



AGENDA
REGIONAL AGING AND DISABILITY ADVISORY COMMITTEE
(VIRTUAL MEETING)
Monday, July 25, 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. Family Caregiver Support Program (Enclosure 2) | Candice Holloway |
| b. Information & Referral/Assistance (Enclosure 3) | Antoinette Davis |
| c. Ombudsman Program (Enclosure 4) | Fretoria Addison |
| d. Assessment Program (Enclosure 5) | Ebony Davis |
| e. SHIP (Enclosure 6) | Shelia Bell-Ford |
| V. Public Comment | Open |
| VI. Adjourn | Dr. Roger Gaddy |

Next Meeting: October 10, 2022, 12:00 p.m.



The Regional Aging and Disability Advisory Committee (RADAC)

Central Midlands Council of Governments

Monday, April 11, 2022, ♦ 12:00 p.m. ♦ Virtual (Zoom)

COMMITTEE MEMBERS PRESENT:

Joyce Mize, Lexington County
Joyce Mason, Richland County
Peggy Butler, Lexington County
Ida Thompson, Richland County
Mary Gail Douglas, Fairfield County
Julie Ann Dixon, Richland County
Vina Abrams, Newberry County
Rebecca Connelly, Lexington County
Harriet Miller, Richland County

CONTRACTORS PRESENT

Janet Ballentine, Newberry County Council on Aging
Shannon Longshore, Newberry County Council on Aging
Angi Conner, Fairfield County Council on Aging

STAFF MEMBERS PRESENT:

Candice Holloway, ARDC/AAA Director
Shelia Bell-Ford, SHIP Program Coordinator
Debbie Hollins, SHIP Volunteer
Janyce Davis, Aging Assessor Assistant
Fretoria Addison, Ombudsman Program Coordinator
Antoinette Davis, I&RA Specialist
Ebony Davis, Aging Assessor
Jajuana Davis, SHIP Program Assistant
Benjamin Mauldin, Executive Director
Missi Labbe, Finance Director

I. **CALL TO ORDER**

Dr. Gaddy called the meeting to order at 12:00 p.m. on April 11, 2022

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

Agenda, Minutes, Consent Agenda Approved, Joyce Mize motioned, Julia Ann Dixon seconded.

III. **Family Caregiver Support Program**

Candice Holloway provided an update on the Family Caregiver Support Program. Candice shared the FCG Funding Level Report and FCSP Allocations. Numbers continue to decline. Jenny Andrews is currently attending the American Society on Aging Conference in New Orleans and will be participating in a roundtable discussion. She will share information received at the next meeting.

IV. **Information and Referral Assistance Program**

Antoinette Davis present the fiscal year 2021 – 2022 year to date totals. Contact increased by 500 compared to the previous quarter. The Central Glass program ended in February 2022. HUD grants are no longer being provided for seniors.

V. **Ombudsman Program**

Frederia Addison presented the statistics for January 1, 2022 thru March 31, 2022. She also discussed the areas of concern in both Nursing Homes and Assisted Living/Residential Care Facilities. The major concerns are respect and dignity. Joyce Mize questioned their involvement with Twilight Manor. It was explained that Twilight Manor was never shut down, however they were cited by DHEC. Rebecca Connelly asked additional question concerning Twilight Manor. JDR asked about the procedure for volunteers. Advance Directive Training will take place on April 13, 2022 and a Volunteer Appreciation event will take place on April 20, 2022.

VI. **Family Caregiver Support Program**

Jenny Andrews provided an updated on the Family Caregiver Support Program. The advocate is research different services to provide to the Seniors Raising Children Program. The program is currently offering assistance to pay for dance class, zoo memberships, etc. The program will increase the voucher amounts in the near future.

VII. **Ombudsman Program**

Frederia Addison provided an update on the Long-Term Care Ombudsman program. The Ombudsman program exceeded their goal for this quarter. Ms. Addison explained to the group in how a case is handle once a complaint is received. Most complaints are respect issues. The complaint numbers have increased due to staff shortages and burnout within the healthcare system.

VIII. **Assessment Program**

Ebony Davis presented the Assessment 3rd Quarter Report. Assessment numbers increased by 39 between February 2022 and March 2022. Assessors are currently doing assessments in the homes or community centers. This enables them to assess the clients' needs and make referrals.

IX **SHIP**

Sheila Bell-Ford, inform us that National Healthcare Decision Day is April 16, 2022. Seniors need to know they and have the right to make decision about their health care. A SHIP rack cards telling seniors who we are and what we provide have been created and are being distributed. The Senior Medicare Patrol (SMP)

program received a grant to increase virtual capacity of the SMP program and reach beneficiaries in a virtual format. The “Seniors Tackling Technology” project has begun and have been a huge success. A SMP Facebook page has been created. SHIP volunteer training begins on April 18, 2022 and will last for 5 weeks

X Adjourn 1:00 pm

Family Caregiver Support Program FY-22

Month	Allocated Amount	Funds Spent	Assessments Completed	Number of Vouchers	New apps	Outreach Events
July 2021	\$154,590.81	\$50,104.28	82	54	70	5
August 2021	\$55,439.92	\$79,009.92	52	38	76	0
September 2021	\$88,294.29	\$69,469.27	85	65	64	2
Q1 Total	\$298,325.02	\$198,583.47	219	157	210	7
October 2021	\$66,644.91	\$93,149.89	47	45	58	1
November 2021	\$69,693.14	\$53,677.42	61	49	53	3
December 2021	\$63,413.50	\$53,670.54	56	44	51	2
Q2 Total	\$199,751.55	\$200,497.85	164	138	162	6
January 2022	\$51,301.25	\$59,597.57	63	34	69	3
February 2022	\$66,154.69	\$37,498.98	51	40	83	1
March 2022	\$72,821.35	\$48,377.00	51	68	65	1
Q3 Total	\$190,277.29	\$145,473.55	165	142	217	5
April 2022	\$77,186.34	\$48,601.02	39	63	60	4
May 2022	\$76,639.71	\$70,374.40	57	82	46	9
June 2022	\$57,411.79	\$61,957.30	36	60		5
Q4 Total	\$211,237.84	\$180,932.72	132	205	106	18
YTD totals	\$899,591.70	\$725,487.59	680	642	695	36

Family Caregiver Support Program FY-22

Program Updates:

- We have resumed our monthly caregiver meetings, and are working to get the word out to our caregivers. We will closely monitor Covid numbers and CDC guidelines to ensure safety of our participants.
- The monthly caregiver meeting is being rebranded from a “caregiver support group” to a “lunch and learn”. Creating various support groups with more therapeutic goals and supports is part of future plans for FCSP.
- We are working on a plan for targeted outreach to help reach groups of caregivers we might not normally have contact with. Potential populations of interest include caregivers in rural locations, Hispanic/Latino caregivers, LGBTQ+ caregivers/care receivers, and non-English speaking families.
- On June 23, we held an event for Seniors Raising Children at EdVenture. The event included lunch, a speaker on Wellness, a vision board activity, and a stress management goody bag for attendees.

Family Caregiver Support Program FY-22

 <p>SENIORS RAISING CHILDREN KICK OFF THE NEW YEAR! LUNCH + LEARN</p>	<p>There will be lunch provided, self-care goodies, and more!</p> <p><small>If child care is needed, please let us know and we will do our best to accommodate.</small></p>	 <p>June 23rd, 2022 12:00 pm - 2:00 pm Adventure Children's Museum Free RSVP to Chase (803) 376-5390 ext. 328 or csapp@centralmidlands.org by Sunday, June 19th.</p>
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**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	252	305	213	266	275	262	292	3,521

CENTRAL MIDLANDS PRESENTING NEEDS – FY 2021-2022	
TOP FIVE PRESENTING NEED	TOTAL COUNT (YEAR TO DATE)
Low Income or Subsidized Housing	315
Rent Payment Assistance	138
Caregiver Consultation	90
Electric Service Payment Assistance	106
Medical Appointments Transportation	184

CENTRAL MIDLANDS UNMET NEEDS – FY 2021-2022	
TOP FIVE UNMET NEEDS	TOTAL COUNT (YEAR TO DATE)
Low Income or Subsidized Housing	47
Medical Appointments Transportation	32
Personal Care	20
Electric Service Payment Assistance	19
Rent Payment Assistance	18

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	0	1	1	0	0	2	4	9

CENTRAL MIDLANDS I&R/A OUTREACH REPORT

The Central Midlands Information & Referral / Assistance Program continues to partner with local churches agencies, and local healthcare providers in an attempt to provide information to the aging and disabled population in the Central Midlands Area. There were two outreach events completed in the month of May and four completed in June.

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 7,315 beds in 120 facilities throughout the Midlands. (DHEC's facility listing is being updated so the number of beds and facilities may change slightly)

Stats below are for Apr. 1, 2022 to Jun. 30, 2022

• Number of cases opened	161 Cases (<i>tentative</i>)
• Number of complaints	332 Complaints (<i>tentative</i>)
• Community Education	176 Outreach efforts (<i>tentative</i>)
• Consultations	142 (<i>tentative</i>)
• Facility Visits/RVs	106 (<i>tentative</i>)
• Number of volunteers	17 Volunteers

Areas of Concern

Nursing Homes

1. Dignity & Respect concerns
2. Accidental Injuries and Injuries of Unknown Origin/Falls
3. Resident to Resident Abuse

Assisted Living/Residential Care

1. Dignity & Respect concerns
2. Discharges
3. Elopement (Lack of Supervision)

Long Term Care Ombudsman Report

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.

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 **803-376-5389** and ask to speak with **Fretoria**.

Please join me in welcoming Mr. Markus Smith as our new Associate Ombudsman Investigator. Mr. Smith started with our program on July 5, 2022.

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
Markus Smith- Long-Term Care Ombudsman Investigator

Assessment Program Totals for FY-22

ENCLOSURE 5

[illegible]



SHIP Report- July 25, 2022

During this reporting period April – June 2022

APR 2022 – JUN 2022 - 5 Outreach Events – 768 attendees.

The SHIP/SMP Training was held April – May 2022. One volunteer passed the SHIP certification exam. Currently, the program has (2) certified SHIP volunteer counselors.

Central Midlands continues the collaborative partnership with South Carolina Legal Services (SCLS) Fraud Alert Placemat Project. This project consists of providing disposable paper placemats with consumer scam alerts for seniors in the Central Midlands region. **For the month of June 2022 and to acknowledge Medicare Fraud Prevention Week June 5-8, 2022**, the Council's on Aging received 3,600 placemats to distribute to congregate and home-bound clients. Topics included Charity Scam, Medicare ID Fraud, Grandparents Scams and Social Security Scams. Additionally, the Council's on Aging received the AARP Fraud Watchdog Alert Handbook.

Counselors attended the MIPPA conference (virtual) June 5-8, 2022.

The SHIP/SMP programs were monitored on June 30, 2022. Crystal Strong, State SHIP Director conducted the monitoring and the programs met all performance measures accordingly.

The Senior Medicare Patrol (SMP) program received a grant to increase virtual capacity of the SMP program and to reach beneficiaries in a virtual format.

The "Seniors Tackling Technology" project was very successful. We met with the seniors at the PineRidge and Winnsboro senior center weekly to teach basic computer skills, how to navigate the internet, create email accounts and passwords, navigating and creating accounts on Medicare.gov, SMP resource center, Social Security Administration and learning about fraud, scams and identity theft.

The goal of this project was to teach seniors basic computer skills and the various technology devices and also to address the issues surrounding isolation, cognitive decline and depression. Aging brings many issues that can affect one's physical health and emotional wellbeing. It is vital for seniors to be proactive in finding activities that brings joy and stimulating the brain simultaneously. Living alone can oftentimes lead to loneliness and isolation. Older adults are more vulnerable to issues like depression and anxiety and being alone can intensify these feelings. The pandemic forced many people into some form of isolation, and loneliness especially among the senior population. In teaching the classes it was mentioned that some seniors used their tablets to stay connected by playing games, reading, searching for recipes etc., we also found some seniors to be more savvy than others, however, the teaching environment remained constant. Furthermore, seniors are more knowledgeable than they are given credit for.

We enjoyed teaching the classes and hopefully, in the future this project can be expanded. Each senior was given a certificate of achievement and an engraved trophy with the following inscription: Awesome Job: Seniors Tackling Technology 2022.

The overall goal of the Central Midlands SMP program is to educate, empower and protect the seniors in the region and teach tools and techniques on how to prevent fraud.

Respectfully submitted,

Central Midlands Region- SHIP/SMP