



AGENDA

REGIONAL AGING AND DISABILITY ADVISORY COMMITTEE (VIRTUAL MEETING)

**Monday, October 10, 2022
12:00 p.m.**

- | | |
|--|------------------|
| I. Call to Order | Dr. Roger Gaddy |
| II. Welcome and Invocation | Open |
| III. AAA Program Updates | |
| a. SHIP Program updates (Enclosure 1) | Shelia Bell-Ford |
| b. Information & Referral/Assistance (Enclosure 2) | Candice Holloway |
| c. Assessment Program (Enclosure 3) | Ebony Davis |
| d. Family Caregiver Support Program (Enclosure 4) | Jenny Andrews |
| e. Ombudsman Program (Enclosure 5) | Fretoria Addison |
| IV. State Health Insurance Program (SHIP) | Shelia Bell-Ford |
| V. Public Comment | Open |
| VI. Adjourn | Dr. Roger Gaddy |

Next Meeting: January 9, 2023, 12:00 p.m.



SHIP/SMP Report- October 10, 2022

During this reporting period July – September 2022

JULY 2022 – SEPTEMBER 2022 - 33 Outreach Events – 1,223 attendees.

During this reporting period, the SHIP/SMP/MIPPA Virtual Conference was held on July 25-28, 2022. The SHIP semi-annual report for April 1, 2022- August 31, 2022 was submitted on September 20, 2022 to the SCDOA.

The Central Midlands SHIP purchased (4) billboards to promote the Central Midlands SHIP within the region. Beginning September 26, 2022, (3) billboards will advertise Medicare Open Enrollment in Fairfield, Lexington and Richland County. Beginning September 27, 2022 (1) billboard will advertise Medicare Open Enrollment in Newberry County. The billboards are located at the following locations:

321 Highway W Moultrie St. Winnsboro – September 26, 2022 – November 6, 2022

820 East Main St. Lexington – September 26, 2022 – November 6, 2022

10042 Two Notch Rd. Columbia — September 26, 2022 – November 6, 2022`

Hwy 76 Evans St. Newberry – September 27, 2022 – November 7, 2022

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 submitted 7 CLTC applications and mailed 120 CLTC, SHIP and SMP brochures and 216 Questions about Medicare rack cards.**

Counselors continues to stay connected with Medicare Beneficiaries in the Central Midlands region. To prepare for Medicare Open Enrollment, counselors mailed approximately 700 Medicare Pre-enrollment forms to review and compare Medicare options for 2023. Currently, we have 2 volunteers assisting with disseminating Medicare information in the community. We have a student intern from Midlands Tech and 2 volunteers returning to provide assistance during Medicare Open Enrollment.

Medicare Open Enrollment begins October 15 – December 7.

Senior Medicare Patrol Program (SMP)

Medicare loses billions of dollars annually to fraud, scams, errors and abuse which affects everyone on a larger scale. "Theft from Medicare fraud threatens the integrity of the Medicare program which potentially affects available funds for those needing future Medicare services". Medicare Beneficiaries reports the amount of unsolicited phone calls received on a daily basis from individuals claiming to represent Medicare. Counselors always mention that Medicare will not call and ask for personal information or visit to sell anything. The most effective way to prevent fraud and scams from occurring is to continue to educate and provide helpful and useful information on how to prevent, detect and report Medicare fraud throughout the region.

Technology will continue to play a vital role with maintaining social connections and staying engaged, however, as the country continues to enhance technology and connect to a more digital world; the potential for fraud, scam and identity theft will continue to thrive. 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 2022-2023 YEAR-TO-DATE TOTALS**

CENTRAL MIDLANDS MONTHLY I&R/A CONTACTS – FY 2021/2022												
July 2022	August 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023	April 2023	May 2023	June 2023	Total
293	333											626

CENTRAL MIDLANDS PRESENTING NEEDS – FY 2022-2023	
TOP FIVE PRESENTING NEED	TOTAL COUNT (YEAR TO DATE)
Low Income or Subsidized Housing	107
Rent Payment Assistance	18
Home Delivered Meals	23
Personal Care	18
Medical Appointments Transportation	28

CENTRAL MIDLANDS UNMET NEEDS – FY 2022-2023	
TOP FIVE UNMET NEEDS	TOTAL COUNT(YEAR TO DATE)
Low Income or Subsidized Housing	0
Medical Appointments Transportation	0
Personal Care	0
Electric Service Payment Assistance	0
Rent Payment Assistance	0

CENTRAL MIDLANDS OUTREACH EVENTS – FY 2022-2023

July 2022	August 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023	April 2023	May 2023	June 2023	Total
4	6	0	0	0	0	0	0	0	0	0	0	10

CENTRAL MIDLANDS I&R/A OUTREACH REPORT

The Central Midlands Information & Referral / Assistance Program started off the new fiscal year to a great start. We continue 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 four outreach events completed in the month of July and six completed in August.

Family Caregiver Support Program Quarterly Report

Month	Allocated Amount	Funds Spent	Interviews Completed	Number of Vouchers	New apps	Outreach Events
July 2022	\$212,643.07	\$55,241.73	55	219	78	9
August 2022	\$94,872.46	\$92,903.18	58	92	89	7
September 2022	\$86,794.00		42	77		5
Q1 Total	\$394,309.53	\$148,144.91	155	388	167	21

What's new in the FCSP:

- New State and Alzheimer's allocations were received for the new fiscal year.
- FCSP staff attended SE4A Conference in September. We learned a lot about what other states are doing to enhance their FCSP, and we plan to see how we can integrate some of their best practices.
- We have two new MSW interns from the University of South Carolina who started a few weeks ago, Haley Jones and Carli Simms.
- We are continuing to see increased volumes of caregiver applications.
- We have increased outreach events, as part of an overall effort for the AAA to increase its outreach and community presence. Part of this outreach has been targeted for Older Relative Caregivers. We have received several new applications for the Seniors Raising Children Program as a result.
- Monthly Lunch and Learn meetings are growing

Future Program Goals:

- We are hoping to add more caregiver education (including evidence-based education) opportunities to our list of services
- Continue outreach efforts and work on targeted outreach for underserved populations

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 Jul. 1, 2022 to Sept. 30, 2022 (*Tentative, as cases/consults are still being entered for the last quarter.*)

• Number of cases opened	205 Cases (<i>tentative</i>)
• Number of complaints	412 Complaints (<i>tentative</i>)
• Community Education	206 Outreach efforts (<i>tentative</i>)
• Consultations	172 (<i>tentative</i>)
• Facility Visits/RVs	107 (<i>tentative</i>)
• Number of volunteers	17 Volunteers

Areas of Concern

Nursing Homes

Discharges

1. Dignity & Respect Concerns
2. Resident to Resident Abuse

Assisted Living/Residential Care

1. Dignity & Respect concerns
2. Discharges
3. Falls/Accidents

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 **Fretria**.

Long-Term Care Ombudsmen from all over the State were trained at our Annual Long-Term Care Conference that was held September 28-29, 2022 at Saluda Shoals, Environmental Center Auditorium. Ms. Carol Scott from Consumer Voice was our Keynote Speaker and Trainer.

October is Resident's Right's Month and this year's theme is "Inspiring Unity Within Our Community." We have created a handbook for residents which includes the Resident's Bill of Rights.

The Long-Term Care Ombudsman Program has started an Advance Directive Project. This project began Sept. 1st and will continue for six months. The purpose of the project is to educate our seniors and communities about Advance Directives. April is Health Care Decisions Month and we normally have a training to explain the importance of making health care decisions. This project focuses on awareness, education and the assistance provided by Central Midlands Ombudsman Program, if needed. There is no charge for the forms and we encourage our seniors and their families to make informed health care decisions. Starting early allows us the time to stress the importance of these forms and encourage attendance to our training opportunities.

Long-Term Care Ombudsman Staff:

Anna Harmon, Long-Term Care Ombudsman Director
 LaToya Buggs-Williams – Senior Long-Term Care Ombudsman Investigator
 Fretria Addison – Ombudsman Volunteer Coordinator
 Markus Smith- Long-Term Care Ombudsman Investigator