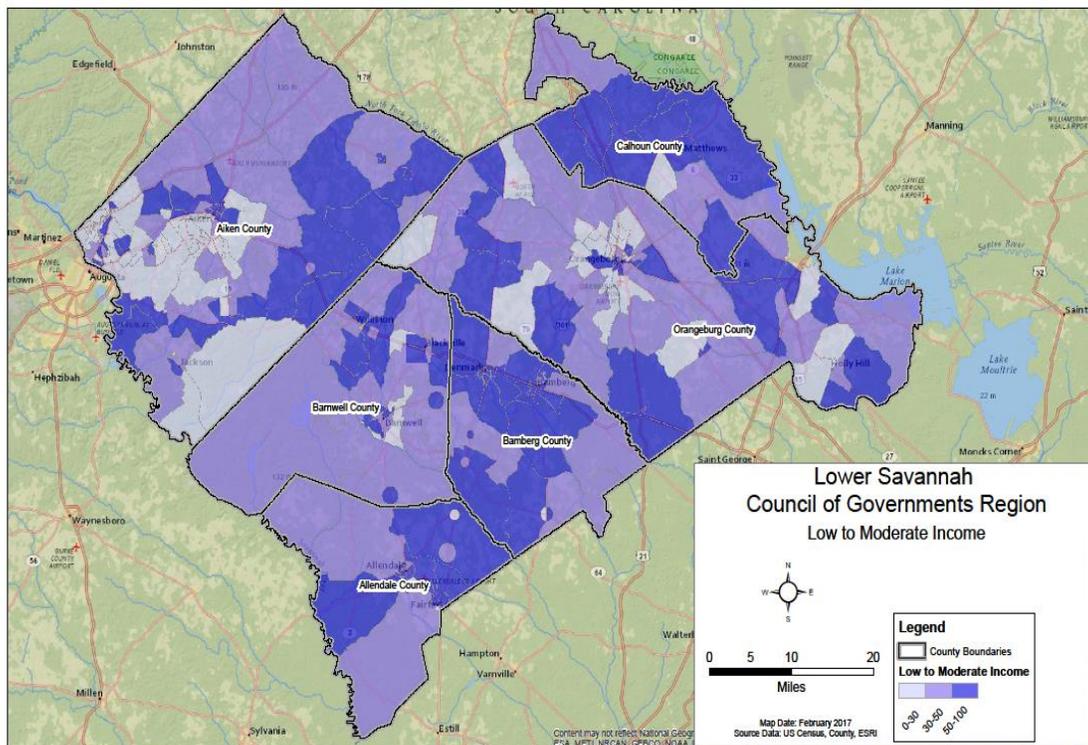


The map above is a map of Lower Savannah Region that shows the locations of the service deliver areas requested to be served in the Lower Savannah Request for Proposal in 2014. The map identifies the city, towns and communities for whom the Lower Savannah Area Agency on Aging is providing services for older adults. The yellow areas shows the urbanized area of Aiken County as it relates to public transit. The dash line area show the boundary of the Savannah River Site located in Aiken, Allendale and Barnwell Counties in the Lower Savannah Region.

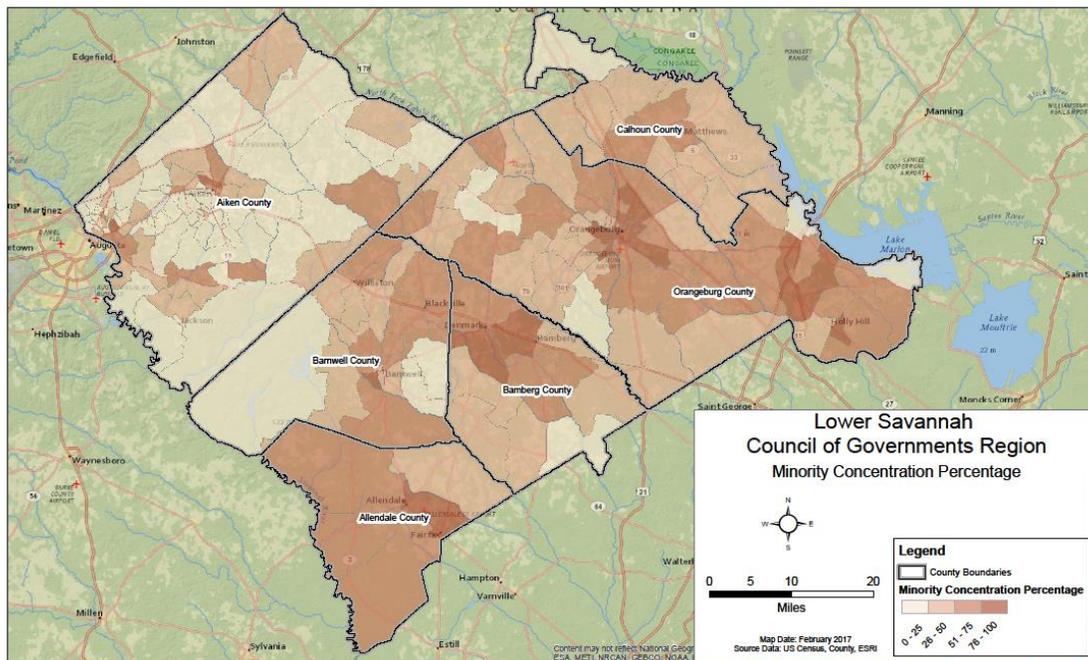
GIS Maps



The map above shows the areas by county where large numbers of seniors are living in the Lower Savannah Region.

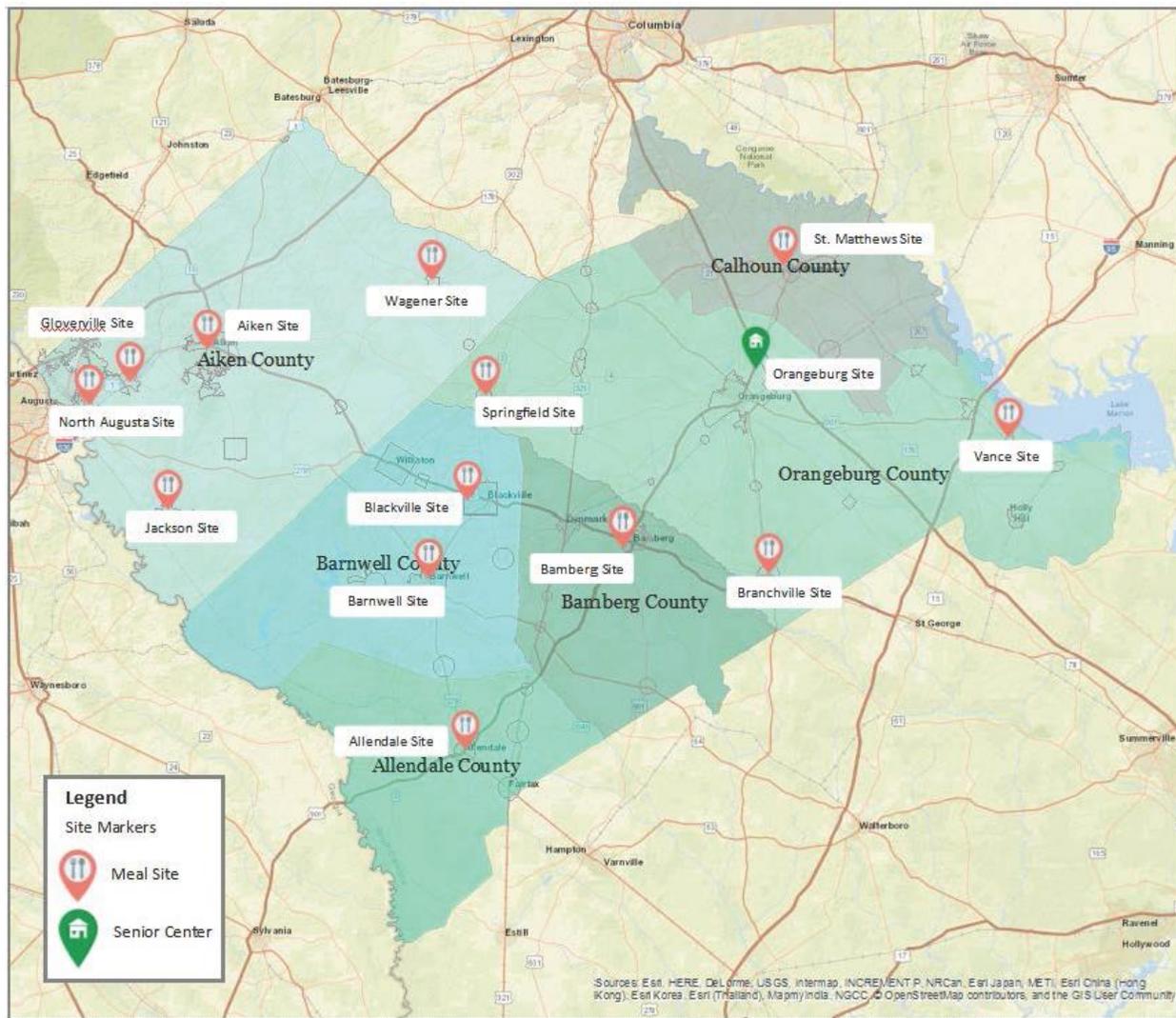


The map above shows the low to moderate income areas for seniors 60+ in the Lower Savannah Region.



The map above shows the minority concentration percentage for the Lower Savannah Region.

Senior Centers/Meal Sites



The map above shows the location of all of the group dining sites in the Lower Savannah Region by county.

## **Attachment F: Strategic Planning, Workforce, Process Management and Client/Customer Satisfaction**

### **Strategic Planning**

The Lower Savannah Council of Governments, which houses the Area Agency on Aging, during the period of December 2009 through January 2011 developed an in-depth strategic planning process to:

1. Conduct an internal Assessment to include all staff;
2. Develop an external scan of political, fiscal, demographic/societal and technological environments as they relate to each of the COG programmatic areas;
3. Identify opportunities and threats and the likely impact;
4. Review stakeholder analysis to identify significant gaps between expectations and performance;
5. Prepare an internal assessment results/themes which would identify strengths and weaknesses as they relate to human, financial and technological resources of the organization;
6. Set the strategic direction;
7. Select strategic Issues;
8. Establish Broad Goals and Objectives with work to be accomplished by work groups for each strategic issue/goal;
9. Meet with the COG Board to present the report of the project.

Under this strategic plan an operational framework was developed and many of the key recommendations have been implemented. Since the initial strategic plan was completed, a new executive director has been hired at the Lower Savannah Council of Governments (LSCOG) and under his leadership we continue to make adjustments to the strategic plan such as the recent branding, marketing, and media campaign. Under the branding and marketing campaign, LSCOG has a new logo and a new media website.

LSCOG management reviews the strategic plan annually to determine what updates and changes need to be made consistent with performing our mission statement. The changes are shared with the department and division heads during monthly/quarterly meetings. All staff are updated on information specific to the strategic plan during bi-annual scheduled meetings and through e-mail. Progress is measured and reported on specific elements of the strategic plan when strategic priorities and broad goals have been met. Our LSCOG Departmental organizational structure has been integrated into three sectors that provide services to common areas, common clients, with common service goals. As advances in technology have been made strategic priorities have been updated incorporating IT services that utilize the cloud for data services replacing on-site IT servers and personnel.

### **Workforce Focus**

The current staff structure of the Lower Savannah AAA/ADTRC includes a Division Director, three program managers and multiple staff responsible for carrying out activities related to all of the programs and services of the ADTRC. The Division Director meets regularly with the program managers for updates on program goals, current projects and deadlines that are identified by the program managers' discussions with staff. The information sharing within the department is continuous so that each are knowledgeable about the status of the multiple programs of the organization.

The ADTRC is upgrading the education level of program staffing by hiring college graduates as program specialist. We believe this hiring strategy will yield staff with tremendous potential to advance within the ADTRC programs. ADTRC senior leaders will be assigned the responsibility to mentor staff with the goal of enabling them to become well trained qualified individuals for the performance of our programs. When senior leaders retire or leave the workforce, these employees will have the skills necessary to carry out the programs of the ADTRC in a leadership role as they choose to remain with the agency in long term employment. Staff are also given the opportunity for skills development, as they are required to make public presentations as well as have input in plan development, and participate in activities related to contract awards, management and daily operations of their primary program assignment for hands on experience to develop leadership skills. Our LSCOG leadership and administration encourages cross training and educational opportunities for staff to assist them in their development as a synergistic asset to the LSCOG organization.

All employees are subject to an annual performance evaluation that gives the LSCOG Administration, the ADTRC Division Director and supervisor the opportunity to provide constructive job performance feedback relative to the employee's strengths, accomplishments and weaknesses.

The effective implementation of all programs of the ADTRC are constantly being reviewed and changes made as needed so that the job requirements can be met with the best use of the employees time while meeting the needs of the consumers seeking service. The LSCOG and ADTRC seek to be part of all community activities, educational events, and information fairs in order to inform community citizens of available programs and services from the ADTRC and its contractors within the local community.

### **Process Management**

The Lower Savannah AAA/ADTRC has evaluated our process management system through our strategic plan processing. The system was evaluated to ensure our programs; information and referral, SHIP, ombudsman, family caregiver support and assessments function in the most effective and efficient way to meet the desired needs of the clients to help them age in place.

We looked at our organizations/staffs' knowledge, our work process and the value we add to our aging programs. We worked to increase core competencies by cross training AAA/ADTRC staff in two or more Older American Act programs. This process allows for lower program cost through greater utilization of staff across programs and allows us to expand our analysis of senior client needs beyond specific program assessment. Through our observation and evaluation of our current process we have ensured we have a measured criteria in place to identify if we are meeting our targeted goals. The competencies of our staff is based on their knowledge and abilities and allows us to utilize Human Services staff in a most effective way. By placing staff in the appropriate program process it gives us the advantage to use staffs' capabilities to execute our purpose of helping seniors age in place in the Lower Savannah Region. Assessing AAA/ADTRC staffs' knowledge, unique abilities, and strengths allow us to better align them with programs and processes to improve workflow and yield improved performance. As we develop our model to conduct assessments in our six county region we will incorporate organizational knowledge of other LSCOG Programs to utilize out-based staff in the process design for delivery of certain Older American Act services in these regions.

We are evaluating new technology for entering program eligibility data while in the field conducting the assessment process. This will improve the timeliness of program eligibility notification. We have incorporated management oversight and review in the assessment process to improve our analysis of services for senior clients. We are using our Human Services Program Activity Management reporting to systematically record and monitor data to determine trends to evaluate and make improvements to process design and delivery.

### **Client/Customer Satisfaction**

The Lower Savannah AAA/ADTRC has a no wrong door entry policy. We assist all consumers requesting program information regardless of their age. We are always looking to learn new things that help our consumers navigate the long term care system. We are actively engaged in the communities we serve so we learn about available resources, and network to help make connections to meet people's needs. The Lower Savannah AAA/ADTRC stays current on system and program changes by attending on-going training. We use client surveys to determine level of satisfaction provided through programs and services.

**Attachment G: Area Plan Public Hearings**

(A summary of the Area Plan public hearing will be attached)

DRAFT