



AGENDA
REGIONAL AGING AND DISABILITY ADVISORY COMMITTEE
(VIRTUAL MEETING)
Monday, January 10, 2022
12:00 p.m.

- | | |
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| I. Call to Order | Dr. Roger Gaddy |
| II. Welcome and Invocation | Open |
| III. Approval of Agenda & Minutes (Enclosure 1) | Action |
| IV. AAA Program Updates | |
| a. SHIP Program updates (Enclosure 2) | Shelia Bell-Ford |
| b. Information & Referral/Assistance (Enclosure 3) | Joe Perry |
| c. Assessment Program (Enclosure 4) | Candice Holloway |
| d. Family Caregiver Support Program (Enclosure 5) | Jenny Andrews |
| e. Ombudsman Program (Enclosure 6) | Fretoria Addison |
| V. South Carolina Legal Services | Susan Firimonte |
| VI. Public Comment | Open |
| VII. Adjourn | Dr. Roger Gaddy |

Next Meeting: April 11, 2022, 12:00 p.m.



The Regional Aging and Disability Advisory Committee (RADAC)
Central Midlands Council of Governments
Monday, October 11, 2021, ♦ 12:00 p.m. ♦ Virtual (Zoom)

COMMITTEE MEMBERS PRESENT:

Dr. Roger Gaddy, Fairfield County, Chair
Joyce Mize, Lexington County
Peggy Butler, Richland County

CONTRACTORS PRESENT

Lynda Christison, Lexington County Recreation and Aging Commission
Andrew Boozer, Senior Resources, Richland County
Lynn Stockman, Newberry County Council on Aging
Shannon Longshore, Newberry County Council on Aging
Angi Conner, Fairfield County Council on Aging

STAFF MEMBERS PRESENT:

Anna Harmon, Regional LTC Ombudsman Director
Candice Holloway, ARDC/AAA Director
Sheila Bell-Ford, SHIP Program Coordinator
Joe Perry, Information, Referral and Assistance
Reginald Simmons, Deputy Executive Director
Benjamin Mauldin, Executive Director
Veronica Williams, Program Assessor
Titilayo Okumoye, Finance Department

I. CALL TO ORDER

Chairman Dr. Roger Gaddy called the meeting to order at 12:00 p.m. on October 11, 2021

II. **Welcome, Invocation, Introductions, Approval of Agenda, Consent Agenda**

Agenda, Minutes, Consent Agenda Approved, Peggy Butler motioned, Joyce Mize seconded.

III. **State Health Insurance Program (SHIP)**

Shelia Bell-Ford provided the current updates within the SHIP Program. SHIP billboards were placed in the 4 counties served in the Central Midlands; Richland, Lexington, Newberry, and Fairfield counties. The purpose of the billboards aims to increase the awareness of the SHIP and the Area Agency on Aging. Shelia Bell-Ford also reported the SHIP currently recruited 4 volunteers to assist with Medicare open enrollment and assist in educating the community against Medicare fraud and scams.

IV. **Family Caregiver Support Program**

Candice Holloway provided an update on the Family Caregiver Support Program (FCSP). Ms. Holloway stated there has continued to be an influx of applications for the program due to covid and caregiver burnout. She also added there are two interns from the University of South Carolina assisting in the Family Caregiver support program. The program is currently working to further assist the Senior Raising Children clients with additional assistance such as; assistance with extracurricular activities fees, and driver training assistance.

V. **Information and Referral and Assistance Program**

No updates were provided

VI. **Assessment**

No updates were provided

VII. **Ombudsman Program**

Anna Harmon provided an update on the Long-Term Care Ombudsman program. Mrs. Harmon stated the program currently investigates and advocates for the residents within 116 facilities and 1,133 beds. It was reported there has been an increase in calls and investigations due to respect, dignity and mistreatment of residents by the staff. Volunteers are still conducting face-time calls to the residents and flyers are circulating for additional volunteers. The program aims to host a volunteer training by the end of the year.

IX. **Public Comment**

Dr. Gaddy discussed meeting participation has decreased due to the pandemic and encouraged participation amongst the members.

X. **Next Meeting: January 10, 2022**

XI. **Adjourn 1:00 pm**



SHIP Report- January 10, 2022

During this reporting period October – December 2021, **Medicare Open Enrollment began October 15 – December 7.**

Counselors created an Open Enrollment appointment postcard. The postcard was printed and mailed to Medicare Beneficiaries served throughout the years. Mailing the postcards was very successful, which resulted in an increase in calls.

Counselors saved a Medicare Beneficiary over \$1,000 in medication cost and premiums for the upcoming year. The beneficiary was extremely thankful for this savings.

Counselors continues to stay connected with Medicare Beneficiaries in the Central Midlands region. Counselors continued to distribute the Medicare Update newsletter for the Summer/Fall 2021 quarter. This edition of the newsletter focused on the Annual Medicare Open Enrollment Period, New to Medicare guidance, Medicare Options, how to read and understand the Medicare Summary Notice, volunteer recruitment, LIS programs, information on reporting fraud, waste and abuse and preventive care/awareness month. Newsletters were printed by one of our vendors and distributed region-wide. The Council on Aging received packets of newsletters to distribute to congregate and home-bound clients. Newsletters were mailed using the mailing list purchased from the Voter registration office and Medicare Beneficiaries staff assisted throughout the years. Newsletters were also mailed to the Central Midlands Regional Aging and Disability Advisory Committee (RADAC members and Silver Haired Legislators (SHL), senior housing apartments and partners in the community. **As a result of this outreach, a total of 1,250 newsletters were distributed during this reporting period and a total of 4,500 newsletters were distributed overall.**

The Central Midlands Council of Governments Area Agency on Aging (CMCOG/AAA) has an ongoing partnership with SC Thrive to assist clients with applications for Community Long Term Care (CLTC) and Long Term Care (LTC) Medicaid.

Counselors worked diligently to secure vendors to promote the Central Midlands SHIP through billboard advertisement during Medicare Open Enrollment. The Central Midlands SHIP purchased (5) billboards within the region. The billboards were on display from September 6 - December 5, 2021.

The billboards were located at the following locations:

4866 Sunset Blvd. Lexington – September 6, 2021 – October 31, 2021

8209 Two Notch Rd. Columbia – September 6, 2021 – October 31, 2021

321 Highway Winnsboro – October 4, 2021 – December 5, 2021

Hwy 76 (Wilson Rd) Newberry – October 11, 2021 – November 7, 2021

718 Sunset Blvd. West Columbia – November 1, 2021 – November 28, 2021

Counselors registered with Volunteer Match.org to recruit volunteers, produced and disseminated the Volunteer recruitment flyer throughout the region. Counselors trained (3) volunteers to assist with the Central Midlands SHIP/SMP.

The SMP (Senior Medicare Patrol) report for June 1, 2021- November 30, 2021 was submitted on December 15, 2021 to the SCDOA.

There continues to be significant reports regarding telemarketers and cyber criminals who contact Medicare Beneficiaries through unsolicited calls and emails regarding COVID-19 testing, treatment, cures, vaccines, and supplies.

The Senior Medicare Patrol (SMP) program staff continues to provide information on how to recognize, avoid and report Medicare fraud, errors and abuse. Counselors mailed 1,014 SMP brochures during this reporting period and approximately 200-250 COVID-19 Consumer Tip sheet produced by the National SMP.

Unfortunately, as the country becomes more and more sophisticated with technology there will always be the potential for some form of identity theft, fraud and scams. The regional SMP program will continue to remain focus and dedicated to bring awareness to these important issues.

Respectfully submitted,

Central Midlands Region SHIP/SMP



**REGIONAL INFORMATION, REFERRAL AND ASSISTANCE TOTALS
CENTRAL MIDLANDS AREA AGENCY ON AGING
FY 2021-2022 YEAR-TO-DATE TOTALS**

CENTRAL MIDLANDS MONTHLY I&R/A CONTACTS – FY 2021/2022												
July 2021	August 2021	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	March 2022	April 2022	May 2022	June 2022	TOTAL
305	414	245	389	303								1656

CENTRAL MIDLANDS PRESENTING NEEDS – FY 2021-2022	
TOP FIVE PRESENTING NEED	TOTAL COUNT (YEAR TO DATE)
Low Income or Subsidized Housing	86
Rent Payment Assistance	75
Caregiver Consultation	73
Electric Service Payment Assistance	68
Medical Appointments Transportation	62

CENTRAL MIDLANDS UNMET NEEDS – FY 2021-2022	
TOP FIVE UNMET NEEDS	TOTAL COUNT (YEAR TO DATE)
Low Income or Subsidized Housing	41
Medical Appointments Transportation	29
Personal Care	17
Electric Service Payment Assistance	17
Rent Payment Assistance	17

CENTRAL MIDLANDS OUTREACH EVENTS – FY 2021-2022												
July 2021	August 2021	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	March 2022	April 2022	May 2022	June 2022	TOTAL
0	0	0	0	1								

CENTRAL MIDLANDS I&R/A COVID-19 REPORT

The Central Midlands Information & Referral / Assistance Program continues working with state and local agencies to share all pertinent information on programs and opportunities for assistance to the aging and those with disabilities within our region. We are still providing weekly information on free COVID testing and vaccination sites from SC Department of Health and Environmental Control by email to staff and providers for distribution to their clients, staff and volunteers. We are continuing to work with the Alianza Latina of the Midlands Group to distribute information from those meetings as well as updated email postings which affect our clients.

Due to the uncertainty of the ongoing pandemic, Central Midlands is continuing to work with local churches, organizations, medical facilities, senior housing communities and others to deliver information about our agency and its services. As restrictions on in-person activities remain fluid with the new surge in positive cases and deaths, we are seeking new avenues to stay in communications with previous outreach partners to update them on services and activities for our senior population, people with disabilities and their family members.

UPCOMING PROGRAMS FOR SENIORS

Century Glass Window Program: The South Carolina Department on Aging is once more partnering with Century Glass to replace broken window panes in the homes of seniors. These are the eligibility requirements for this program:

- Seniors must be age 60 and above;
- Seniors must be living in their own homes – seniors living in rental properties are ineligible;
- Seniors must be a resident of Lexington or Richland County.

HUD Grant: The South Carolina Department on Aging has received grant funding from HUD to assist disabled seniors needing help with making their homes more functional and accessible. The AAA will be working closely with the Department on Aging to ensure each approved person(s) receive the help they need. Key items for eligibility in this program include:

- Client must be 62 years of age and older;
- Client must own the home in the client's name (no rental properties);
- Residence can be mobile home;
- Project cannot exceed \$5000;
- Client must be verified through the AAA (Assessors must verify modification needs);
- The South Carolina Department on Aging's Occupation Therapist must visit every approved home modification;
- Clients must be residents of Fairfield or Newberry County.

This program is designated for modifications only; all other requests for home repairs must be completed with resources through the SC Housing Trust Fund program. The AAA will keep a spreadsheet of the clients who request assistance from this program.

21-22	Fairfield – New	Fairfield – reassessments	Lexington – New	Lexington – reassessments	Newberry – New	Newberry – reassessments	Richland - New	Richland – reassessments	Total New Assessments	Total Reassessments	Total Assessments
July	9	35	9	62	4	21	25	64	47	182	229
August	4	14	17	32	19	22	42	14	82	82	164
September	10	10	11	81	6	44	37	35	64	170	234
October	10	17	23	0	8	0	17	9	58	26	84
November	7	3	19	21	10	1	27	21	63	46	109
December	0	18	11	42	6	32	1	2	18	94	112
January									0	0	0
February									0	0	0
March									0	0	0
April									0	0	0
May									0	0	0
June									0	0	0
Total	40	97	90	238	53	120	149	145	332	600	932

Lexington	328
Newberry	173
Richland	294
Fairfield	137

FCG Funding Level Report

(All Accounts)

Source	Total	Allocated	Available	% Avail	Allocated Spent	Allocated Remaining	Total Budget Spent
AIZ	91,753.17	91,753.17	0.00	0.0%	91,753.17	0.00	91,753.17 100.0%
CARES - Respite	9,815.85	9,815.85	0.00	0.0%	9,815.85	0.00	9,815.85 100.0%
CARES - SRC					0.00		0.00
CARES - SS	5,777.77	5,777.77	0.00	0.0%	5,777.77	0.00	5,777.77 100.0%
Elk AIZ							
State Respite	142,097.63	128,856.69	13,240.94	9.3%	1,710.00	127,146.69	1,710.00 1.2%
State Respite SRC							
III E	186,632.30	264,836.10	-78,203.80	-41.9%	186,632.30	78,203.80	186,632.30 100.0%
III E SRC	75,581.47	54,577.75	21,003.72	27.8%	22,496.72	32,081.03	22,496.72 29.8%
III E SS	52,726.41	64,691.58	-11,965.17	-22.7%	41,839.82	22,851.76	41,839.82 79.4%
ARP Respite	124,308.44		124,308.44	100.0%			
ARP SRC	50,000.00	1,125.76	48,874.24	97.7%	1,125.76	0.00	1,125.76 2.3%
ARP SS	63,103.00		63,103.00	100.0%		0.00	
ARP Counseling	63,103.00		63,103.00	100.0%		0.00	
Totals	864,899.04	621,434.67	243,464.37	28.1%	361,151.39	260,283.28	361,151.39 41.8%
III E Total:					250,968.84		Total Budget Not Spent
							503,747.65 58.2%

FCSP Allocations

Month	Allocated Amount	Assessments Completed	Number of Vouchers
July 2021	\$105,104.28	82	54
August 2021	\$55,439.92	52	38
September 2021	\$84,097.95	85	65
Q1 Total	\$244,642.15	219	157
October 2021	\$58,772.56	47	45
November 2021	\$59,566.03	61	49
December 2021	\$49,216.00	56	44
Q2 Total	\$167,554.59	164	138

Program Updates

- Alzheimer's funds are completely expended
- Remaining CARES funds are completely expended
- For the first time in several years, we are utilizing state funding for respite care
- Our Seniors Raising Children are utilizing new respite services. Some of these services have included after school programs, driving school, extracurricular activities, dance classes, zoo memberships, graduation expenses, and school fees.
- We are making plans to utilize ARP funds. Some current plans/ideas include:
 - Individual counseling for caregivers
 - Increased respite voucher awards for caregivers who work
 - Extra support for caregivers with long covid
 - Extra support for caregivers who are caring for a long covid patient
 - Increased caregiver education efforts

Long Term Care Ombudsman Report

Central Midlands Long Term Care Ombudsman Program

Who are we?

Long-Term Care Ombudsmen are advocates for residents of long term care facilities. We work to resolve problems related to abuse, neglect, exploitation, quality of care, improper discharges, respect and dignity issues etc., on behalf of residents. The Long-Term Care Ombudsman staff advocates, mediates and/or investigates to bring about changes that will improve residents' quality of care and quality of life.

Facilities

The Central Midlands Ombudsman Program is responsible for approximately **7,198** beds in **118** facilities throughout the Midlands.

Stats below are for Oct. 1, 2021 to Dec. 31, 2021 (**The triage process on the intakes have changed. Cases and consultations are being counted differently due to this triage process. Our program will see an increase in consultations and a decrease in cases due to the new entering process.)

• Number of cases opened	116 Cases (<i>tentative</i>)
• Number of complaints	138 Complaints (<i>tentative</i>)
• Community Education	16 Outreach efforts (<i>tentative</i>)
• Consultations	52 (<i>tentative</i>)
• Facility Visits/RVs	92 (<i>tentative</i>)
• Number of volunteers	11 Volunteers

Areas of Concern

Nursing Homes

- 1. Dignity & Respect concerns**
- 2. Accidental Injury of Unknown Origin/Medication Administration**
- 3. Resident to Resident Abuse**

Long Term Care Ombudsman Report

Assisted Living/Residential Care

1. Dignity & Respect concerns
2. Accidental Injury of Unknown Origin
3. Elopement (Lack of Supervision)

Spotlight on Education

Ombudsman Advocacy: The Long-Term Care Ombudsman Program continues to advocate for residents in long-term care facilities by phone and also in person. The Long-Term Care Ombudsman program continue to provide consultations to residents, families, and facilities and we also continue our efforts of educating the community about our services and the program. Our office continues to provide information regarding Advance Directives to those who may request the information.

New Mandate: The Ombudsman Program is mandated to visit at least 80% of all facilities in the region, per quarter. The Central Midlands Ombudsman Program exceeded that goal for this quarter.

Ombudsman Spotlight: We are currently and are always recruiting and training volunteers who would like to make a difference in the lives of residents in Nursing Home and Assisted Living/Care facilities. For anyone who would like to Become a Volunteer Ombudsman. Please contact our program at 803-375-5389 and ask to speak with Fretoria. In December, our office participated in a program that was headed by SCDC called Operation Holiday Magic. This program provided handmade gifts and donations from institutions within South Carolina. Each region was asked to pick two facilities to provide some "Holiday Cheer." The Central Midlands Region delivered gifts to 4 facilities as we had extra gifts that were provided. It was a joy to bring smiles to many faces of our residents across the Midlands during this past holiday season.

Long-Term Care Ombudsman Staff:

Anna Harmon, Long-Term Care Ombudsman Director
 LaToya Buggs-Williams – Senior Long-Term Care Ombudsman Investigator
 Fretoria Addison – Ombudsman Volunteer Coordinator
 Jessica Ray- Long-Term Care Ombudsman Investigator