



**Lower Savannah Area Agency on Aging
Policies and Procedures Manuals**

INTRODUCTION

The State Unit on Aging prepares and distributes *South Carolina Aging Network's Policies and Procedures Manual* which sets forth South Carolina's official policies and procedures for the conduct of Title III and other programs authorized under the Older Americans Act of 1965, as amended and State funded services. In turn, it is the responsibility of the Area Agency on Aging to develop a similar manual, establishing the official policies and procedures for the conduct of Title III and other programs authorized under the Older Americans Act of 1965, as amended, and State funded services within the Lower Savannah Region.

The purpose of this Manual is to assist the Lower Savannah Council of Governments and the contractor agencies receiving funding through the Area Agency on Aging in carrying out their program and grants administration responsibilities. If contradictions with or omissions of federal and state policies should occur in this Manual, the federal policy shall take precedence.

This manual will be updated periodically to ensure that it is consistent with the most recent applicable federal and state requirements. To accomplish this purpose, the Area Agency on Aging will periodically issue updated pages or sections of the Manual with revision dates properly indicated.

HISTORY OF THE OLDER AMERICANS ACT (OAA)

The Older Americans Act (OAA), as amended, is intended to establish a comprehensive and coordinated network of services for Older Americans at the State and regional levels. It seeks to do this by providing financial assistance to State and regional efforts to plan, administer and deliver a wide range of needed services. Such efforts should bolster existing services, coordinate short and long-range development efforts and facilitate creation of new services needed to fill current gaps. As first enacted in 1965 and amended in 2006, the Act authorized funding to support a State Unit on Aging in each State (the Department on Aging in South Carolina). It also provided funds for each State Unit to initiate local community projects to provide social services to older adults.

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SECTION 100: Area Agency on Aging

101. HISTORY OF THE LOWER SAVANNAH AREA AGENCY ON AGING

The Lower Savannah Council of Governments is part of a quasi-governmental agency designated as the Area Agency on Aging in 1976 by the State Unit on Aging under directives issued by the Administration on Aging to serve the Region V counties of Aiken, Allendale, Bamberg, Barnwell, Calhoun and Orangeburg.

The Lower Savannah Area Agency on Aging herein referred to as the LSCOG AAA is a program in the Human Services Department of the Lower Savannah Council of Governments. It is the responsible for the planning, program development, resource development, service delivery, contract and grant management, training, community education, advocacy, coordination, technical assistance and quality assurance which benefits seniors in the region.

102. MISSION

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 quality of life.

103. VISION

The vision of the Lower Savannah Aging, Disability and Transportation Resource Center is a comprehensive service and information network for improving and enhanced quality of life for our citizens. Flexibility to plan and facilitate locally developed solutions.

104. BOARD OF DIRECTORS

The operations and administration of the LSCOG AAA shall be determined by the Council's Board as set forth in the By- Laws of the Lower Savannah Council of Governments. However, the Board recognizes the Regional Aging Advisory Committee's role in assisting with oversight and making their recommendations during the administration of the Area Plan.

105. ADVISORY COUNCIL

The purpose of the Advisory Council is to advise and assist the LSCOG AAA in planning, developing, promoting and coordination aging services. The Advisory Council have Operational Guidelines which outline the terms of membership and frequency of meetings.

106. AGENCY STRUCTURE

The Lower Savannah Council of Governments/Area Agency on Aging is located at 2748 Wagener Road (PO Box 850), Aiken, SC 29802. The office hours are 8:30am to 5:00pm Monday through Friday.

The Executive Director is the chief administrative officer of the Lower Savannah Council of Governments Area Agency on Aging. The Human Services Director is over the Human Services Division which includes the Area Agency on Aging and the Aging, Disability and Transportation Resource Center.

107. AREA PLAN

An Area Plan is the document submitted by an Area Agency on Aging to the State Unit on Aging (SUA) in order to receive sub grants from the State Unit on Aging under Title III of the Older Americans Act and State funded services. The Area Plan contains provisions required by the Older Americans Act of 1964, as amended, and those contained in the SUA *South Carolina Aging Network's Policies and Procedures Manual*. It also contains commitments that the Area Agency on Aging will administer activities funded under Title III and State Funded programs in accordance with all federal and state requirements. It is the document which prescribes the manner in which the AAA is developing a comprehensive and coordinated system throughout the planning and service area for all services authorized under Title III and State funded programs. For more information on the Area Plan Process please see Section 300.

108. MONTHLY REPORTING REQUIREMENTS FOR THE AREA AGENCY ON AGING

The Lower Savannah Council of Governments AAA/ADTRC will submit the following reports to the State Unit on Aging by the twenty-first (21) of each month as required:

- Signed Internal Invoice
- Signed Flow-Thru Invoice
- AIM generated MUSR
- Program Grant Reports
- AIM PRF

109. DIRECT SERVICES

The Lower Savannah Council of Governments must use contracts with local services contractors to provide all services unless it seeks and obtains from the State Unit on Aging a decision that direct provision of a service by the AAA is necessary to assure an adequate supply of the service. Direct provision is necessary if the Lower Savannah Council of Government AAA can and will provide services substantially more effectively and efficiently than any other provider. The Lower Savannah Council of Governments/AAA will provide direct services for any services required and related to AAA statutory functions.

110. TITLE VI OF THE CIVIL RIGHTS ACT

All funds under the Older American Act shall be administered in compliance with Title VI of the Civil Rights Act of 1964, the Regulations (45CFR Part 80), a statement of compliance signed by the Lower Savannah Council of Governments in accordance with the requirements.

The Lower Savannah Council of Governments/AAA shall make no distinction because of race, color, sex, disability, and religion or national origin in providing individuals any services or other benefits under projects financed in part with the Older Americans Act funds.

As a part of its overall methods of administration, the Lower Savannah AAA will carry out the following Civil Rights activities:

1. Inform and instruct all AAA staff regarding their obligations under the Civil Rights Act.
2. Inform and instruct all agencies and organizations which provide services funded by the Lower Savannah Council of Governments/AAA of their civil rights obligations as a condition of initial or continued financial participation in the program.

3. Inform the AAA staff that referrals may not be made to agencies, institutions, organizations, facilities, participants, etc. that engage in discrimination.
4. Maintain a current, properly executed policy as part of their official files.
5. Conduct periodic reviews, including on-site visits as appropriate, of the agencies and organizations participating in Older American Act programs to assure their practices are in conformity with the Civil Rights Act, state and federal regulations and policies and executed Statements of Compliance.
6. Require contractor compliance with policies and procedures to provide Older Americans Act projects participants with the opportunity to file a Title VI Civil Rights Complaint.
7. Require contractors to post in clear sight their VI Civil Rights policies.

111. FREEDOM OF INFORMATION ACT (FOIA)

The Lower Savannah Council of Governments fully complies with the South Carolina Freedom of Information Act (FOIA), which requires that the public, defined in the statute as “any person” must be given access to documents and meetings.

112. AAA/ADTRC CONFIDENTIALITY

The Lower Savannah Council of Governments AAA/ADTRC staff shall ensure the confidentiality of individuals seeking assistance by:

1. Ensuring participant information is contained in a locked file cabinet, desk or office when not being utilized by staff. Staff should refrain from leaving confidential information on desks or otherwise in plain view.
2. Participant information that is no longer needed must be shredded or destroyed. Participant information should never be discarded in the trash.
3. Staff should refrain from the use of speaker phones to discuss confidential information.
4. Non- professional discussion about individuals and records by staff are strictly forbidden.
5. All Lower Savannah Council of Governments AAA/ADTRC staff have doors that can be shut to respect the confidentiality of participants.

113. EMPLOYEE HANDBOOK

The Lower Savannah Council of Governments maintains a *Lower Savannah Council of Governments Employee Handbook* which sets forth its policies.

114. FUNCTIONS OF THE AREA AGENCY ON AGING

The Lower Savannah Area Agency on Aging is a program in the Human Services Department of the Lower Savannah Council of Governments. The Lower Savannah Area Agency on Aging is the leader in all aging issues on behalf of all seniors in the planning and service area. The Lower Savannah AAA will proactively carry out, under the leadership of the SUA, a wide range of functions related to advocacy, planning, coordination, inter-agency linkages, information sharing, brokering, monitoring and evaluation, designed to create a comprehensive and coordinated community based system. The system shall assist seniors to live in their own homes and communities as long as possible. The minimum functions of the Lower Savannah AAA are as follows:

A. Planning

The Lower Savannah AAA/ADTRC engages in a continuous process of planning for older adults, people with disabilities and family caregivers to develop and administer an Area Plan in compliance with all applicable laws and regulations, including all requirement of the SUA.

B. Program Development

The program development activities of the AAA/ADTRC shall maintain or enhance existing programs and also develop new programs. Program development decisions are based on needs identified in the planning process, and on efforts to reduce or eliminate some services in the order to concentrate efforts and resources on the development of more critical services.

C. Resource Development

The AAA/ADTRC shall seek necessary resources from local governments, foundations, federal grants and other sources to maintain, enhance and develop services.

D. Service Delivery

The AAA/ADTRC shall use contractors to provide all supportive services, nutrition services or in-home services under the area plan except where, in the judgment of the SUA:

- Provision of service by the AAA is necessary to ensure adequate services;
- Such services are directly related to the AAA statutory functions; or
- Such services can be provided with comparable quality and cost by the AAA.

E. Contracts and Grants Management

The AAA/ADTRC is responsible for maintaining systems for financial management, purchasing and property management that provide reasonable assurances that funds are used in accordance with applicable laws, regulations and award terms and conditions. OAA 307(a)(7)(A)

The primary method of monitoring in the Lower Savannah Region includes site visits to senior centers and nutrition sites. These monitoring visits will continue to be announced and unannounced visits. The AAA/ADTRC will target providers of services who have had difficulty in meeting DEPARTMENT ON AGING program standards in the past to ensure that past performance problems are eliminated. We will work with our contractors to assist them in providing the best possible service to the seniors of the Lower Savannah Region. Monitoring visits will be used as a tool to identify those service providers who are providing services that exceed requirements in the aging program.

At each visit, time will be spent with administrative and service delivery staff as well as seniors in attendance. Records are reviewed as needed. Visits to homebound seniors in the region will be made during the assessment process. In addition, AAA/ADTRC administrative staff has placed an increased emphasis on desktop monitoring of reports received for services requiring reimbursement to insure that all required information is being received.

Contractors who fail to deliver contracted services or to follow the methods of service delivery described in request for proposal response are notified of non-compliance and given the opportunity to become compliant before additional action is taken.

F. Training

The AAA/ADTRC shall develop and implement an annual training plan that includes in-service training for AAA/ADTRC staff, Advisory Council members and contractors under the area plan. The training plan should reflect the training needs identified in the training needs assessment conducted by the SUA and the AAA/ADTRC. The training plan should address the service priorities in the Area Plan, complement state efforts and include training provided by the SUA and other entities. Training is provided in two (2) ways: one-on-one technical assistance and formal trainings.

G. Community Education

The AAA/ADTRC will conduct activities necessary to promote designated focal points and make them visible in their communities. The AAA will raise the awareness of public officials and other agencies regarding the problems and needs of older people. The AAA will participate in community events that promotes educations, resources and information to seniors, people with disabilities and their family caregivers in the Lower Savannah Region.

H. Advocacy

The AAA will attend public hearings held within the Lower Savannah Region or by statewide entities on issues, plans, grants, etc. that affect older adults, people with disabilities and family caregivers. The AAA will make presentations. Advocacy efforts will include attention to legislative and budgetary matters of concern to seniors.

I. Coordination

The AAA/ADTRC will provide for the identification of public and private resources in serving the persons in the Lower Savannah Region. The AAA/ADTRC will work to coordinate the programs funded under the area plan with such resources to increase seniors' access to quality services. The AAA/ADTRC will consider joint funding and programming if it will serve the seniors. The AAA/ADTRC will do program coordination at all levels and shall focus on the following functions:

- Facilitate coordination of community-based, long-term care services designated to retain individuals in their homes;
- Emphasize the development of client-centered case management systems;

- Involve long-term care providers in the coordination of community-based long term care services; and
- Address the needs of residents in long-term care facilities.

115. REQUIREMENTS OF NON-FEDERAL SHARE OF OAA FUNDS

The SUA may not allow more than 85% of the cost of services to be paid with OAA funds. The SUA matches the 85% federal with 5% state. Currently the SUA is paying the local match of 10% of federal funds for the AAA and its contractors.

116. CONFLICT OF INTEREST

Employees should be constantly aware of a possible "conflict of interest" when becoming involved in public/community activities which may relate to Council participation in the same area. The Executive Director should be advised when any member of the staff has been offered or is considering membership on a public or private committee, office, or association with any organization or activity which may lead to a conflict between such association and his position on the Council staff.

If, in the sole judgment of the Executive Director, a conflict exists, the employee may be asked to choose between his employment with the Council and the membership giving rise to the conflict.

117. BUDGET YEAR

The Lower Savannah Council of Governments AAA/ADTRC shall recognize the SUAs period for the award of Older Americans Act and State funds. Currently the State Fiscal Year (SFY) runs from July 1 to June 30. Funds may only be awarded for one (1) budget year, not to exceed twelve (12) months.

Section 200

Area Agency on Aging Functions

The Lower Savannah Council of Governments Area Agency on Aging (AAA) is intended to be a leader relative to all aging issues on behalf of seniors, people with disabilities and family caregivers in the Lower Savannah Region. The AAA/ADTRC shall proactively carry out a wide range of functions to assist seniors, people with disabilities and family caregivers in leading independent, meaningful and dignified lives in their own home as long as possible.

The Lower Savannah Council of Governments AAA/ADTRC will conduct the following functions:

201. PLANNING

The Lower Savannah Council of Governments AAA/ADTRC is responsible for coordinating all activities necessary for effective short and long-range regional planning for seniors, people with disabilities and family caregivers. The Lower Savannah AAA/ADTRC will address these activities areas as follows:

- A.** Facilitate innovative, efficient and effective services to people 60 years old and older within Aiken, Allendale, Bamberg, Barnwell, Calhoun and Orangeburg Counties.
- B.** Conduct a needs assessment, gathering input from seniors, people with disabilities and family caregivers.
- C.** Collect and exchange area wide data from all available sources, including the State Unit on Aging and Lower Savannah AAA/ADTRC contractors.
- D.** Conduct research by analyzing all available data in order to determine the current and projected trends and needs of an aging population and the resources to address them.
- E.** Provide the coordination and collaboration of area wide planning efforts about eligible seniors, people with disabilities and family caregivers and the other agencies, contractors and any other organizations.
- F.** Develop and distribute both strategic and long range area plans for meeting the needs of seniors, people with disabilities and family caregivers.

- G. Designate local focal points for the delivery of services. Special consideration shall be given to developing and/or designating approved multipurpose senior centers as community focal points on aging.

202. PROGRAM DEVELOPMENT

The Lower Savannah AAA/ADTRC will develop activities directed towards funding, maintaining and enhancing existing programs as well as developing new programs. Development responsibilities will be processed as follows:

- A. Coordinate in the development of service definitions, unit definitions, minimum standards and activities and other criteria for specific services to be funded through the SUA, AAA and other resources.
- B. Develop resources to be used region wide to fund new services and to expand existing ones.

203. TRAINING

The Lower Savannah Council of Governments AAA/ADTRC will implement the following training guidelines:

- A. Provide leadership and assistance in the training to aging network personnel.
- B. Obtain feedback from aging contractors on training needs.
- C. Coordinate training of aging network personnel.
- D. Assist service contractors in meeting minimum staff training requirements
- E. Share resources with aging network.

204. RESOURCE DEVELOPMENT

The Lower Savannah Council of Governments AAA/ADTRC is always looking for resources to maintain, enhance and develop services or if the service can be more effectively or efficiently

provided by the AAA/ADTRC. The AAA seeks funds from local governments, foundations, United Way, federal grants and other sources.

205. SERVICE DELIVERY

The Lower Savannah Council of Governments AAA/ADTRC is not expected to deliver services directly unless there is no viable alternative. The AAA/ADTRC insures efficient and effective service delivery through its contracts.

206. GRANTS AND CONTRACTS MANAGEMENT

The Lower Savannah Council of Governments AAA/ADTRC shall maintain adequate control and accountability for funds awarded to them to insure that funds are expended properly. Sufficient data shall be collected and maintained to complete and submit required reports. The Lower Savannah Council of Governments AAA/ADTRC conducts monitoring and technical assistance to assure that service contractors fulfill their responsibilities under the contract.

207. COMMUNITY EDUCATION

The Lower Savannah Council of Governments AAA/ADTRC will conduct activities to promote aging, people with disabilities and family caregiver efforts and make aging, people with disabilities and family caregiver's issues visible in the Lower Savannah Region. The Lower Savannah Council of Governments AAA/ADTRC will make seniors, people with disabilities and family caregivers aware of the services.

208. ADVOCACY

The Lower Savannah Council of Governments AAA/ADTRC will attend public hearings and give presentations on problems and needs of seniors, people with disabilities and family caregivers. The Lower Savannah AAA/ADTRC will be involved and visible in legislative and budgetary matters in support of seniors, people with disabilities and family caregivers.

209. TECHNICAL ASSISTANCE

- A.** The Lower Savannah Council of Governments AAA/ADTRC shall provide ongoing technical assistance to its service contractors. Technical assistance shall be provided on a regular basis through on-site visits, written communication and phone conversations.
- B.** The Lower Savannah AAA/ADTRC will provide technical assistance to other organizations, public and private, in the Lower Savannah Region which are concerned with the needs of seniors, people with disabilities and family caregivers.

210. COORDINATION

The Lower Savannah Council of Governments AAA/ADTRC provides for the following:

A. General Coordination

- 1. Identification and development of public and private resources other than those available through the Older Americans Act to increase the quantity, quality and coordination of services for older adults, people with disabilities and family caregivers.
- 2. Dissemination of information on the status, concerns and needs of older adults.
- 3. Development and implementation of action plans for coordination and resources development activities which should result in the initiation of new and expanded services for older adults in the Lower Savannah Region.

B. Program Coordination

In carrying out its responsibilities for development of a comprehensive coordinated system, the Lower Savannah Council of Governments AAA/ADTRC is responsible for establishing effective and efficient procedures for coordinating programs funded by the state.

The contractors in the Lower Savannah Region are required to cooperate in such coordination efforts through the following:

- a. Workforce Investment Act of 1998- to consolidate, coordinate and improve employment, training, literacy and vocational rehabilitation programs in the United States
- b. Title II of the Domestic Volunteer Services Act of 1973
- c. Social Security Act
- d. Section 231 and 232 of the National Housing Act
- e. United States Housing Act of 1937
- f. Section 202 of the Housing Act of 1959
- g. Title I of the Housing and Community Development Act of 1974
- h. Title I of the Higher Education Act of 1965 and the Adult Education Act- improving the academic achievement of the Disadvantaged
- i. US Department of Transportation Moving Ahead for Progress in the 21st Century
- j. Public Health Service Act
- k. Low Income Home Energy Assistance Act of 1981 to make grants available to States and other jurisdictions to assist eligible households to meet the cost of home energy.
- l. Part A of the Energy Conservation in Existing Building Act of 1976, relating to weatherization assistance for low income persons
- m. Community Services Block Grant Act of 1981 funds allocated to states for employment, education, income management, housing, nutrition emergency services and health
- n. Demographic statistics and analysis programs conducted by the Bureau of the Census under Title 14, United States Code.

The Lower Savannah Council of Governments AAA/ADTRC must coordinate its activities with other service contractors in the Lower Savannah Region. The following coordination activities are to be conducted:

- a. Lead efforts to facilitate the coordination of community-based, long term care services designed to retain individuals in their homes, thereby deferring unnecessary institutionalization.
- b. Identify the public and private nonprofit entities involved in the prevention, identification and protection of the abuse, neglect and the exploitation of seniors.
- c. Facilitate the involvement of long term care contractors in the coordination of community based long term care services to promote community awareness and involvement to address the needs of residents of long term care facilities.

Section 300

Regional Area Plan Process

This section sets forth the policies and procedures governing the development and submission of the information required by the Lower Savannah Council of Governments AAA/ADTRC regional contractors in the area plan.

301. TARGETED POPULATION FOR OLDER AMERICANS ACT AND STATE FUNDED SERVICES

As required in the Older Americans Act, contractors in the Lower Savannah Region shall give preference to providing services to those older persons in greatest social and/or economic need, with particular attention to: older individuals with low income; low income minority older individuals; older individuals with limited English proficiency; older individuals residing in rural areas; and older individuals at risk for institutional placement. “Low income” is defined as income that is less than 125 percent of the poverty level published annually in the Federal Register. The use of means testing is prohibited.

“Minority older person” is defined by the Administration on Aging (AoA) as:

- African American, Not of Hispanic Origin- a person having origins in any of the black racial groups of Africa;
- Hispanic Origin- a person of Mexican, Puerto Rican, Cuban or Central or South American or other Spanish/Portuguese culture or origins, regardless of race;
- Native American (Indian) or Alaskan Native—A person having origins in any of the original peoples of North American, and who maintains cultural identification through tribal affiliation or community recognition; and
- Asian American/Pacific Islander- a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent or the Pacific Islands (which includes China, India, Japan, Korea, the Philippine Islands, Samoa, and the Hawaiian Islands)

Rural is defined by AoA as “any area that is not defined as urban”. Urban areas comprise urbanized areas (a central place and its adjacent densely settled territories with a combined minimum population of 50,000) and an incorporated place or a census designated place with 20,000 or more inhabitants.

302. FUNDING FORMULA

- A. The Lower Savannah Council of Governments AAA/ADTRC utilizes the following configuration as well as the needs assessment in allocating Older Americans Act.
 1. Forty-five (45%) percent of available funds to be divided equally among the six (6) counties of Aiken, Allendale, Bamberg, Barnwell, Calhoun and Orangeburg Counties. This amount allows each county an equal base amount of support. This is for Title III funding.
 2. Fifty-five (55%) percent funding distributed to each county based on their applicable 2010 sixty (60) plus general population. This is for Title III funding.
- B. 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 DEPARTMENT ON AGING as service delivery contractors of the Lower Savannah Council of Government AAA/ADTRC. (South Carolina Code Section 12-12-4200)
- C. State funding will be distributed based on the documented need and the contractors' capacity to provide the service.
- D. Nutrition Services Incentives Program (NSIP) funding will be calculated within the Advanced Information Manager (AIM) system. This funding will be split accordingly at reimbursement until the funds are expended. NSIP will be distributed by documented eligible meals.

303. ELIGIBILITY REQUIREMENT FOR FUNDING

Groups or organizations eligible for Older Americans Act funds made available by the Lower Savannah Council of Governments AAA/ADTRC may be private, public, or private non-profit agencies, organizations or institutions with a governing board. Non-profit organizations must be chartered as non-profit organizations under the law of the State of South Carolina.

304. PURPOSE OF THE AREA PLAN

The area plan is the document submitted by the Lower Savannah Council of Governments AAA/ADTRC to the State Unit on Aging (The Lieutenant Governor's Office on Aging) in order to receive funds. An area plan contains provisions required by the Older Americans Act, *South Carolina Aging Network's Policies and Procedures Manual* and this Manual. It sets forth the commitments that the Lower Savannah Council of Governments AAA/ADTRC will administer activities funded in accordance with The Lieutenant Governor's Office on Aging.

305. AREA PLAN

The Lower Savannah Council of Governments AAA/ADTRC shall prepare and develop an area plan for four (4) years as determined by The Lieutenant Governor's Office on Aging, with annual adjustments as may be necessary. The Plan will be submitted to The Lieutenant Governor's Office on Aging in the format requested.

The Lower Savannah Council of Government AAA/ADTRC contractor shall be required to submit information to the AAA/ADTRC necessary to complete the area plan in the format requested. The Area Plan will be updated annually during the duration of the four (4) year plan. The data and format for the updates will be provided by The Lieutenant Governor's Office on Aging.

306. OLDER AMERICANS ACT (OAA) ALLOCATIONS

The Administration on Aging (AoA) makes annual allocations to South Carolina based on the state's ratio of the population aged sixty (60) years and older to the national population sixty (60) years and older. South Carolina receives separate allocations for the following programs:

- In-home support services (Title III-B)
- Long-term care ombudsman (Title III-B and Title VII)
- Congregate nutrition services (Title III C-1)
- Home Delivered nutrition services (Title III C-2)
- Disease Prevention and health promotion services (Title III-D)
- Medication Management (Title III-D)
- Family Caregiver Support Program (Title III-E)
- Elder abuse prevention services (Title VII)
- Nutrition Services Incentive Program
- Senior Medicare Patrol

307. PRIORTIY SERVICE REQUIREMENTS

The Lieutenant Governor's Office on Aging has established the following minimum percentage of Older Americans Act (OAA) Title III-B funds received by the Lower Savannah Council of Governments AAA/ADTRC shall be expended for priority services:

- Fifteen (15) percent for services associated with access: transportation, outreach and Information and Referral and Assistance;
- Ten (10) percent for in-home services: homemaker, telephone reassurance and chore maintenance; and
- One (1) percent for legal assistance.

Section 400

Policies and Procedures for Contractors

401. ADMINISTRATION

The Lower Savannah Council of Governments AAA/ADTRC has been vested with the authority to carry out all functions and responsibilities prescribed for area agencies on aging under the Older Americans Act, federal regulations and South Carolina State laws and regulations. Whenever the area agency on aging executes grants or contracts with organizations or agencies to provide an aging service or program, the Lower Savannah Council of Governments AAA/ADTRC has the responsibility of assuring that such contract agencies or organizations are adhering to this manual and *South Carolina Aging Network's Policies and Procedures Manual*. Thus, the Lower Savannah Council of Governments AAA/ADTRC requires all contract agencies to establish acceptable methods for administering Older Americans Act programs. The Lower Savannah Council of Governments AAA/ADTRC will periodically monitor, assess and evaluate contract agencies in order to assure that standards of operations are met.

402. EQUAL OPPORTUNITY

Lower Savannah Council of Governments AAA/ADTRC contractors shall require compliance with Equal Employment Opportunity principles in all contracts. This process will be monitored.

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 (5th) 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;

- SUA Equipment, Sanitizer and Thermometer calibration 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
2. All units of service must be entered into Aim by the 5th working day of the following month.
 3. Monthly Congregate Meal Activity Calendars submitted to the Aging and Disability Programs Manager by the 20th day of the month before the month of the calendar. The AAA/ADTRC must submit the calendar to the DEPARTMENT ON AGING 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.

404. PUBLICATIONS

Any published materials based on activities receiving support or funding from the Older Americans Act or State funded services shall contain an acknowledgement of that support and a statement that the activities comply with Title VI of the Civil Rights Act. In any acknowledgment of support, both the DEPARTMENT ON AGING and the AoA shall be credited. Contractors may use the following or a similar statement:

“This (report) (document) (video) etc., was prepared with financial assistance from the Lower Savannah Council of Governments AAA/ADTRC, South Carolina Lieutenant Governor’s Office on Aging and the U.S. Administration on Aging through the OAA of 1965, as amended.

AoA reserves the option, upon request, to receive, free of charge, up to twelve (12) copies of any publication developed as a part of the OAA Program operations.

405. LICENSURE

All contract agencies receiving funds from the Lower Savannah Council of Governments AAA/ADTRC shall assure that when federal, state or local public jurisdictions require licensure for the provision of services, the contract agency will meet such licensure requirements.

406. STANDARDS

All contract agencies funded by the Lower Savannah Council of Governments AAA/ADTRC shall meet such standards as may be developed by the Lieutenant Governor's Office on Aging.

407. CODE OF CONDUCT

All contract agencies funded by the Lower Savannah Council of Governments AAA/ADTRC shall adopt a code of conduct that provides, at a minimum, the features identified in 45 Code of Federal Register (CRF) 92.36(b)(3) or 45 CFR 74.42 as applicable. All contractors will use the Code of Conduct published by the SC Ethics Commission as a model. All codes of conducts must be submitted to the Lower Savannah Council of Governments AAA/ADTRC. An example of a code of conduct may say:

No employee or agent shall solicit or accept gratuities, favors or anything of monetary value from providers/contractors. The code provides, to the extent possible under State law, rules and regulations for penalties, sanctions or other disciplinary actions to be applied for violations of standards by employees or agents of the said agency.

408. CONTRACTOR CONFIDENTIALITY

Contract agencies funded by the Lower Savannah Council of Governments/AAA must have procedures to ensure that no information about an older person or obtained from an older person is disclosed in any form that identifies the person without the informed written consent

of the person or his/her legal representative, unless the disclosure is required by court order, 45 CRF 92.42 or for other program monitoring by authorized Federal, State, Area Agency or local monitoring agency. The contractor should submit a copy of their Confidentiality Statement to the AAA/ADTRC each year.

409. CONTRACT ADMINISTRATION

The Lower Savannah regional contractual agencies shall maintain an adequate accounting system and procedures to control and support all of its operations.

The Lower Savannah Council of Governments AAA/ADTRC requires that all contract agencies receiving grant funds maintain proper accounts, with necessary supporting documents. Such accounts must be in a form that will provide for an accurate status of all funds at any time. Also included will be the disposition of funds received and the nature and amount of all expenditures and obligations claimed. Detailed procedures are specified in the State Unit on Aging and the Lower Savannah Council of Governments AAA/ADTRC Policy and Procedures Manual.

410. NON-FEDERAL SUPPORT FOR SERVICES

Lower Savannah regional contractual agencies are required to assure that funds awarded in the area plan process are not used to replace funds from non-federal organizational sources. Contract agencies must agree to continue to initiate efforts to obtain private and other public organizational support for services funded by the Lower Savannah Council of Governments AAA/ADTRC.

411. MATCHING REQUIREMENTS

Each Lower Savannah regional contractual agency must meet all of the matching and percentage allocation requirements of the federal regulations as applied to its service area in the Area Plan.

412. NON-FEDERAL SHARE OF FUNDS

The portion on non-federal expenditures under the area plan shall be accounted for by the Lower Savannah regional contractual agencies. This portion of the non-federal share may be cash and/or in-kind contributions. Contract agencies receiving funds through the Lower Savannah Council of Governments AAA/ADTRC shall accurately report to the Lower Savannah Council of Governments AAA/ADTRC the amount and source of funds/resources used as the non-federal share.

413. POPULATIONS TARGETED FOR SERVICE UNDER THE OLDER AMERICANS ACT

Each Lower Savannah regional contractual agency shall ensure that preference for service is given to those older persons in greatest social and/or economic needs with particular attention to : older individuals with low income, minority older individuals, older individuals with limited English proficiency, older individuals residing in rural areas, and older individuals at risk for institutional placement. “Low-income” is defined as income that is less than 125 percent of the poverty level published annually in the Federal Register:

<https://www.federalregister.gov/articles/2013/01/24/2013-01422/annual-update-of-the-hhs-poverty-guidelines>).

“Minority older individuals” are defined by AoA as:

- African American, Not of Hispanic Origin- a person having origins in any of the black racial groups of Africa;
- Hispanic Origin- a person of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish/Portuguese culture or origins regardless of race;
- Native American (Indian) or Alaskan Native—A person having origins in any of the original peoples of North American, and who maintains cultural identification through tribal affiliation or community recognition; and
- Asian American/Pacific Islander- a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent or the Pacific Islands (which includes China, India, Japan, Korea, the Philippine Islands, Samoa, and the Hawaiian Islands).

“Rural” is defined by AoA as “any area that is not defined as urban.” Urban areas comprise urbanized areas (a central place and its adjacent densely settled territories with a combined minimum population of 50,000) and an incorporated place or a census tract designated place with 20,000 or more inhabitants.

414. VOLUNTARY CONTRIBUTIONS FOR OLDER AMERICANS ACT SERVICES

Each Lower Savannah regional contractor is required to meet the contribution requirements. A voluntary contribution is a gift or donation, freely given, without persuasion, coercion or legal obligation.

Each contractor shall be sure to:

- The Lower Savannah voluntary contribution report is due to the Lower Savannah AAA each month;
- Provide each program beneficiary with an opportunity to voluntarily contribute to the cost of the service;
- Protect the privacy and confidentiality of each program beneficiary with respect to their contribution or lack of contribution;
- Clearly inform each program beneficiary that he/she is not obligated to contribute and that any contribution is purely voluntary;
- Establish appropriate and professional finance and accounting procedures to safeguard and account for all contributions; and
- Use all collected contributions to expand the service for which the contributions were given and to supplement (not supplant) funds received under the OAA. (OAA 315(b)(4)(A through)
- Record all Voluntary Contributions accurately in AIM.

Voluntary Contributions are also called Grant Related Income (GRI). Voluntary Contributions are applied against the service unit cost and are used to purchase additional units of service. These funds shall be used in the State Fiscal Year in which they are collected.

415. HIGH RISK CONTRACTOR and CORRECTIVE ACTION PLANS (CAPs)

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 DEPARTMENT ON AGING 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 DEPARTMENT ON AGING); (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 monitoring of contracts in the region. The monitoring will be desk top review of monthly required documents submitted to the AAA/ADTRC, announced monitoring 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 monitoring 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 de-designate a contractor but would cancel the contractor's contract as defined in all Lower Savannah AAA/ADTRC contract's terms and conditions.

416. GRANTS AND CONTRACT MANAGEMENT POLICIES

The Lower Savannah Council of Governments AAA/ADTRC shall require its contractors to manage allocated funds in such a manner that all funds allocated shall be utilized within the contract period. The Lower Savannah Council of Governments AAA/ADTRC shall have the authority to reallocate funds that are being underspent within a contract period. Each funding source shall have a distinct client population for the duration of the contract period or until the client's service is terminated. Clients cannot be in multiple funding sources during a State Fiscal Year.

417. SCHEDULED HOLIDAYS AND ANTICIPATED CLOSINGS

The Lower Savannah Council of Governments AAA/ADTRC will request feedback from each contractor on the holiday schedule for the Lower Savannah Region. The Scheduled holiday closings shall not exceed twelve (12) days per year. Scheduled holidays shall not result in the closing of group dining sites or suspend the delivery of home delivered meals for more than four (4) consecutive days including weekends.

Contractors shall submit anticipated closings to the Lower Savannah Council of Governments AAA/ADTRC no later than three (3) business days prior to the closing. The Lower Savannah Council of Governments shall notify the State Unit on Aging of the anticipated closing upon being informed by the contractor.

418. EMERGENCY AND UNSCHEDULED CLOSINGS

Contractors shall notify the Aging and Disability Programs Manager and/or Regional Long Term Care Ombudsman of all emergency and/or unscheduled closings within one (1) hours of closing. The Lower Savannah Council of Governments AAA/ADTRC staff will share home phone and cell phone numbers with key staff with each contract agency. Each contract agency is expected to provide updated home phone and/or cell phone numbers to the AAA for their key staff for cases of emergency.

Each contractor shall have appropriate protocols in place to ensure that each service recipient affected is aware of all closing/suspensions due to a crisis, hazardous weather, emergencies and unscheduled closings. The contractor shall be obligated to keep service recipients aware of the situation throughout the duration of the event. When possible and feasible, appropriate provisions shall be made to provide critical services to the homebound and frail recipients until normal operations are resumed.

The contractor shall develop an emergency service delivery plan for all congregate and home delivered meals, transportation and home care services. The emergency service plan shall also cover general agency operations during periods of crisis, hazardous weather, other emergencies and unscheduled closings that affect normal operations and delivery of service.

419. ASSESSMENTS

The Lower Savannah AAA/ADTRC is conducting assessments on all clients receiving funding under our Aging contracts except for client who receive evidence based disease prevention and legal services in the Lower Savannah Region. Once a referral is received for a senior needing aging services the senior will be added to Lower Savannah Assessment database for the senior to be scheduled for an assessment. If there is a waiting list for assessments in the county the referral was received the senior needing services will go in the Assessment database on the waiting list. Lower Savannah staff will schedule assessment from the Assessment database waiting list based on the person with the highest priority next when feasible. If there is not a waiting list for assessments, the senior(s) name will be added to the schedule section of the database and an assessment will be scheduled. Once the senior has been assessed and entered into the State Data Collection System, the assessment will be staffed with Lower Savannah Aging Department

Senior staff (s). The Aging and Disability Programs Manager will email all assessment approvals to the designated person(s) at the contractor level.

420. WAITING LIST

The Lower Savannah AAA/ADTRC will select clients from the waiting list when a contractor has a waiting list for services. Contractors will be notified once a client has been assessed and placed on their waiting list for service. Approvals for new clients added to the State Unit on Aging's Data Collection System will not be sent until the client has been approved and selected to be served.

421. TRANSPORTATION

Transportation is a priority service under the Older Americans Act. Transportation services are intended to facilitate access to services that are essential to an older adult's ability to remain active and independent in the community by:

- Participating in social service programs;
 - Accessing community businesses and health resources;
 - Reducing social isolation;
 - Maintaining health and independence and preventing premature institutionalization; and
 - Preventing premature institutionalization.
- A. Service participants must be sixty (60) years of age or above who are unable to drive, do not have access to a vehicle or have no access to affordable public transportation and must be transported to destinations and services necessary for independent living and quality of life.
 - B. A Transportation Service Unit is point-to-point mile. Map Quest should be used to determine the point-to-point mileage. A printed copy from Map Quest should be placed in the clients file showing the mileage for monitoring purposes. There are four (4) types of transportation that can be provided by the contractor:

- a. **Individualized transportation-** is picking up a client and taking the client to a destination such as to the senior center, to the doctor or for essential shopping. A unit of service is a point-to-point mile.
 - b. **Group transportation-**is a trip, with multiple riders, starting from a single point of origin, going to a single drop-off point (for example, a trip starting at the group dining site going to a multi-purpose store). A unit of service for group transportation is a mile. A group trip is determined by the actual miles between points, regardless of the number of clients riding (more than 3 riders going to one destination).
 - c. **Social Group Trips-** provide the means for seniors to have beneficial trips and activities. The Lower Savannah AAA/ADTRC will reimburse each provider for up to two (2) social group trips per contractor per year. Social Group Trips are for in-state travel only, unless funded through non-SC Department on Aging funds. Examples of Social Group Trips may include, but are not limited to cultural events, parks and/or sporting events.
 - d. **Assisted Transportation-** includes a personal care attendant provided by the agency who assists the rider with their mobility to access medical and/or essential shopping). A unit of service is a point-to-point mile.
- C. All units of transportation must be entered into AIM by the fifth (5th) working day of each month for each client that receives the transportation units.
 - D. The contractor shall have a clearly defined written policy to handle any concerns or complaints regarding the service, vehicles, drivers or other passengers.
 - E. A person between the age of 55-59 can receive a transportation but must be reimbursed under a state funding source. Only 10% of the total number of units served can be used on people between the age of 55-59.
 - F. Each client shall receive an initial assessment and shall be reassessed annually by the Lower Savannah AAA, as well as when the client has had life altering changes in his/her status.

422. HOMEMAKER SERVICES

Homemaker Services address a progressive level of need that a program beneficiary usually experiences when dealing with a condition that requires assistance with instrumental or activities of daily living. The purpose of the Homemaker Services is to provide assistance to older individuals, families and their caregivers to overcome specific barriers to maintain, strengthen and safeguard independent functioning in the home.

Homemaker services is the most basic level of home care services provided and deals primarily with taking care of the recipients living environment. Activities of Homemaker Services may include the following:

- Ambulation supervision
- Assistance with letter writing and bill paying
- Bathing stand-by assistance
- Blood pressure, using digital cuff
- Companionship/outing accompaniment
- Dressing assistance
- Errand/task assistance
- Exercise
- Food handling
- Getting to appointments
- Housekeeping/chores (vacuuming, dusting, cleaning bathrooms, etc)
- Laundry for recipient only
- Making unoccupied bed
- Meal preparation/setup
- Medication assistance (reminders and observation of self-administration of daily medications)
- Menu planning
- Minor home/yard maintenance (changing light bulbs. Sweeping walkways)
- Observing and reporting changes in older individual's condition
- Oral temperature
- Oxygen use assistance
- Petty cash handling
- Safety

- Wheelchair assistance

Program Requirements

1. To be eligible for Homemaker Services an individual must be sixty (60) years of age or older who has a chronic illness, limitations in two (2) or more activities of daily living or have an acute episode of a chronic illness that affects their ability to provide self-care and maintain a safe and sanitary home environment without assistance.
2. A paid employee, volunteer or anyone compensated by the contractor CANNOT be counted as a service unit earned for Home Care Services.
3. Each client shall receive an initial assessment and shall be reassessed annually by the Lower Savannah AAA, as well as when the client has had life altering changes in his/her status.
4. A unit of service is defined as one (1) hour of direct Homemaker Services provided in the older individual's residence or neighborhood. General administrative activities such as record keeping, travel and training time, time spent coordinating with other agencies, etc. are not counted as units of service but are elements of the total unit cost.
5. A person between the age of 55-59 can receive a homemaker services but must be reimbursed under a state funding source. Only 10% of the total number of units served can be used on people between the age of 55-59.
6. All units of home care must be entered into AIM by the fifth (5th) working day of each month for each client that receives the transportation units.

423. NUTRITION SERVICE OPERATIONS

The purpose of the Nutrition Service Operations Program under Title III C-1 of the OAA Section 330 is to provide to:

- Reduce hunger and food insecurity;
- Promote socialization of older individuals; and
- Promote the health and well-being of older individuals.

These services help older individuals gain access to nutrition and other disease prevention and health promotion services, which has been proven to delay the onset of adverse health

conditions resulting from poor nutritional health and sedentary behavior. The appropriate nutrition classification shall be tracked in AIM and specified as one of the following:

- frozen;
- hot; or
- shelf/emergency

A. Group Dining/Congregate Meal Program

Those eligible to participate in the group dining/congregate meal program include:

- A person age sixty (60) or older;
- The spouse of the older program beneficiary, regardless of age;
- A person under the age of sixty (60) with a disability who resides in a housing facility occupied primarily by older adults, at which a group dining services are provided;
- A person with a disability under age sixty (60) may receive a meal if they reside with an individual who is a program beneficiary; or
- A person under the age of sixty (60) who volunteers at the group dining center five (5) or more hours a week during the meal.
- A person between the age of 55-59 can receive a group dining/congregate meal but must be reimbursed under a state funding source. Only 10% of the total number of units served can be used on people between the age of 55-59.

Meals shall not be provided to persons who are currently enrolled in a care-providing facility or a day program that requires provision of meal unless a waiver is requested in writing to the Lower Savannah AAA/ADTRC.

Program Requirements

1. Each contractor shall ensure the following service documentation (a) daily records of participant attendance, including copies of the sign-in sheet approved by the Lower Savannah AAA; (b) daily records regarding the number of complete meals ordered, delivered and served; (c) Nutrition Services Program Food Temperature Log documenting daily hot and cold food temperatures, thermometer calibration

and refrigerator and freezer temperatures; (d) action taken on any shortages or temperature discrepancies; (e) comments on the participants' satisfaction with the meals served; and (f) daily program activity and monthly site activity calendars.

2. A unit of service is one (1) meal served to an eligible participant. All necessary cost associated with delivery of group dining services that comply with the Standards set by the SC Department on Aging, including nutrition education, are to be included in the unit cost of "one meal". General administrative activities such as record keeping, travel and training time spent coordinating with other agencies are not counted as units of service but are elements of the total unit cost. A client cannot be charge for more than one unit of service (meal) per day.
3. Each client shall receive an initial assessment and shall be reassessed annually by the Lower Savannah Area Agency on Aging, as well as when the client has had significant change in his/her condition.
4. Individuals who must be terminated shall be provided an opportunity to continue to receive services as a cost-share or private pay recipient subsidized through local resources, if available.
5. Meals shall be served in a group setting once a day, five (5) or more days a week, except in a rural area where such frequency is not feasible and a lesser frequency is approved by Lower Savannah AAA/ADTRC and the SC Department on Aging. The SC Department on Aging requires activities to be provided at the meal site at least four (4) hours each day of operation.
6. All units must be entered into AIM by the fifth (5th) working day of each month for each client that receives the group dining meals.

B. Home Delivered Meal Program

Those eligible to participate in the home delivered meal program include:

- A person age sixty (60) or older;
- The spouse of the older program beneficiary, regardless of age;
- A person under the age of sixty (60) with a disability who resides in a housing facility occupied primarily by older adults, at which a group dining services are provided;

- A person with a disability under age sixty (60) may receive a meal if they reside with an individual who is a program beneficiary; or
- A person between the age of 55-59 can receive a home delivered meal but must be reimbursed under a state funding source. Only 10% of the total number of units served can be used on people between the age of 55-59.

In addition to the above requirements, a person receiving home delivered meals must be homebound (resides at home, is unable to drive, does not have access to transportation and maybe a risk for institutionalization) due to the following:

- Illness;
- Incapacitating disability; or
- Otherwise isolated (such as being geographically isolated).

Through a SC Department on Aging approved assessment conducted by the Lower Savannah Area Agency on Aging, criteria for determination of need shall include the following:

- An initial assessment to determine qualification for home delivered meals, as well as reassessments annually or as needed to determine future eligibility; and
- Inability to leave home unassisted; or
- Inability to leave home except for medical and other essential appointments; or
- Inability to purchase and/or prepare food due to his/her disability; and
- A capability to store and heat the meals unassisted (if frozen).

Program Requirements

1. A unit of service is one (1) meal served to an eligible participant. All necessary cost associated with delivery of home delivered meal comply with the Standards set by the SC Department on Aging, including nutrition education, are to be included in the unit cost of “one meal”. General administrative activities such as recording keeping, travel and training time spent coordinating with other agencies are not counted as units of service but are elements of the total unit cost.
2. Each client shall receive an initial assessment and shall be reassessed annually by the Lower Savannah AAA, as well as when the client has had life altering changes in his/her status.

3. Contractors must provide services to all areas of the region or the entire county in which they have contracted with the AAA/ADTRC to serve.
4. Meals shall be delivered directly to the participant and shall not be left at the door or anywhere else, unattended.
5. All units must be entered into AIM by the fifth (5th) working day of each month for each client that receives home delivered meals.

Meal Reconciliation

1. The AAA/ADTRC will receive all meal orders for the following serving day no later than 1:30 pm via e-mail. The e-mail should be sent to the required AAA/ADTRC meal distribution e-mail list. The Aging and Disability Programs Manager will provide each contractor with the list of names that should be included on the distribution list.
2. The AAA/ADTRC will place the regions meal order with the contractor of service by 1:30 each day for the following day.
3. Frozen meal counts are due to the AAA/ADTRC by noon each Wednesday for delivery the following week on each contractors agreed upon day.
4. The AAA/ADTRC will keep each contractors meal order for each month on a spreadsheet at the AAA/ADTRC.
5. At the end of the month, the AAA/ADTRC will use the AAA/ADTRC meal order spreadsheet, each contractors Order, Delivered and Served Report and the caterers bill to balance and pay the caterers bill for the month.
6. A PO will be sent to the LSCOG Finance Department for the entire regions catering bill to be paid.
7. Each contractor of service will receive an invoice for the meals the AAA/ADTRC has paid on their behalf. The cost of the meals will be deducted from each contractor of service reimbursement payment.

Note: For more details please refer to the Lower Savannah Nutrition Services Program Manual. (Attachment ?)

424. DISEASE PREVENTION AND HEALTH PROMOTION SERVICES

Title IIID of the OAA was established in 1987. It provides grants to States and Territories based on their share of the population aged 60 and over for education and implementation activities that support healthy lifestyles and promote healthy behaviors. Evidence-based health promotion programs reduce the need for more costly medical interventions. Priority is given to serving elders living in medically underserved areas of the State or who are of greatest economic need. The Lower Savannah AAA/ADTRC only contracts for evidence based disease prevention programs and examples are listed below. The Administration on Aging is requiring by October 1, 2016 all Title III-D funding be used for evidenced based programs with the highest criteria.

Minimal Criteria

- Demonstrated through evaluation to be effective for improving the health and wellbeing or reducing disease, disability and/or injury among older adults; *and*
- Ready for translation, implementation and/or broad dissemination by community-based organizations using appropriately credentialed practitioners.

Examples include:

- Bingocize
- Clavinova Connection
- Dakim Brain Fitness
- HealthRHYTHMS
- Healthy Eating for Successful Living among Older Adults
- Healthy Steps for Older Adults
- HEROS (Health, Education, Research and Outreach for Seniors)
- PEPPI (Peer Exercise Program Promotes Independence)
- Senior Health Calendar
- Silver Sneakers
- Stay Strong Stay Healthy

- Tai Chi 4 Health & Balance (TC4HB)
- Tai Chi for Arthritis
- Tai Chi for Diabetes
- Tai Chi for Osteoporosis

Intermediate Criteria

- Published in a peer-review journal; and
- Proven effective with older adult population, using some form of a control condition (e.g. pre-post study, case control design, etc.); and
- Some basis in translation for implementation by community level organization.

Examples include:

- Care Consultation
- Dining with Diabetes
- Eat Better Move More
- Healthy-Steps (Lebed Method)

Highest-level Criteria

- Undergone Experimental or Quasi-Experimental Design; and
- Level at which full translation has occurred in a community site; and
- Level at which dissemination products have been developed and are available to the public.

The following page includes a comprehensive list of all examples:

- Active Living Every Day
- A Matter of Balance
- Arthritis Foundation Tai Chi Program
- Arthritis Foundation Exercise Program

- Arthritis Self-Management Program
- Better Choices, Better Health- Arthritis
- Better Choices, Better Health
- Better Choices, Better Health- Diabetes
- Brief Intervention & Treatment for Elders (BRITE)
- Care Transitions
- Chronic Disease Self-Management Program
- Chronic Pain Self-Management Program
- Community Stress-Busting Program for Family Caregivers
- Coping with Caregiving
- Diabetes Self-Management Program
- Enhance Fitness
- Enhanced Wellness
- Fit and Strong!
- Healthy IDEAS (Identifying Depression, Empowering Activities for Seniors)
- Healthy Moves for Aging Well
- HomeMeds
- MedOptz
- New York University Caregiver Intervention (NYUCI)
- Positive Self-Management Program for HIV
- Powerful Tools for Caregivers
- Prevention and Management of Alcohol Problems in Older Adults
- Program to Encourage Active, Rewarding Lives for Seniors (PEARLS)
- Programa de Manejo Personal de la Artritis (Spanish Arthritis Self-Management Program)

- Programa de Manejo Personal de la Diabetes (Spanish Diabetes Self-Management Program)
- Reducing Disability in Alzheimer's Disease (RDAD)
- Resources for Enhancing Alzheimer's Caregiver Health II (Reach II)
- Savvy Caregiver
- STAR-Caregivers (STAR-C)
- Stay Active and Independent for Life Strength and Balance Program (SAIL)
- Stepping On
- Tai Chi: Moving for Better Balance
- Tailored Caregiver Assessment and Referral (TCARE)
- Tomando Control de su Salud (Spanish Chronic Disease Self-Management Program)
- Walk with Ease

AoA uses a graduated or tiered set of criteria for defining evidence-based interventions implemented through the OAA. Health promotion programs can fall within any of the three following tiers, including minimal criteria. Based on the history of the program and the degree of change needed to transition to the optimal-level of evidence-based implementation, each program will need to be assessed based on the following criteria. While the goal is for all Title IIID activities to move toward the highest-level criteria, programs meeting the minimal or intermediate criteria will meet the evidence-based requirements.

Evidence-Based Disease Prevention and Health Promotion program administrators who feel their program should be listed may submit their program, below are instructions to do so. Each program is reviewed by a panel of experts.

Program Requirements

1. Clients are not required to have a SC Department on Aging Assessment.
2. Units are billed as a group services in the State Data collection system.

3. All units must be entered into AIM by the fifth 5th) working day of each month for each client that receives home delivered meals.

425. PERMANENT IMPROVEMENT PROJECT (PIP)

In 1991, the South Carolina General Assembly established the Senior Center Permanent Improvement Project (PIP) and appropriated \$948,000 per year from the State Bingo tax and licensing fee revenues to fund a list of seventy-four (74) specifically identified capital licensing improvement projects. The total amount of funding required to complete these projects was reached in the year 2000.

The original legislation was amended by the General Assembly in 1997 to continue the program beyond the original list. The SC Department on Aging was given responsibility for developing an ongoing process to select and fund applications for senior center capital improvement projects.

PIP Grant Applications shall be accepted and grants shall be awarded by the SC Department on Aging through an annual competitive process during February each year. The PIP Grant Application shall be made available to the public on the SC Department on Aging website or upon request to the PIP Coordinator. After completing the application, PIP applicants shall provide the required signed copies and documentation (financial, program and service information) to the Lower Savannah AAA for review and evaluation. The Lower Savannah AAA shall review each PIP application and if approved, the Aging and Disability Programs Manager shall forward each PIP application to the PIP Coordinator. When a PIP Grant Application is approved, a Notice of Grant Award (NGA) shall be signed between the SC Department on Aging and the Lower Savannah AAA. The SC Department on Aging shall provide funds to the Lower Savannah AAA and the Lower Savannah AAA shall reimburse the PIP recipient directly. The PIP recipient is required to provide proof (receipts and contracts) that the work that is being invoiced has been completed.

426. CONTRACT COMPLIANCE

The Lower Savannah AAA/ADTRC will conduct contract compliance on its contractors in the following ways: desk top through verification of AIM reports, formal payment request, formal and informal visits and review of formal reports submitted to the Lower Savannah AAA. Contract Compliance will be for all contracted services thru the Lower Savannah AAA.

APPENDIX A

Definitions and Abbreviations

DEFINITIONS

For the purpose of this manual, the following definitions apply:

Area Agency on Aging (AAA): Area Agency on Aging means the agency, within a planning and service area, designated by the SUA to be responsible for aging programs described in this manual.

Area Plan: The official document that is submitted by a designated Lower Savannah AAA to the SC Department on Aging for approval in order to receive aging grant funding during a grant period set by the SC Department on Aging. The State of South Carolina has a four year State Plan which is submitted to the AoA. The Lower Savannah AAA Area Plan is based partly on the State Plan Assurances. The Lower Savannah AAA area plan shall be updated annually, or as required by the SC Department on Aging. The area plan process shall be comprehensive and inclusive of all programmatic systems and services. The area plan sets forth measurable objectives and identifies the planning, coordination, administration, social services, resource allocation, evaluation, and other related activities, to be undertaken for the plan period. An Area Plan is required for the receipt of OAA funds and must be strictly adhered to by the AAA/ADRC and its providers/contractors.

Aging, Disability and Transportation Resource Center (ADTRC): An entity established by a State as part of the State system of long-term care, to provide a coordinated system for providing consumers access to the range of publicly-supported long-term care programs for which consumers may be eligible, by serving as a convenient point of entry for such programs. In the Lower Savannah Region, transit was identified as a key component for seniors to remain independent in the community.

Aging Unit: The separate organizational unit carrying out OAA responsibilities whenever the SUA designates a multi-function organization as the AAA.

Regional Area Agency Advisory Council: An Advisory Council, required by the OAA, that is organized to advise the AAA on development and administration of the area plan, conduct of its public hearings, and to otherwise represent the interests of older people and related stakeholder groups.

Act: The Older Americans Act of 1965 as amended and re-authorized.

Administration on Aging (AoA): The agency established in the Office of the Secretary, United States Department of Health and Human Services, charged with the responsibility for administering the provisions of the Older Americans Act.

Administration for Community Living (ACL)- purpose is to increase access to community supports and full participation in all aspects of society for all Americans, including seniors and people with disabilities. The Administration for Community Living will bring together the Administration on Aging, the Office on Disability and the Administration on Developmental Disabilities into a single agency

Altering or Renovating: Making modifications to, or in connection with, an existing facility necessary for its effective use as a senior center. When using Senior Center Permanent Improvement Funds, appropriated by the SC General Assembly, these modifications may include renovation, repair, or expansion that is not in excess of double the square footage of the original facility and all physical improvements.

Assistive Technology: Technology, engineering methodologies, or scientific principles appropriate to meet the needs of, and to address the barriers confronted by, older individuals with functional limitations.

At Risk for Institutional Placement: means that such individual is unable to perform at least 2 activities of daily living without substantial assistance that includes verbal reminding, physical cuing, or supervision and is determined by the State to be in need of placement in a long-term care facility.

Civic Engagement: An individual or collective action designed to address a public concern or an unmet human, educational, health care, environmental, or public safety need.

Comprehensive and Coordinated Systems: A program of interrelated social and nutrition services designed to meet the needs of seniors in a planning and service area.

Conflict of Interest: A conflict would arise when the employee, officer, agent, or any member of his/her immediate family, his/her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award.

Contract: A procurement contract under a grant or sub grant, and a procurement subcontract under a contract.

Contractor: An entity awarded a contract from an AAA to provide services under the Area Plan.

Coordination: The formal or informal process through which the SUA and Area Agencies on Aging bring together the planning and services resources (public and private) of a given geographic area for the purpose of initiating, expanding or strengthening services for older persons. This purpose is accomplished through cooperative efforts, services and other elements of existing programs and organizations related to aging operations.

Direct Services: Any activity performed to provide services directly to an individual older person by the staff of a sub grantee, contractor, or SUA.

Disability: The term ‘disability’ means (except when such term is used in the phrase ‘severe disability’, ‘developmental disabilities’, ‘physical or mental disability’, or ‘physical disabilities’) a disability attributable to mental or physical impairment, or a combination of mental and physical impairments, that results in substantial functional limitations in one (1) or more of the following:

- Self-care
- Receptive and expressive language
- Learning
- Mobility
- Self-direction
- Economic self-sufficiency
- Cognitive functioning
- Emotional adjustment

Elder Justice: Efforts to prevent, detect, treat, intervene in, and respond to elder abuse, neglect and exploitation and to protect older individuals with diminished capacity while maximizing their autonomy and the recognition of the individual’s right to be free of abuse, neglect and exploitation.

Eligible Individuals: Persons are eligible for OAA services at 60 years of age or older and their spouses, regardless of age, are also eligible. In the delivery of services under the State and Area Plans, preference must be given to seniors in the target groups identified in the Act.

Evidence-Based Health Promotion Programs: Programs related to the prevention and mitigation of the effects of chronic diseases such as osteoporosis, hypertension, obesity, diabetes, or cardiovascular disease, and programs directed at alcohol or substance abuse, smoking cessation, stress management, fall prevention, physical activity and improved nutrition.

Exploitation: The fraudulent or otherwise illegal, unauthorized, or improper act or process of an individual, including a caregiver or fiduciary, that uses the resources of an older individual for

monetary or personal benefit, profit, or gain or that results in depriving an older individual of rightful access to, or use of, benefits, resources, belongings, or assets.

Fair Market Value: What a reasonable buyer would pay to a reasonable seller when neither party is compelled to make the transaction. For fair market value for donated personal services change the terms “buyer and seller” to “employer and employee.”

Family Caregiver: An adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer’s disease or a related disorder with neurological and organic brain dysfunction.

Fiscal Year: State (SFY) or Federal (FFY). The state fiscal year covers the period from July 1 through June 30. Normally, the Federal fiscal year covers the period from Oct. 1 through Sept. 30.

Focal Point (SUA Definition): A facility established to provide local leadership on aging issues, to provide older adults access to services at a central location with customer-oriented staff, and to assist those in the community who have an interest in, or need for, information, resources, or services.

Focal Point (OAA Definition): the OAA defines “focal point” as a facility established to encourage the maximum co-location and coordination of services for seniors.

Frail: Having a physical or mental disability, including having Alzheimer’s disease or a related disorder with neurological or organic brain dysfunction that restricts the ability of an individual to perform normal daily tasks or that threatens the capacity of an individual to live independently.

Geographically Isolated: Those seniors who live in a remote or rural areas.

Grant-Related Income (GRI): income generated by the persons participating in activities funded under a grant. GRI can be in the form of cost-sharing or voluntary contributions. This also includes income from fees for state-funded services.

Grantee: The government to which a grant is awarded and which is accountable for the use of the funds provided. The grantee is the entire legal entity even if only a particular component of the entity is designated in the grant award document.

Greatest Economic Need: The need resulting from an income level at or below the poverty threshold as published annually in the Federal Register.

Greatest Social Need - The need caused by non-economic factors that include physical and mental disabilities, language barriers, cultural, social or geographic isolation including that caused by racial or ethnic status that restrict an individual's ability to perform normal daily tasks or that threaten such individual's capacity to live independently.

High Risk Sub grantee - A sub grantee or contractor that: (1) has a history of unsatisfactory performance, or (2) is not financially stable, or (3) has a management system that does not meet the management standards prescribed or (4) has not conformed to terms and conditions of previous awards, or (5) is otherwise not responsible.

Homebound: Resides at home, is unable to drive, does not have access to transportation; is geographically isolated or maybe a risk for institutionalization.

Long-Term Care: Any service, care or item (including assistive devices) a disease prevention and health promotion service, an in-home service, and a case management services intended to assist individuals in coping with or compensate for a functional impairment in carrying out activities of daily living whether furnished at home, in a community care setting, or in a long term care facility *and not furnished to prevent, diagnose, treat, or cure a medical disease or condition.*

Means Test: Use of an older person's income or resources to deny or limit receipt of services.

Minority Individuals: Persons who identify themselves as American Indian, African-American, Asian, Hispanic, and members of any limited English-speaking groups designated as minority within the State by the SUA.

Multi-Purpose Senior Center: A community facility for the provision of a broad spectrum of services including health, social, nutritional, and educational group activities for seniors.

Neglect: The failure of a caregiver or fiduciary to provide the goods or services that are necessary to maintain the health or safety of an older individual; or self-neglect.

Non-Profit Organization: An agency, institution or organization that is owned and operated by one or more corporations or associations with no part of the net earnings benefiting any private share holder or individual.

Nutrition Services: Those services, whether provided by a public or private non-profit agency or organization, that provide meals and other nutrition services, including nutrition education and outreach to seniors. Such services may be provided in a group dining setting that offers a range of social and supporting services or in the home of an eligible older person.

Planning and Service Areas (PSAs): A legislatively mandated sub-state area-wide planning and service district designated for purposes of planning, development, delivery and overall administration of service. The PSA for the Lower Savannah Region is Aiken, Allendale, Bamberg, Barnwell, Calhoun and Orangeburg Counties.

Program Beneficiary: an eligible individual who receives services from the AAA or a contractor.

Program Income (also “Grant Related Income” or GRI): Gross income received by the sub grantee or contractor directly generated by a grant-supported activity, or earned only as a result of the grant agreement during the grant period.

Recipient: The government to which an HHS awarding agency awards funds and which is accountable for the use of the funds provided. The recipient is the entire legal entity even if only a particular component of the entity is designated in the award document.

Resource Development/Program Development: The development of new and existing resources for the purpose of creating new programs or expanding existing programs and services for seniors. This process includes those activities that result in the utilization of previously untapped resources of public, private and other agencies.

Self-Directed Care: An approach to providing services under the OAA intended to assist an individual with activities of daily living in which such services are planned, budgeted, and purchased under the direction and control of such individual; the individual is provided such information and assistance necessary to make informed decisions about care options; the needs, preferences and capabilities of the individual to direct and control receipt of services are assessed by the AAA or other agency designated by the AAA; based on this assessment, a plan of services is developed that includes specific services to be directed by the individual, a budget for such services and the role of family members in providing other needed services; and the area agency provides oversight of such individual’s self-directed receipt of services to ensure quality and the appropriate use of funds under the OAA.

Self-Neglect: An adult’s inability, due to physical or mental impairment or diminished capacity, to perform essential self-care tasks such as obtaining food, clothing, shelter, medical care, goods and services necessary to maintain physical and mental health or general safety, or managing one’s own financial affairs.

Statutory Functions: The Administration on Aging defined statutory functions of the area agency on aging in 1980 as “those that must be performed in a consistent manner throughout the planning and service area. These services are information and referral, outreach, advocacy, program development, coordination, individual needs assessment and case management.”

Sub grantee: Entity receiving a sub grant from the AAA to perform a new or innovative activity.

Severe Disability: A severe, chronic disability attributable to mental or physical impairment or a combination of mental and physical impairments, that is likely to continue indefinitely; and results in substantial functional limitation in three (3) or more life activities as specified above.

SUA: The SUA was established to study, plan, promote, and coordinate a statewide program to meet the present and future needs of aging citizens in South Carolina and to administer all federal programs relating to aging that are not the specific responsibilities of another state agency under the provisions of federal or state law. The Office on Aging in the Office of the Lieutenant Governor is the designated operational unit for the State Unit on Aging (SUA) for South Carolina.

Target Groups: Those eligible individuals identified by the AAA, SUA or the AoA to be:

- In greatest economic need;
- In greatest social need;
- at risk for institutionalization;
- considered minorities; and/or
- residing in rural areas.

ABBREVIATIONS

The following abbreviations may be used throughout this Manual:

AAA - Area Agency on Aging

ACE – Alternative Care for the Elderly

ADTRC – Aging, Disability and Transportation Resource Center

AoA - Administration on Aging

ARCC – Alzheimer’s Resource Coordination Center

AARP-Americans Association of Retired Persons

ACL-Administration for Community Living

ADA-Americans with Disabilities Act

ADRD- Alzheimer’s Disease and Related Disorders

AIM- Advanced Information Manager

CLTC – Community Long Term Care
CAP-Corrective Action Plan
COA – County Councils on Aging
CMS-Centers for Medicare and Medicaid Services
DRI-Dietary Reference Intake
EMD-Emergency Management Division
EOC-Emergency Operations Center
FCSP – Family Caregiver Support Program
LGOA – Lieutenant Governor’s Office on Aging
LTCO – Long Term Care Ombudsman
NSIP – Nutrition Services Incentive Program
OAA – Older Americans Act
PSA - Planning and Service Area
RAAC – Regional Aging Advisory Council
SCDHEC – South Carolina Department of Health and Environmental Control
SCDHHS – South Carolina Department of Health and Human Services
SDC – Service Delivery Contractor
SUA - State Unit on Aging
USDA - United States Department of Agriculture
USDHHS - U. S. Department of Health and Human Services
USDOL – United States Department of Labor

Appendix B: Emergency Plan

Lower Savannah Council of Governments

Area Agency on Aging/

Aging, Disability and Transportation Resource Center

Emergency Preparedness Plan

Updated 11-10-2015

Updated 03-01-2016

Updated 11-30-2016

Updated 02-08-2019

I. Purpose

The purpose of the Lower Savannah Area Agency on Aging/Aging, Disability, Transportation Resource Center (LSAAA/ADTRC) Emergency Preparedness Plan (EPP) is to detail the activity undertaken by LSAAA/ADTRC staff in all phases of Disaster Planning: Mitigation, Preparedness, Response, Recovery to specifically address the needs of and protection for seniors and persons with disabilities in the Lower Savannah Region that includes Aiken, Allendale, Bamberg, Barnwell, Calhoun and Orangeburg Counties. LSAAA/ADTRC views this plan as a living and growing document, which contains information on current activities and those planned to enhance our ability to work with partnering entities in the region to protect seniors and people with disabilities in the event of future emergencies in our area.

1. Mitigation

To lessen the impact to seniors and persons with disabilities of any declared disaster, the LSAAA/ADTRC EPP will detail action taken through education and coordination of efforts with community resources and government entities.

2. Preparedness

To prepare for the threat of a disaster of any type, anticipated or not, the LSAAA/ADTRC will prepare and maintain an Emergency Preparedness Plan (EPP) to detail action to be taken to coordinate efforts for the protection of seniors and persons with disabilities during a disaster and restoration of key services to meet their needs following a disaster.

3. Response

To ensure that as many needs as possible of the seniors and persons with disabilities are met following a disaster, the LSAAA/ADTRC EPP details the activities and steps to be conducted and taken so that the LSAAA/ADTRC staff can coordinate more effectively with local Emergency Management Response Teams following a declared disaster.

4. Recovery

To assist recovery efforts, the LSAAA/ADTRC EPP will detail the action to be taken by the LSAAA/ADTRC to be a source of timely information on disaster recovery resources and information to seniors and persons with disabilities in the service area.

II. Scope

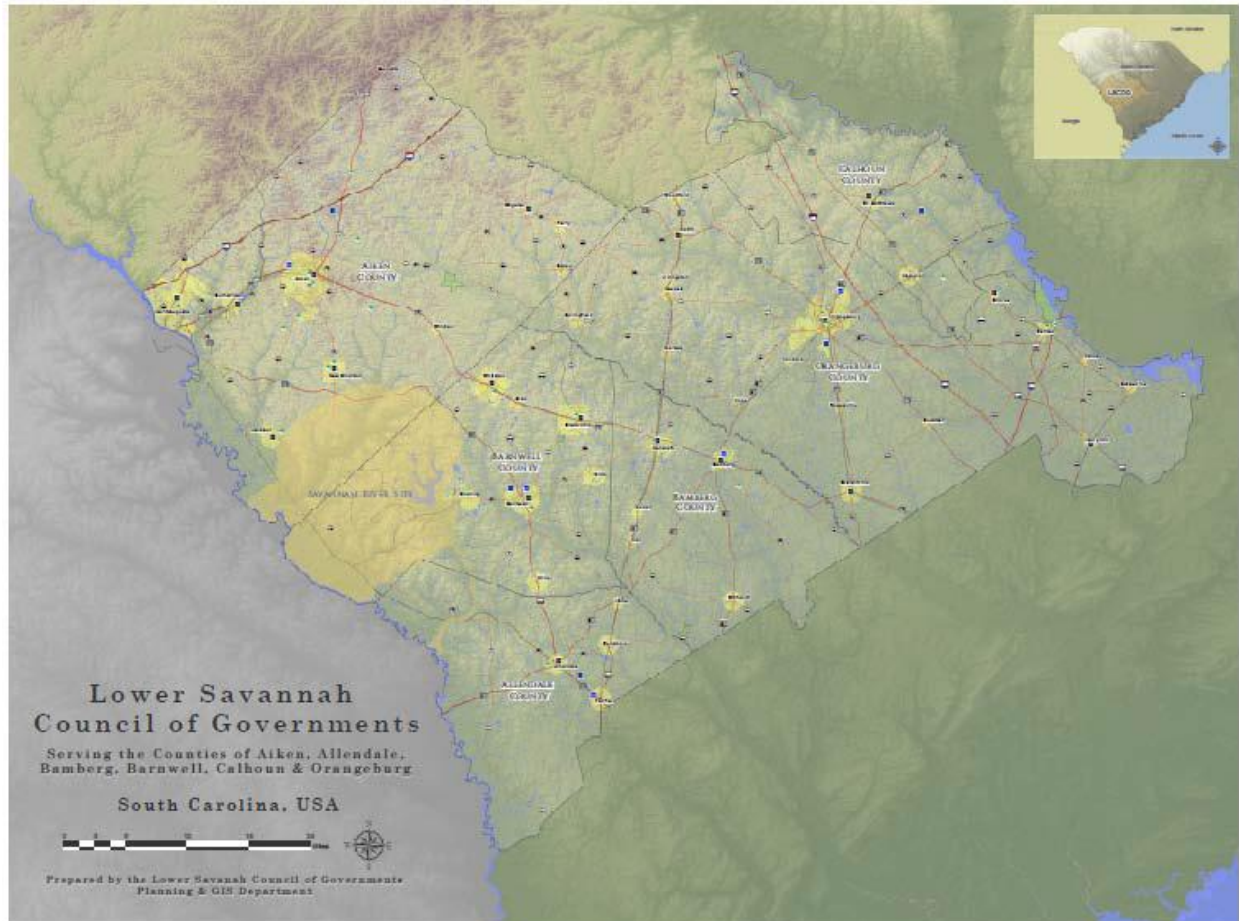
The LSAAA/ADTRC EPP applies to the planning and service area (PSA) that includes Aiken, Allendale, Bamberg, Barnwell, Calhoun and Orangeburg Counties. Mitigation activities will occur throughout the year with increased preparedness activity occurring during periods of known threat of weather related disasters. The LSAAA/ADTRC Response and Recovery action steps will be activated when one or more of the Lower Savannah Counties activates their counties' EPP. While regional in nature, during a disaster, the LSAAA/ADTRC EPP Response and Recovery activity will focus on supporting those counties who are carrying out their own local emergency plans.

The circumstance that may occur that activates a county EPP varies. We understand clearly from meetings with local county emergency management personnel and local contractors that the emergency management process is a locally driven and locally carried out process and that our role is not to coordinate them, but rather one of providing helpful information during the on-going planning process and in supporting them in carrying out their local procedures in the event of a local disaster or emergency.

III. Facts

The Lower Savannah Region is comprised of Aiken, Allendale, Bamberg, Barnwell, Calhoun and Orangeburg Counties in South Carolina comprising a total area of 3,908 square miles with a population total of 316,802 (2010 Census). The region is largely characterized as rural and is located in the central to southwestern area of the state. There are forty-five (45) municipalities within the region.

Map 1. LSCOG Regional Base Map

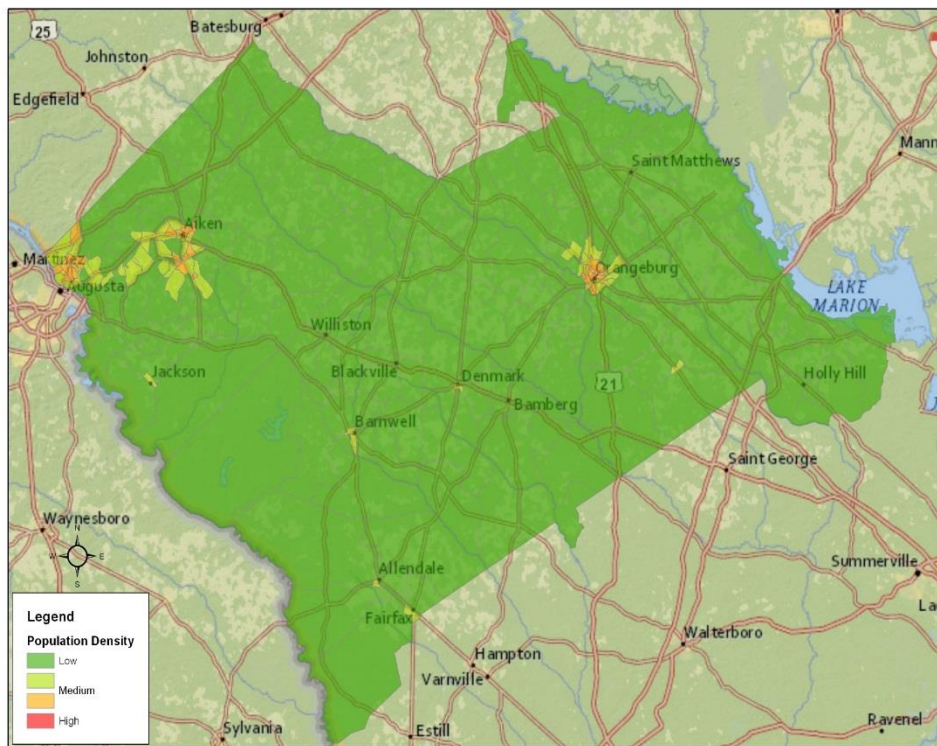


Population

County Senior Background		
	2010 Census Total Population	2010 Census Total Senior Population
Aiken County	160,099	34,779
Allendale County	10,419	2,054

Bamberg County	15,987	3,634
Barnwell County	22,621	4,597
Calhoun County	15,175	3,604
Orangeburg County	92,501	19,577
Regional Totals	316,802	68,245

Map 2. Regional Population Density



The Counties of the Lower Savannah Region are divided into three Emergency Management (EM) Planning Regions in South Carolina: EM Region 3 includes Calhoun County; EM Region 5 includes Orangeburg County and EM Region 6 includes Aiken, Allendale, Bamberg and Barnwell Counties. Any contact with the Regional Emergency Management Directors will come from the County Emergency Director, not from the Aging and Disability Programs Manager or staff. Each county has a designated Emergency Management Director who is responsible for the implementation of each county's Emergency Management Operations Manual. The contact information for each county's Emergency Management Director is included in the Emergency Contacts Chart in the attachment section. By the nature of its establishment and mission, Lower Savannah Council of Governments (LSCOG) is closely allied with local county governments in each county of the region. LSCOG "members" are the county governing bodies, and the agency's purpose includes serving as a resource to county government to help to address local needs and problems and enhancing quality of life for local citizens. The agency's governing Board is made up of a large number of county council members. Four of the seven local LSAAA/ADTRC contractors providing services to the local communities in our region are either county agencies or are quasi-county government agencies, and are closely tied in with local emergency management. The role of the LSAAA/ADTRC is to help distribute accurate information to the public as provided to us by the entities in charge of emergency management at the local level and to support local providers of service and local emergency management officials in looking out for the well-being and safety of our target populations.

In the event of a disaster, staff of the LSAAA/ADTRC uses a variety of resources to obtain information to better assist the elderly and disabled in the region during disaster response and recovery. Resources that are only in place after a disaster may have to be communicated to the LSAAA/ADTRC by phone and/or email from county providers. However, the LSAAA/ADTRC will proactively seek information about shelter locations, road conditions, and disaster response centers from the following:

Agency Name	Phone number	Website	Purpose
American Red Cross	803-641-4152	app.redcross.org	Locate Shelters

SC Dept. of Transportation	855-467-2368 FT 803-737-2314	scdot.org	Evacuation routes, road conditions
SC Emergency Management Division	803-737-8500	scemd.org	Response updates
Federal Emergency Management- Region VI	770-220-5200	fema.gov	Disaster Recovery Center Locations

Since 2000, the Lower Savannah Region has been affected by four Emergency Declarations (Hurricane Katrina Evacuations in 2005 and a Severe Winter Storm in 2014, 1,000 Year Flood in October 2015 and Hurricane Matthew in October 2016) and five Major Disaster Declarations (Severe Ice Storm in 2003 and 2004 and a Severe Winter Storm in 2014, 1,000 Year Flood in 2015 and Hurricane Matthew in 2016) according to data maintained by the Federal Emergency Management Agency (FEMA). In 2005 a portion of Aiken County experienced a significant chemical spill disaster.

IV. Situations

The Lower Savannah Region does not have a higher than average threat for disasters like tornados, ice, snow, or earthquake. The most recent disasters that have affected our area include the 1, 000 Year Flood in October 2015 and Hurricane Matthew in October 2016. The counties of Aiken, Barnwell and Allendale have an increased risk for a nuclear disaster given the location of the Savannah River Site, a nuclear reservation located on land in Aiken, Allendale, and Barnwell Counties that is owned by the U.S. Department of Energy (DOE) which now has a major focus for cleanup activities related to previous nuclear buildup. SRS is also home to the Savannah River National Laboratory and the USA's only operating radiochemical separations facility. Because of the large rural areas of the region that is used for forestry and agriculture, there are significant areas in the region where impact to human life is less. Population is dense in and around the cities and municipalities in the region.

The Lower Savannah Region includes hospitals, nursing homes, rehabilitation centers, Residential Care Facilities and a multitude of group homes and supportive living environments operated by each county's Disability and Special Needs Board and through the Department of Mental Health

where there will be large numbers of citizens who have physical or mental limitations. These citizens may not be able to provide for their own safety during a disaster.

The Region also has numerous schools and institutions of higher education that have high concentration of people being in one area during their normal operating hours.

The LSAAA/ADTRC EPP is not intended to interfere with or supersede the emergency plans and implementation protocol established by any agency or provider required by regulation to have an EPP in place. These providers may include, but are not limited to, the following:

- All local hospitals and urgent care centers;
- All public, private and charter schools, universities and technical colleges;
- All public and private child day care centers;
- All public and private adult day care centers and Adult Medical Day Care Centers or PACE Programs;
- All long term care facilities for adults to include all Community Residential Care Facilities and nursing homes, regardless of the number of beds occupied;
- All other agencies or programs in the serve area required to have EPPs.

The LSAAA/ADTRC staff's responsibility to these entities and to anyone in the area of the PSA is to provide Information and Assistance to citizens at risk of or affected by the disaster regarding the response efforts of county Emergency Management Department and as needed, connect potential voluntary resources with the County Emergency Management response team. The effectiveness of the LSAAA/ADTRC is dependent on having current information about disaster response needs from each of the county Emergency Management Directors. Clear and timely communication of needs and potential resources is critical.

V. Operations

The LSAAA/ADTRC EPP designated Emergency Response Staff is the Aging and Disability Programs Manager and this person is responsible for the implementation/activation of the LSAAA/ADTRC EPP. The LSAAA/ADTRC EPP establishes protocols to provide for the basic physical and emotional needs of the disabled and/or elderly before, during and after a disaster in coordination with local service providers. [The Operational Plans of the LSAAA/ADTRC follow the five level of operating condition of the SC Emergency Operations Plan. Each of the five operating conditions are further detailed in the four steps in disaster preparedness:](#)

[Mitigation, Preparedness, Response and Recovery.](#)

The chart that follows describes the OP-CON levels of SC EMD as it relates to the Lower Savannah AAA/ADTRC's level of response and corresponding activity. The information that follows the chart is further detailed activity to be taken relative to mitigation, preparedness, response, and recovery.

Operating Condition Levels and Corresponding Functions

OP-CON	Level of Alert/ Response Capability	Emergency Support Function
5 Mitigation	Normal - Day to Day activity and service with no indication of or expectation of a disaster	<ul style="list-style-type: none"> • Ongoing reminders and education to senior consumers to make a personal disaster plan and to provider agencies to keep their disaster plan and support agreements current.
4 Mitigation Preparedness	Enhanced - potential for disaster exists Communication with providers increased	<ul style="list-style-type: none"> • Email notifications sent to local service providers as new information is obtained. • Acquisition of nonperishable meals secured.
3 Preparedness	Preparation - disaster potential greater- Plans activated Communication ongoing	<ul style="list-style-type: none"> • Electronic records are secured • Consumers in need of help during a disaster are identified with information shared with County Emergency Management officials. • Contact is made by local providers with home bound clients for wellbeing check. • Nonperishable meals are delivered to home bound clients and others identified as most vulnerable. • Emergency phone numbers are distributed to all AAAA/ADTRC staff. • Agency vehicles and equipment in harm's way are secured.

		<ul style="list-style-type: none"> • Daily calls/ emails with all providers with reports as requested to SC Dept. on Aging. • Calls by RLTCOP staff to all long term care facilities for evacuation and sheltering status.
2 Response	Full Alert Capable to respond Communication -ongoing	<ul style="list-style-type: none"> • Phone/email/text contact made with each provider agency director for summary of local damage and operations capability • Summary of regional damage and needs sent to the SC Dept. on Aging. • Reestablishment of routine services as able • Calls by RLTCOP staff to all facilities for structure, evacuation and sheltering status with summary included in the SC Dept. on Aging report.
1 Response	Response activities in process Communication- ongoing	<ul style="list-style-type: none"> • Contact with consumers via preferred method (phone, fax, email) to assist them with recovery resources. • Email or Phone contact with providers for an update on the status of their operations. • Daily report sent to the SC Dept. on Aging as requested.

Mitigation Operations (OP-CON Level 5 and 4)

LSAAA/ADTRC will recommend that local service providers under contract with the LSAAA/ADTRC and other local agencies who serve senior citizens and persons with disabilities educate their consumers about the need to develop a personal disaster plan. These plans should include educating themselves about local resources, identifying special needs they have to consider, coordinating a plan with a family member or nearby friend and establishing a communication

network to ensure their needs are met or that assistance is provided to them following a disaster. Copies of their personal disaster plan [may](#) be kept on file with the agency providing service under any Older Americans Act program contract with the LSAAA/ADTRC. Seniors or persons with disabilities not served by a LSAAA/ADTRC contractor of service will be encouraged to share their plan with a family member or friend.

Preparedness Operations

LSAAA/ADTRC disaster preparedness operation is threefold and addresses the following:

1. LSAAA/ADTRC must prepare for disaster that would affect the provision of critical services provided directly by the LSAAA/ADTRC which include Mobility Management, Family Caregiver Services, Ombudsman Services and Information and Referral services.
2. LSAAA/ADTRC must prepare to support and assist the LSAAA/ADTRC contractors in each of the six counties to normalize operations as soon as possible in the event a disaster occurred in the county to prevent undue delay in the delivery of services to consumers.
3. LSAAA/ADTRC must prepare to serve as a back-up support system to help local contractors, to assist callers seeking disaster assistance by maintaining a current database of emergency contact information for disaster response resources, and establish and maintain cooperative working relationships with each county's Emergency Management Director and local agency staff to promote the resources and assistance available from the LSAAA/ADTRC staff in response to a disaster.

To prepare for a disaster that would affect the functionality of the physical building that houses the LSAAA/ADTRC and affects critical services the following procedures are in place:

1. Emergency contact information (phone numbers) for all staff of the LSAAAA/ADTRC is updated at least annually and distributed to all staff. When new staff are hired and when any advance notice is given for potential weather disasters, reminders of agency procedure are provided to staff of the LSAAA/ADTRC and Lower Savannah Council of Governments (LSCOG) Executive Director and Assistant Executive Director. Emergency contact information for key LSAAAA/ADTRC Staff is provided at least annually and upon any advance notice of a potential weather disaster to all contractors of the LSAAA/ADTRC.
2. Client information databases are accessed through a web-based system to allow for remote access to client data in the event the LSAAA/ADTRC building is not usable.
3. The LSAAA/ADTRC utilizes Virtual Office Advantage as provided by a contracted provider located within South Carolina but outside of the boundaries of the Lower Savannah Region. With the Virtual Office Advantage, LSAAA/ADTRC staff can use any laptop or tablet to access their computer desktop, applications and documents from any location.

4. As practical and needed, forwarding service will be used for the main LSAAA/ADTRC phone number to allow consumers to reach the LSAAA/ADTRC Transportation and Information and Assistance program staff and Long Term Care Ombudsman regardless of staff location.

To prepare to support and assist the contractors in each of the six counties in the event a disaster occurred in the county that prevented the delivery of services to the elderly, the Aging and Disability Programs Manager will:

1. Require that each contractor provide the Aging and Disability Programs Manager a copy of their agency's written disaster plan. The contractor's plan should detail their involvement with local county disaster management organization, a current list of emergency contact information for all key contractor staff with their identified roles and responsibilities during a disaster as well as detail all Mutual Aid Agreements with other area providers of like service. The Lower Savannah Aging and Disability Programs Manager will have a working knowledge of this plan.
2. Encourage Contractors to have written agreements with other entities in the contractor's area to provide vehicles as needed for basic transportation or evacuation and to serve as alternate group dining sites or temporary office locations in the event of building damage to any currently functioning group dining site or the contractor's office.
3. **Require** the pre-delivery of non-perishable 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 him or her during a disaster.

When forecasts indicate that a weather related disaster may occur in any part of the Lower Savannah Region, advanced preparations for the disaster will be directed to both LSAAA/ADTRC staff and local contractor/provider staff by the Aging and Disability Programs Manager that **may** include, but are not limited to, the following:

1. Instructing LSAAA/ADTRC staff (including finance staff) to back up necessary computer data, gather necessary documents and supplies, and as able take laptop computers home to access their Virtual Office from a remote location.
2. Encouraging the LSAAA/ADTRC and contractor staff to fill all agency vehicles with gasoline, obtain necessary batteries and supplies for adequate first aid kits and basic office operations.

3. Confirming and distributing emergency contact information for key LSAAA/ADTRC staff and all contractor directors and key staff.
4. Encouraging LSAAA/ADTRC staff and contractors to implement the preparedness phase of their individual disaster plan.
5. Instructing contractors to back up computer data base systems, print reports of high risk consumer information to include their emergency and personal contact information and provide copies of the high risk consumer information summaries to the LSAAA/ADTRC.
6. Encouraging contractors to make contact with the county emergency management director as detailed in their individual disaster plans to provide names, physical addresses and phone numbers of high risk consumers. Four of our seven contractor agencies (Allendale COOA, Bamberg COOA, Generations Unlimited, and Calhoun CCOA) are currently county agencies, and have a built-in link to county Emergency Preparedness teams, plans and officials. In the other two counties (Aiken and Orangeburg), both LSCOG and local contractors have working relationships with local EMD personnel.
7. Notifying isolated consumers lacking community support of the potential weather related disaster and delivering non perishable meals to home bound clients.

Response Operations

The LSAAA/ADTRC EPP addresses appropriate roles and responsibilities associated with disaster response and emergency management. While the LSAAA/ADTRC staff may serve as a conduit of information between emergency management and the public, where helpful, and work with local contractors to help them assure continuity of services, there are some roles that the AAA/ADTRC most likely cannot fulfill. Neither the LSAAA/ADTRC nor its local contractors would have a means of knowing everyone in the county, for example, who is on oxygen, or to identify every vulnerable senior in a particular community. There are many older adults who do not qualify for or who do not ask for services provided through and by the AAA/ADTRC's internal assistance programs or through locally purchased home and community based services. These individuals will not be in our data bases, and staff will not have a way to identify them. While staff goes the extra mile each day to help people who call the ADTRC, the LSAAA/ADTRC is not equipped, trained or have authority to act as a crisis call center, to make general welfare checks in people's homes, or to function as adult protective services. Additionally, while there is a need for additional case or care management for older adults, a source of funding to support the staff necessary to undertake this needed function has not yet been identified.

Upon activation of the LSAAA/ADTRC EPP by the Aging and Disability Programs Manager, LSAAA/ADTRC staff named by position as having key roles in the implementation of the plan will be notified of the plan activation by means available that may include, but are not limited to,

phone, email, or text in an effort to provide relief and assistance to senior citizens and persons with disabilities in the disaster area and to restore Older American's Act and state funded routine services in a timely manner. Response includes assessment of the LSAAA/ADTRC office, local contracted providers' local area offices and/or communication with county Emergency Management Directors or designees to determine the effects of the disaster at each location.

In response to a disaster in the area of the LSAAA/ADTRC agency building that affects the functionality of the LSAAA/ADTRC building, the Aging and Disability Programs Manager will coordinate response efforts with the LSCOG Executive Director, LSCOG Assistant Executive Director, and LSCOG Human Services Division Director, to implement the disaster response plan that may include the following:

1. The LSAAA/ADTRC will be established in a temporary location.
2. All equipment, supplies and records left onsite at the LSAAA/ADTRC building may be removed and safeguarded in the temporary location and/or alternate location.
3. The LSAAA/ADTRC phone number will be forwarded to an alternate phone number or the state telephone service provider will be contacted to assist in forwarding phone calls to alternate phone numbers used by the LSAAA/ADTRC.
4. The Aging and Disability Programs Manager or designee will contact each contractor to assess the damage, if applicable, in the various service areas in the region and to inform the contractor of the status of the LSAAA/ADTRC building and means of contacting key LSAAA/ADTRC staff.
5. The Aging and Disability Programs Manager or designee will report the status of the contractor, the LSAAA/ADTRC and critical services to the SC Department on Aging Disaster Response Coordinator or designee through the PSA help desk email as soon as practical following the disaster and then at least once each established work day until essential function and/or normal operations are restored.

All EPP named staff will report to the LSAAA/ADTRC or alternate location as directed to ensure that the LSAAA/ADTRC staff:

1. Makes contact with contractor staff to verify their contact with their respective Emergency Management Division and to assess service delivery capabilities within the impacted county;
2. Requests updated information relative to vulnerable seniors in the area of impact from the local contractors and ensures such information has been provided to the county Emergency Management Divisions as necessary;
3. Requests information from local Emergency Management Divisions relative to services available and other important information in order to give callers accurate 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 state unit on aging relative to the status of local service providers, recovery efforts and effects to seniors in the disaster area;
6. Ensures re-establishment of routine contracted services as soon as possible.

The LSAAA/ADTRC EPP is not intended to interfere with or supersede the emergency plans and implementation protocol established by any agency or provider required by regulation to have an EPP in place to protect their consumers and staff that may include, but is not limited to, the following:

- All local hospitals and urgent care centers;
- All public, private and charter schools, universities and technical colleges;
- All public and private child day care centers;
- All public and private adult day care centers and Adult Medical Day Care Centers or PACE Programs;
- All long term care facilities for adults to include all Community Residential Care Facilities and nursing homes, regardless of the number of beds occupied;
- All other agencies or programs in the serve area that have EPPs.

Recovery Operations

The LSAAA/ADTRC is an entity that has specialized staff that are trained to provide quality Information and Referral/Assistance about a variety of disaster recovery centers and assistance. Staff will be informed of local resources to ensure all callers to the LSAAA/ADTRC are provided with timely beneficial contact information to meet their identified needs.

The LSAAA/ADTRC may provide information as requested to Emergency Management Directors at the local and state level about specific needs of the Lower Savannah PSA citizens for which no service is available so that future planning may address these unmet needs.

VI. Disaster Communications

In the Lower Savannah Region, each of the six counties has a designated office on aging but not all are part of the county government structure. All local aging service provider offices do have a staff member assigned to report to the County Emergency Management Center during a declared disaster or are part of the county's Emergency Preparedness Plan. Aging and Disability Programs Manager will require the local aging service director to report the condition of the local

area, needs of the agency and citizens, and response put in action by the county's and/or the agency's EPP to the LSAAA/ADTRC as soon as practical following the occurrence of a disaster as defined by the county EPP.

The Aging and Disability Programs Manager or designated person will send correspondence to the PSA help desk for the SC Department on Aging Disaster Response Coordinator or designated staff person as soon as practical to report the disaster, the current conditions of the impacted area and will provide daily updates to the SC Department on Aging Disaster Response Coordinator as to the efforts of the LSAAA/ADTRC Staff and local contractor staff in response to the disaster to include the location of any emergency shelters in operation in the service area, condition of the service contractor's physical property, involvement with county emergency response and ability to provide or sustain services, the location of evacuated long term care facility residents and the LSAAA/ADTRC's involvement with any local service contractor's disaster response and recovery.

As situations change and services are identified for the disaster area, staff of the Emergency Management office will be encouraged to contact the LSAAA/ADTRC so that the LSAAA/ADTRC staff can be an effective support for information and referral services for area citizens.

VII. Organization and Assignment of Responsibility

County Emergency Management Director and/or staff- responsible for developing, updating and implementing the county Emergency Preparedness Plan and/or Emergency Operations Plan in the event of an emergency or disaster as defined in the plan. The Director or Staff may request and receive information from the local aging service providers or LSAAA/ADTRC regarding the needs of the seniors or disabled in the affected area. The Director or staff provides information to the LSAAA/ADTRC regarding disaster preparedness, response and recovery activity.

SC Department on Aging - the SC Department on Aging will appoint a person to be the contact person during a disaster to whom updated information will be provided to by the Aging and Disability Programs Manager/ Emergency Response Staff regarding the preparations made prior to a threat of a disaster and the conditions in the local service areas and needs of the elderly and disabled following a disaster.

SC Department on Aging Disaster Response Coordinator or designated staff person (SCDOA DRC) - The SC Department on Aging is the staff designated to receive local and

regional information from the Aging and Disability Programs Manager or Lower Savannah Designated Emergency Response Staff.

Lower Savannah Council of Governments Executive Director or Assistant Executive Director- assists the Lower Savannah Designated Emergency Response Staff implement the LSAAA/ADTRC EPP by providing the staff and resources necessary to relocate the LSAAA/ADTRC in the event the building housing the agency is not usable and is responsible for providing the staff needed to ensure proper back-up and storage of critical electronic data and computer equipment.

Lower Savannah Council of Governments Human Services Division Director- assists the Lower Savannah Aging and Disability Programs Manager and Designated Emergency Response Staff by providing necessary assistance and communicating with the Lower Savannah Council of Governments Executive Director or Assistant Executive Director as needed. The Division Director will also assist as needed if relocation is required.

Lower Savannah Aging and Disability Programs Manager- serves as the Designated Emergency Response Staff of the agency and implements the LSAAA/ADTRC EPP following notification and assessment of a reported local disaster within the Lower Savannah Region.

Lower Savannah Designated Emergency Response Staff- the person at the Lower Savannah AAA/ADTRC who is responsible for implementing the LSAAA/ADTRC EPP. This person will be the Aging and Disability Programs Manager unless another person is designated.

Local Contractor/ Aging Service Provider- staff of any agency located in the Lower Savannah Region that provides services to the elderly or disabled under a contract with the LSAAA/ADTRC. These agency staff are responsible for assisting with disaster mitigation, consumer education about personal disaster planning, disaster response and disaster recovery as detailed in the LSAAA/ADTRC EPP.

Local Service Agencies- these agencies may include local transportation providers, home health agencies, hospice providers, in home service providers and personal care assistant providers, congregate meal sites, schools and/or long term care facilities who are called upon to assist in disaster preparedness, response and recovery through coordinating efforts of the LSAAA/ADTRC.

LSAAA/ADTRC Staff- any staff made responsible for providing Information and Referral assistance as needed with regard to area services or programs to address an identified need of the caller. In addition, these staff may be assigned specific tasks relative to disaster mitigation and consumer education about the importance of personal disaster planning.

South Carolina Department of Health and Environmental Control: agency responsible for opening, operating and closing special needs shelters in South Carolina.

VIII. Continuity of Agency

Ensuring that staff of the LSAAA/ADTRC have a physical structure and/or location from which to work is essential. The AAA/ADTRC needs to be able to provide information and assistance to the elderly and disabled citizens, Emergency Management Directors and staff as well as local service agencies prior to and following a disaster. Ensuring this activity requires that sufficient preparations be in place. The LSCOG Executive Director and/or Assistant Executive Director will provide assistance and authorization for the establishment of an alternate LSAAA/ADTRC physical location should the primary location in Aiken be rendered non functional by a disaster.

To prepare for a disaster that would affect the functionality of the physical building that houses the LSAAA/ADTRC and affects critical services the following procedures are in place:

1. Emergency contact information (phone numbers) for all staff of the LSAAAA/ADTRC is updated at least annually and distributed to all staff. When new staff are hired and when any advance notice is given for potential weather disasters reminders of agency procedure are provided to staff of the LSAAA/ADTRC and Lower Savannah Council of Governments (LSCOG) Executive Director and Assistant Executive Director. Emergency contact information for key LSAAAA/ADTRC Staff is provided at least annually and upon any advance notice of a potential weather disaster to all contractors of the LSAAA/ADTRC.
2. All client files and contractor records and contracts are kept in locked filing cabinets that provide reasonable protection to the contents in the event of a fire.
3. The LSAAA/ADTRC utilizes Virtual Office Advantage as provided by a contracted provider located within South Carolina but outside of the boundaries of the Lower Savannah Region. With the Virtual Office Advantage, LSAAA/ADTRC staff can use any laptop or tablet to access their computer desktop, applications and documents from any location. Client information databases are accessed through a web-based system to allow for remote access to client data in the event the LSAAA/ADTRC building is not usable.

4. As practical and needed, forwarding service will be used for the main LSAAA/ADTRC phone number to allow consumers to reach the LSAAA/ADTRC Transportation and Information and Assistance program staff and Long Term Care Ombudsman regardless of staff location.

In response to a disaster in the area of the LSAAA/ADTRC agency building that affects the functionality of the LSAAA/ADTRC building, the Aging and Disability Programs Manager will coordinate response efforts with the LSCOG Executive Director, Assistant Executive Director or designee to implement the disaster response plan that includes the following:

1. The LSAAA/ADTRC will be established in a temporary office location.
2. All equipment, supplies and records left onsite at the LSAAA/ADTRC building may be removed and safeguarded in the temporary location and/or alternate location.
3. The state telephone service provider will be contacted to assist in forwarding phone calls to alternate phone numbers used by the LSAAA/ADTRC.
4. The Aging and Disability Programs Manager or designee will contact each contractor to assess the damage, if applicable, in the various service areas in the region and to inform the contractor of the status of the LSAAA/ADTRC building and means of contacting key LSAAA/ADTRC staff.
5. The Aging and Disability Programs Manager or designee will report the status of the contractors, the LSAAA/ADTRC and critical services to the PSA Help Desk email address for the SC Department on Aging Disaster Response Coordinator or designee as soon as practical following the disaster and then at least once each established work day until essential function and/or normal operations are restored.

IX. Plan Development and Maintenance

The LSAAA/ADTRC EPP is developed through input and research of the Lower Savannah Council of Governments and LSAAA/ADTRC Staff working collaboratively to bring together a functional, reasonable Emergency Preparedness Plan. Aging Disability and Resource Centers by design and structure are not first responders in the event of a disaster but have the capability through public identity and promotion and interagency collaborations and relationships to provide valuable assistance to county Emergency Management Directors in carrying out their individual county's Emergency Operations Plan.

The LSAAA/ADTRC EPP is updated at a minimum of once per year to ensure that staff identified emergency contacts in each county are current and that references to county emergency plans are current. When updates are completed, the Aging and Disability Programs Manager signs and

dates the “Plan Review and Update Certification Form” that will be maintained in the front of the EPP.

Given that the LSAAA/ADTRC strives to be a partner in disaster planning, response and recovery through the unique abilities of this agency which depends on each county’s willingness to provide information to the LSAAA/ADTRC, a copy of the EPP will be sent to each county Emergency Management Director.

The LSAAA/ADTRC EPP is available for review by the public at the office of Lower Savannah Council of Governments located at 2748 Wagener Road, Aiken, SC 29801 from 8:30am- 5:00pm, Monday-Friday excluding holidays.

X. Administration, Finance, and References

The LSAAA/ADTRC operates as a department of the Lower Savannah Council of Governments (LSCOG) and has support and assistance for daily operations from the administration and governing board. In the event of a disaster, resources available for recovery of the LSAAA/ADTRC will be managed under the authority of the LSCOG Executive Director with documentation being made to include staff time, equipment recovery and contracts initiated with various businesses who aid in recovery for the LSCOG building that houses the LSAAA/ADTRC. The LSCOG Finance Director will pursue restitution of disaster recovery expenditures from all available resources to include aid from the Federal Emergency Management Agency and Property and Casualty Insurance maintained by LSCOG.

Documentation of action taken following a disaster will be completed by LSAAA/ADTREC staff and the Aging and Disability Programs Director for review to determine if improvements need to be made to the LSAAA/ADTRC EPP.

XI. Operations Checklist

Disaster Mitigation/ Op-Con 5 and 4

1. Promotes the development of a written personal disaster plan in the PSA.
2. Encourages staff to promote the development of a written personal disaster plan with the clients they serve using the uniform personal disaster plan form.
3. Uses public health fairs, public presentations, print information and staff training to promote the need for a written personal disaster plan.

4. Reports current unmet needs that may be exacerbated by a disaster to the SC Department on Aging DRC.

Disaster Preparedness / Op-Con 4 and 3

1. Review and update emergency contact phone numbers for County Emergency Management Directors, LSAAA/ADTRC Staff and directors of local service providers under contract with the LSAAA/ADTRC and disseminate lists to staff.
2. Approve/ coordinate emergency food for frail elder or disabled served under local contract.
3. Contact entity in agreement to be offsite temporary location.
4. Pack supplies for temporary office location.
5. Charge phones and computers.
6. Compile reports of contact information for identified frail elderly and disabled.
7. Notify SC Department on Aging DRC staff of action taken.

Disaster Response/ Op-con2 ad 1

1. Determine usability of LSAAA/ADTRC office location.
2. Contact all local contractors and LSAAA/ADTRC staff of operation status of the LSAAA/ADTRC.
3. Open LSAAA/ADTRC location.
4. Provide technical assistance to affected local contractors.
5. Communicate with county Emergency Management Directors or Centers to report availability.
6. Obtain current information to provide to IR& A staff via web search for shelter locations, road conditions, and response efforts.
7. Notify SC Department on Aging DRC staff of action taken and status of each contractor.

Disaster Recovery/ Op-Con 1

1. Update AAA/ADTRC staff of available temporary resources.
2. Conduct routine duties of the AAA/ADTRC with Information and Referral Assistance.
3. Report unmet needs and recovery status of all contractors to SC Department on Aging DRC.

XII. Attachments

Attachment A

Evacuation Zones

Evacuation zones and routes are determined by the South Carolina Department of Transportation and will be used during any required evacuation of the Lower Savannah region. Routes can be found at <http://www.scdot.org/getting/evacuation.aspx>

Attachment B

Public Information

AAA/ADTRC staff will be given up to date information on weather predictions, conditions, evacuation orders, routes and plans, shelter information, etc as it is available, so that if they receive calls from the public, they will be able to convey the critical information to callers without having to redirect them to local Emergency Management.

Attachment C

Shelters

Shelters for care of the general public are opened by volunteers and staff of American Red Cross. South Carolina is divided into service regions or chapters. The counties of Lower Savannah are served by the Aiken Area Red Cross Chapter (Aiken, Allendale, Bamberg and Barnwell) and Central South Carolina Red Cross Chapter (Calhoun and Orangeburg). According to the South Carolina Hurricane Plan, American Red Cross has agreements to potentially use the locations listed below for any shelter need.

Aiken County Shelters

Location/Address/Capacity

Aiken Middle School	South Aiken High School	Schofield Middle School
101 Gator Lane	232 East Pine Log Road	224 Kershaw Street NE
Aiken SC 29801	Aiken SC 29803	Aiken SC 29801
283	633	378

Town Creek Baptist Church 250 Town Creek Road Aiken SC 29803 236	Midland Valley High School 227 Mustang Drive Graniteville SC 29829 1000	New Ellenton Middle School 814 S Main Street New Ellington SC 29809 176
North Augusta High School 2000 Knobcone Ave N. Augusta SC 29841 257	Paul Knox Middle School 1804 Wells Road North Augusta SC 29841 314	AL Corbett Middle School 2010 AL Corbett Cir Wagener SC 29164 500

Allendale County Shelters**Location/Address/Capacity**

Allendale Elementary School 4561 Allendale-Fairfax Highway, Allendale SC 29810 533	Allendale Fairfax Middle School 3305 Allendale Fairfax Hwy Fairfax SC 29827 393	Fairfax Elementary School 734 14th Street East Fairfax SC 29827 353
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Bamberg County Shelters**Location/Address/Capacity**

Bamberg-Ehrhardt High School 267 Red Raider Drive Bamberg SC 29003 521	Bamberg-Ehrhardt Middle School 897 North Street Bamberg SC 29003 132	Richard Carroll Elementary School 1980 Main Hwy Bamberg SC 29003 307
Denmark-Olar High School 197 Viking Circle Denmark SC 29042 800	Denmark-Olar Middle School 45 Green Street Denmark SC 29042 295	

Barnwell County Shelters**Location/Address/Capacity**

Barnwell Elementary School, 10524 Marlboro Ave Barnwell SC 29812 2788	Blackville- Hilda High School 76 Atkins Circle Blackville SC 29817 600	Williston High School 12255 Main Street Williston SC 29853 600
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Calhoun County Shelters**Location/Address/Capacity**

Calhoun County High School 150 Saints Ave Saint Matthews SC 29135 216	Sandy Run Elementary School 450 Old Swamp Road Swansea SC 29160 303
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Orangeburg County Shelters

Locations/ Address/Capacity

Orangeburg-Wilkinson High School 601 Bruin Parkway Orangeburg SC 29115 3000	Brookdale Elementary School 394 Brookdale Drive Orangeburg, SC 29115 429	Marshall Elementary School 1441 Marshall St Orangeburg, SC 29115 238
Mellichamp Elem. School 1441 Marshall Street Orangeburg, SC 29115 238	Rivelon Elementary School 350 Thomas B. Echlund Circle Orangeburg, SC 29115 686	Robert Howard Middle School 1255 Belleview Road Orangeburg SC 29115 429
Sheridan Elementary School 139 Hillsboro Road Orangeburg, SC 29115 200	Technology Center 3720 Magnolia Street Orangeburg SC 29115 827	William Clark Middle School 919 Bennett St Orangeburg, SC 29115 189

Carver Edisto Middle School 2018 Carver School Road Cordova, SC 29038 200	Edisto Elementary School 136 Wood Olive Ln Orangeburg, SC 29115 100	Edisto Primary School 3239 Cordova Road Cordova, SC 29039 200
Edisto High School 500 R.M. Foster Road Cordova SC 29039 550	Branchville High School 1349 Dorange Road Branchville SC 29432 300	Elloree Elementary School 200 Warrior Drive Elloree SC 29047 400
St. James-Gailliard Elem School 1555 Gardens Gate Road Eutawville, SC 29048 400	Holly Hill Elementary School 1490 Brant Ave Holly Hill SC 29059 400	Dover Elementary School 1411 Bedford Avenue North, SC 29112 200

North High School 512 Cromer Ave North SC 29112 300	Hunter-Kinard Tyler School 7066 Norway Road Norway, SC 29113 700	Bowman Bethune High School 4857 Charleston Hwy Rowesville SC 29133 533
Lake Marion High School 3656 Tee Vee Road Santee SC 29142 655		

Special Medical Need Shelters are opened and managed by the SC Department of Health and Environmental Control (SCDHEC) for evacuees who require special medical attention and their caregiver. Issues and problems during an emergency regarding special needs shelters should be address to SCDHEC.

Special Needs Shelter locations in the Lower Savannah Region may be opened at the following locations (NOTE: there is NO special needs shelter option in Bamberg or Calhoun Counties):

Aiken County Aurora Pavilion Behavioral Center
655 Medical Park Drive
Aiken, SC 29801

Allendale County John E. Harter Nursing Home
Hwy 278 W
Fairfax, SC 29827

Orangeburg County

Regional Medical Center

3000 St. Matthews Road

Orangeburg, SC 29118

Or

Orangeburg-Calhoun Technical College

3250 St. Mathews Road

Orangeburg, SC 29118

Attachment D

Memorandums of Understanding

There are many variables when anticipating the details of all possible scenarios involving an emergency or disaster. However, LSAAA/ADTRC has Mutual Aid Agreement(s) with other AAA/ADRC programs to assist in the event of a disaster. Written Mutual Aid Agreements follow this page. Lower Savannah AAA/ADTRC has a Mutual Aid Agreement with the following:

1. Upper Savannah Council of Governments
Area Agency on Aging
Vanessa Wideman, AAA Director
222 Phoenix Avenue
PO Box 1366
Greenwood, SC 29648
864-941-8053
2. Lowcountry COG
Area Agency on Aging
Joran Newman, AAA Director
634 Campground Road
PO Box 98
Yemassee, SC 29945
843-726-5536

Copies of the written agreements follow this page.

Signed copies of the documents are kept in the LSAAA/ADTRC Disaster Plan Manual at the LSCOG office.

Attachment E**Emergency Contacts**

REGION: Lower Savannah	FISCAL YEAR 2019
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ANY CHANGES TO THIS INFORMATION MUST BE REPORTED TO THE AAA, EPO, AND SC DEPT on AGING WITHIN TEN WORKING DAYS

COORDINATING AGENCIES (Agency Name & Street Address)	EMERGENCY CONTACT STAFF (Names and Job Titles)	CONTACT NUMBER (Office and After Hours)
Area Agency on Aging		
Lower Savannah COG AAA/ ADTRC 2748 Wagener Road Post Office Box 850 Aiken, SC 29802 803-649-7981	Lee Willing, Director Human Services Division	803-508-7086 (w) 803-645-8944 (c)
	Mary Beth Fields Aging and Disability Programs Mgr	803-508-7055 (w) 803-270-8130 (c)
	Susan Hutto Garen Regional LTC Ombudsman	803-508-7056 (w) 803-640-4545 (c)
	Rhonda Mitchell Mobility Manager	803-508-7061 (w) 803-645-3696 (c)

Area Agency on Aging Contractors		
Aiken Area Council on Aging PO Box 3156 159 Morgan Street Aiken, SC 29802	Bill Goodson, Executive Director	803-648-5447 (w) 803-608-3122 (c)
Allendale County Office on Aging PO Box 602 3691 B Allendale/Fairfax Hwy Allendale, SC 29810	William Robinson, Ex. Director	803-584-4350 (w) 803-571-7156 (c)
Bamberg County Office on Aging PO Box 6 498 Long Branch Road Bamberg, SC 29003	Kay Clary, Executive Director	803-245-3021 (w) 803-383-1055(c)
Generations Unlimited PO Box 1149 11403 Ellenton Street Barnwell, SC 29812	Lisa Firmender, Executive Director	803-541-1249 (w) 803-571-2329 (c)
Calhoun County Council on Aging PO Box 212 200 Milligan Street St. Matthews, SC 29135	Jenny Swofford, Executive Director	803-874-1270 (w) 803-515-4177 (c)
Orangeburg County Council on Aging PO Box 1301 2570 St. Matthews Road Orangeburg, SC 29116	Dee Anne Miller, Executive Director	803-531-4663 (w) 803-387-7680 (c)

Help at Home 942 Millbrook Road Suite 1 Aiken, SC 29803	Vanessa Adams, Branch Manager	803-649-0922 (w) 706-627-9927 (c)
Senior Catering, Inc. 314 Main Street Little Mountain, SC 29075	Rowan Goodrich Executive Director	803-345-1835 (w) 803-673-3319 (c)
Emergency Preparedness Offices		
Aiken County Emergency Management Division 1930 University Parkway Aiken, SC 29801	Paul Matthews, Director pmatthews@aikencountysc.gov	Ph: 803-642-1623 Fax: 803-642-2556
Allendale County Emergency Preparedness Office 426 Mulberry Street Allendale, SC 29810	Gidget Stanley, Director gstanley@allendalecounty.com	Ph: 803-584-4081 Fax: 803-584-3807
Bamberg County Emergency Services 2893 Main Highway Bamberg, SC 29624	Brittany Barnwell, Director barnwellbm@bambergcounty.sc.gov	Ph: 803-245-4313 Fax: 803-245-3109
Barnwell County Emergency Management Agency 57 Wall Street Barnwell, SC 29812	Roger Riley, Director rriley@barnwellsc.com Sheryl Rutherford, Assistant	Ph: 803-259-7013 Or 803-541-1001 Fax: 803-259-1759

Calhoun County Emergency Preparedness 201 Mill Street St. Matthews, SC 29135	David Chojnacki, Director dchojnacki@calhouncounty.sc.gov	Ph: 803-874-3042 Or 803-874-3561 Fax: 803-874-4357
Orangeburg County Emergency Services PO Drawer 9000 Orangeburg, SC 29116	Bill Staley, Director bstaley@orangeburgcounty.org Jeremy Jeffcoat, Asst. Director jjeffcoat@orangeburgcounty.org	Ph: 803-533-6265 Fax: 803-533-5899
Volunteer Organizations Active in Disasters		
Aiken Area Red Cross Chapter 1314 Pine Log Road Aiken, SC 29803 (Aiken, Allendale, Bamberg, Barnwell)	www.Redcross.org/Aiken-Area	Ph: 803-641-4152 Fax: 803-644-4035
Central SC Red Cross Chapter 2751 Bull Street Columbia, SC 29201 (Calhoun and Orangeburg)	www.Redcross.org/CentralSC	Ph: 803-540-1200 Fax: 803-540-1235
Hospitals		
Aiken	Aiken Regional Medical Center 302 University Parkway Aiken, SC 29801	803-641-5000

Allendale	Allendale County Hospital 1787 Allendale Fairfax Hwy Fairfax, SC 29827	803-632-3311
Orangeburg/ Calhoun	The Regional Medical Center 3000 St. Matthews Rd Orangeburg, SC 29118	803-395-2200
State Agency Contacts		
DHEC Division of Certification	Info@dhec.sc.gov	803-545-4205 (phone) 803-545-4292 (fax)
DHEC Division of Health Licensing		803-545-4370 (phone) 803-545-4212 (fax)
State LTC Ombudsman	dwatson@aging.sc.gov	803-734-9898 (office) 803-600-7908 (cell)
SC Legal Services Program		

SC Bar Association

126 Associate Parkway/ PO Box
1646
Orangeburg, SC 29116

1-888-346-5592

803-533-0116

1-800-395-3425

Attachment F

Trainings

LSAAA/ADTRC Staff will receive routine training no less than annually for the purpose of understanding staff roles and responsibilities in disaster preparedness, response, and recovery. Training will be documented below with a list of staff attending each session kept on file in the LSAAA/ADTRC

DATE	HOURS	TRAINER(S)	TOPIC(S)
4-16-14	.5	Susan Garen	Initial discussion with contractors with directions to complete plan
9-9-14	.5	Susan Garen	Each contractor given an outline of questions to answer to address 4 areas of disaster preparedness to complete and return to be included with LS Plan
1-21-16	4	Multiple	S. Garen attended SCACAD session relative to disaster planning to hear from Jordan Newman of LGOA as well as providers of aging services that were affected by floods. Learned to make realistic plans.

9-24-16	.25	Susan Garen	Contractors provided information about local resources to consider partnering with in their communities- C.E.R.T
4-4-16	.50	Susan Garen	Contractors given information from meeting with other counties and LGOA Emer. Prep contact to make plans realistic, workable. Meeting in response to 10-15 flood. Contractor Updates to be sent to LSAAA
9-28-16	.25	Susan Garen Mary Beth Fields	Discussed upcoming issues with Hurricane Matthew and reviewed contractors plans, discussed emergency Nonperishable meal acquisition.
11-29-16	1.00	Webinar- FEMA staff	Disaster Assistance and Appeals webinar to educate staff how to better direct consumers through the FEMA assistance and appeals process. Mary Beth Fields and Sabrina Ussrey viewed webinar.

Attachment G

Documentation of Manual Update

The LSAAA/ADTRC Designated Emergency Response Staff will record in the chart below any updates made to the LSAAA/ADTRC Disaster Preparedness Manual with a brief summary of updates made.

DATE	DESCRIPTION OF UPDATES	LSAAAA/ADTRC STAFF
4-29-2014	Plan development	S Garen, MB Fields L Bassham
11-10-2015	Complete rewrite	S Garen, MB Fields, L Bassham
03-01-2016	Updated language for change in LSCOG use of Cloud computers over in house network	S Garen
11-30-2016	Updated staff contact numbers, deleted closed Barnwell hospital info, updated MOUs with ADRCs, updated contractor plans included, updated MOUs from contractors included, updated Emergency contacts attachment	S Garen MB Fields
02-08-2019	SC Department on Aging replaces Lieutenant Governor's Office on Aging and LGOA	S Garen

	Additional information and reference to SC EMD OP-CON levels and AAA activity for each level Wording update for requirement for shelf stable meals Update provider director name and number for Orangeburg County COA Updated Calhoun Co. EMD Director	

Attachment H

Contractor Agency Disaster Plans and Memorandums of Understanding

Disaster plans and Memorandums of Understanding for Contractors of LSAAA/ADTRC follow this page in the printed manual at the office of Lower Savannah AAA/ADTRC.

Contractors with documents on file with this office as of the date of this manual's update include:

Aiken Area Council on Aging /aka Aiken Senior Life Services
Allendale Office on Aging
Bamberg County Office on Aging
Generations Unlimited
Calhoun County Council on Aging
Orangeburg County Office on Aging
Help at Home Inc.

Senior Catering, Inc.

Lower Savannah Council of Governments
LOWER SAVANNAH AREA AGENCY ON AGING
MONTHLY UNITS OF SERVICE RECAP

AGENCY: _____

MONTH: _____

	YEAR-TO-DATE		
	a	b	c
	TOTAL UNITS SERVED	GRI <u>UNITS</u> SERVED	DIFFERENCE a-b
HOME DELIVERED MEALS			
III-C2 (ALL C-2 Meals)	_____	_____	-
HCBS	_____	_____	-
BINGO	_____	_____	-
CONGREGATE MEALS:			
III-C1 (ALL C-1 Meals)	_____	_____	-
HCBS	_____	_____	-
HOME CARE LEVEL I			
III-B	_____	_____	-
HCBS	_____	_____	-
BINGO	_____	_____	-
EV. BASED DISEASE CONTROL			
III-D	_____	_____	-
TRANSPORTATION			
III-B	_____	_____	-
HCBS	_____	_____	-

I certify, to the best of my knowledge, the information in this report is true, correct and

in compliance with applicable federal, state and local statutes and regulations. These units of service were provided in accordance with approved contract requirements and are eligible for reimbursement under the funding sources indicated.

Authorized Signature

Date

