



## *Regional Aging and Disability Advisory Committee Meeting Notice*

**Monday, March 11, 2024 | 12:00 PM**

Central Midlands Council of Governments (in person)

236 Stoneridge Drive, Columbia, SC 29210

Large Conference Room and Zoom Meeting (virtual)

<https://zoom.us/j/95707538734?pwd=MWxjRWIzRU1sR3BWZFc3RXN3aTJJZz09>

Meeting ID: 957 0753 8734 | Passcode: CMCOG | Dial-In Number: 646 558 8656

**Date:** March 11, 2024

**To:** RADAC Board Members

**From:** Anna Harmon,  
Director, Area Agency on Aging

**Subject:** RADAC Meeting March 11, 2024

The next meeting of the Regional Aging and Disability Advisory Committee will be held on Monday, March 11, 2024, at 12:00 noon in the CMCOG Large Conference Room. The agenda for March 11<sup>th</sup> and the minutes from January 8<sup>th</sup> (along with other enclosures) are attached.

Lunch will be served. We look forward to seeing you again on Monday, March 11.

*Serving the Midlands Senior Citizens*

236 Stoneridge Dr. Columbia, SC 29210 (803)-376-5390 FAX (803)-376-5394

*The Mission Statement of the AAA/ADRC is to promote a positive experience of aging for older individuals, the disabled community and their families*

**CENTRAL MIDLANDS COUNCIL OF GOVERNMENTS REGIONAL  
AGING AND DISABILITY ADVISORY COMMITTEE**

March 11, 2023, 12:00 PM

**Agenda**

- I. Call to Order**
- II. Welcome and Invocation**
- III. Approval of the January 8, 2024, RADAC Meeting Minutes**
- IV. Family Caregiver Support Program Subcommittee Update – Julie Ann Dixon-Richardson**
  - Mileage Reimbursement Discussion**
- V. RFP Process and Dates – Lindsey Woolley**
- VI. Upcoming Events – Lindsey Woolley**
- VII. SHIP Update – Shelia Bell-Ford and JaJuana Davis**
- VIII. Staff Accomplishments – Anna Harmon**
- IX. Adjourn**



**The Regional Aging and Disability Advisory Committee (RADAC)  
Central Midlands Council of Governments  
Monday, January 8, 2024 | 12:00 PM | CMCOG Conference Room**

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**COMMITTEE MEMBERS PRESENT**

**Darrell Hudson, Chairman, Lexington County**  
**Foster Senn, Vice-Chairman, Newberry County**  
Julie-Ann Dixon-Richardson, Newberry County  
Vina Abrams, Newberry County – via Zoom  
Joyce Mize, Lexington County  
Ida Thompson, Richland County  
Betty “Cookie” Brooks, Fairfield County  
Bill Patterson, Richland County

**GUESTS PRESENT**

Frances Myers  
Yolanda Lloyd-Flemming  
Kristie Jordan, PITCH, Inc.  
Jalawnda Bailey, SC Department on Aging – via Zoom

**CONTRACTORS PRESENT**

Andrew Boozer, Senior Resources, Richland County  
Lynn Stockman, Newberry County Council on Aging – via Zoom  
Angi Connor, Fairfield County Council on Aging  
Lynda Christison, Lexington County Recreation and Aging Commission  
Janet Ballentine, Newberry County Council on Aging – via Zoom

**STAFF PRESENT**

Britt Poole, Central Midlands COG Executive Director  
Anna Harmon, AAA/ADRC Director  
Shelia Bell-Ford, AAA/ADRC Assistant Director  
Lindsey Woolley, Aging Program Coordinator  
Laura Welsh-Davidson, Family Caregiver Advocate

LaToya Buggs-Williams, Ombudsman Program Manager  
Sandra Eskew, Ombudsman Investigator  
Janyce K. Davis, Consumer Choice Program Manager  
Fretoria Addison, Ombudsman Program Volunteer Coordinator  
Keri Moore, Family Caregiver Assistant

I. CALL TO ORDER

Julie-Ann Dixon-Richardson called the meeting to order at 12:02 PM on January 8, 2024.

II. WELCOME AND INVOCATION

Julie-Ann Dixon-Richardson welcomed all to the first meeting of RADAC in 2024. Ida Thompson gave the invocation.

III. APPROVAL OF MINUTES

Julie-Ann Dixon-Richardson called for approval minutes, and minutes were approved. The agenda was also accepted as presented.

IV. FAMILY CAREGIVER SUPPORT PROGRAM SUBCOMMITTEE UPDATE

Julie-Ann Dixon-Richardson shared that the last Family Caregiver Subcommittee meeting was on December 12, 2023. The definition and the process for respite care was discussed. Foster Senn said that it be nice to have Dr. Cavanagh, who presented at the November RADAC meeting, create a video about respite to post on the Central Midlands COG website.

V. HEALTHY INITIATIVES – PITCH SC

Kristie Jordan, Executive Director, shared information about herself and the organization that she founded, PITCH SC, or Positively Influencing The Community with Heart.

PITCH was founded with a focus on the homeless community. Lots of grocery stores have closed and there is a big need in Richland County for food. PITCH started a community fridge program, which is a mutual aid program. It is the first community fridge in the Midlands. It is located at Hyatt Park in 29203 of Richland County, which is one of the worst food deserts in the country. They have a take as you need, give as you can policy.

Once a month, PITCH brings the farmers market to the community. 500-600 pounds of fresh produce is available for free. The program is very popular. Dairy Days is another program by PITCH. A food recovery program is being built up currently to reduce food waste by partnering with local restaurants and grocery stores.

There is also a gap in education about how to prepare healthy foods, which PITCH tries to fill by providing DHEC recipes as well as recipes and classes from local chefs.

Saturday, January 20<sup>th</sup> is the first pop-up shop of the year. PITCH would like to expand to the Greenview community, which is also in 29203. Ida Thompson asked if there were volunteer opportunities, and Kristie told us to email [pitchinc.803@gmail.com](mailto:pitchinc.803@gmail.com). There is no means testing for any of their programs.

#### VI. OMBUDSMAN REPORT

LaToya Buggs-Williams shared program statistics from the Long-Term Care Ombudsman report. She shared that two facilities closed in the time period specified on the report. Ida Thompson asked if any of the investigations specified on the LTC Ombudsman report have led to legal action, and LaToya and Anna said that it depends on whether or not the complainant follows up with the Ombudsman Program to let them know. There are 88 long-term care facilities in the Central Midlands region.

#### VII. LGBTQ RIGHTS IN LONG-TERM CARE FACILITIES

Sandra Eskew shared a presentation about Lesbian, Gay, Bisexual, Transgender, and Queer residents of long-term care facilities and the challenges that they may face. She shared a glossary of LGBTQ+ terms and definitions that elaborated upon the spectrum of sexualities and identities in the LGBTQ+ community. Sandra explained how we can respond to cultural differences and how to best support LGBTQ+ residents of Long-Term Care facilities. She shared a few resources as well: the Long-Term Care Equality Index ([www.thelei.org](http://www.thelei.org)), Human Rights Campaign ([www.hrc.org](http://www.hrc.org)), SAGECare ([www.sageusa.org](http://www.sageusa.org)), AARP (Livable Communities – [www.AARP.org/Livable](http://www.AARP.org/Livable)), and USAging ([www.usaging.org/research](http://www.usaging.org/research)).

#### VIII. SPECIAL PROJECTS UPDATE

AAA Assistant Director Shelia Bell-Ford shared that the special projects (medication reimbursement, hearing aid reimbursement, eyeglasses reimbursement, dental services reimbursement, wheelchair ramps, and portable heating and a/c units) are

very popular and that we continue to get hundreds of calls due to our exposure on the news, radio, social media, and by word-of-mouth. She answered a few questions:

- Clients cannot get over-the-counter hearing aids; they must be prescription.
- We are happy to make a video explaining the special projects in more depth so that people can better understand the program.
- Clients are assessed for all COG services when they are assessed for special projects, not just the special projects.
- We are not sure if we have seen an uptick in people eligible for regular Aging services due to the increased popularity of the Aging program due the special projects exposure.

IX. JANUARY CENTRAL MIDLANDS AAA NEWSLETTER

Lindsey Woolley briefly outlined the quarterly Area Agency on Aging newsletter and distributed them to attendees.

X. ADJOURN

Before adjourning, Darrell Hudson made a comment about the DHEC form for grading facilities and restaurants. On next meeting's agenda, Mr. Hudson would like to discuss mileage for RADAC members and where we are membership-wise. Mr. Bill Patterson shared flyers about the Lourie Center open house that is on January 25, 2024, in addition to sharing that he will offer a free fitness class at the Lourie center to today's attendees.

RADAC Adjourned at 1:05 PM.

# Long Term Care Ombudsman Report

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## Central Midlands Long Term Care Ombudsman Program

### Program Overview:

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 **6,120** beds in **88** 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 Oct. 1, 2022 to Sept. 30, 2023:

- |                          |                             |
|--------------------------|-----------------------------|
| • Number of cases opened | <b>613 Cases</b>            |
| • Number of complaints   | <b>996 Complaints</b>       |
| • Community Education    | <b>100 Outreach efforts</b> |
| • Consultations          | <b>257</b>                  |
| • Facility Visits/RVs    | <b>510</b>                  |
| • Number of volunteers   | <b>21 Volunteers</b>        |

### Areas of Concern

#### Nursing Homes

1. Abuse, Neglect & Exploitation
2. Dignity & Respect Concerns
3. Falls, Accidents and Unknown Injuries

#### Assisted Living/Residential Care

1. Resident-to-Resident Abuse
2. Discharges
3. Care, Dignity & Respect Concerns

# Long Term Care Ombudsman Report

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## Facility Closures:

1. Carolina Gardens Kathwood – June 2023
2. Dowdy's #2 CRCF – September 2023

The Long-Term care Ombudsman is a part of the Relocation Team which we arrive on-site with representatives from DHHS, DSS, DDSN, DMH, VA and DHEC. Coordination included items to collect and store residents' medications, clothing and medical records. The LTCOP made direct contact with the residents and/or their responsible party/family to explain the circumstances of the relocation. The Ombudsman spoke with residents regarding their desired placement location and whether or not the placement is available. Our staff also receives the facility census and face sheets along with confidential information concerning the residents to facilitate a smooth placement transition.

## Ombudsman Spotlight

**Volunteer Ombudsman Program:** 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**.

**April 2023** – Volunteer Appreciation Event

**May 2023** – Volunteer Recruitment Event

**June 2023** – World Elder Abuse Awareness Conference

**July and August 2023** – Volunteer Trainings and Recruitment

**October 2023** – Resident Rights Month – Distributed materials, games, playing cards and resident rights posters and materials to facilities.

**December 2023** – The State Long-Term Care Ombudsman Program distributed Our Best Shot Walker Bags that were donated by The Alliance for Aging Research. The SLTCOP donated bags to each region. The Central Midlands region received 74 bags in which staff delivered. The bags contained a walker bag, knee blanket, activity booklet w/coloring pencils, small hygiene kit and slipper socks to residents in our OSS facilities throughout the Central Midlands region.

We also participated in **Operation Spread the Joy** on December 13, 2023, in which SCDC donated handmade gifts and cards to several facilities throughout the region and State for our residents.



# Long Term Care Ombudsman Report

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## Long-Term Care Ombudsman Staff:

LaToya Buggs-Williams – Ombudsman Program Manager

Sandra Eskew – Ombudsman Investigator

Frictoria Addison – Ombudsman Volunteer Coordinator

Jessica Kelly – Associate Ombudsman

Aleighta Chec-you – Ombudsman Program Assistant

**ENCLOSURE 3**

# **Central Midlands Area Agency on Aging Long Term Care Ombudsman Program**

**Serving LGBTQ Residents in Long Term Care Facilities**

**SANDRA ESKEW, LONG TERM CARE OMBUDSMAN**

# Role of the Long Term Care Ombudsman

- Resident-centered advocates
- Address residents' concerns. For example;
  - ✓ Problems with residents' care
  - ✓ Lost property
  - ✓ Meal quality
  - ✓ Dignity and Respect
  - ✓ Care Plans
  - ✓ Abuse, Neglect, and Exploitation

# **RESIDENTS' RIGHTS IN LTC FACILITIES**

## **It Is The Residents' Right To...**

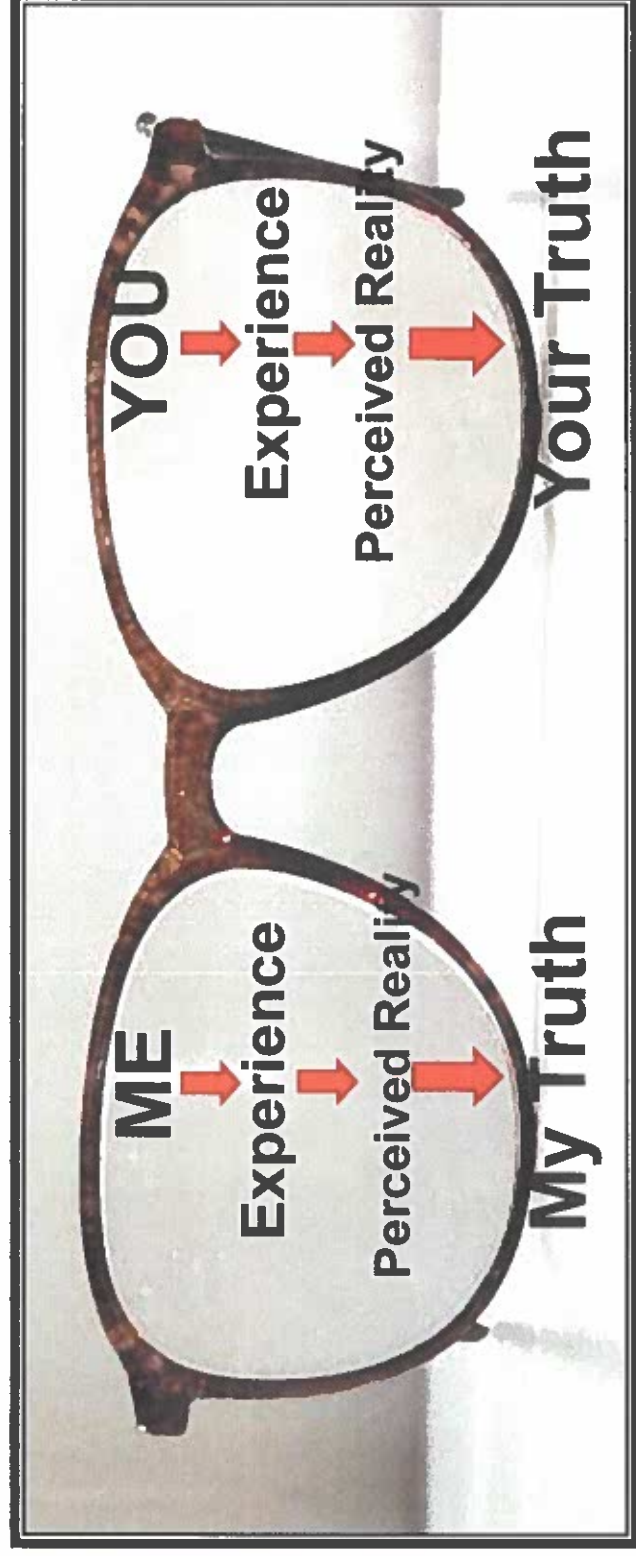
- Be Free from Abuse
- Be treated with Respect
- Right to Privacy
- Participate in Your Care
- Receive Visitors
- Participate in Activities
- Choice
- Remain in the Home
- Be fully informed

# Common Terms & Definitions

- **Ally:** A term used to describe someone actively supportive of LGBTQ+ people. It encompasses straight and cisgender allies, as well as those within the LGBTQ+ community who support each other (e.g., a lesbian who is an ally to the bisexual community).
- **LGBTQ+:** An acronym for “lesbian, gay, bisexual, transgender and queer” with a “+” sign to recognize the limitless sexual orientations and gender identities used by members of our community.
- **Gender Expression:** External appearance of one’s gender identity, usually expressed through behavior, clothing, body characteristics, or voice, and which may or may not conform to socially defined behaviors and characteristics typically associated with being either masculine or feminine.

\*\*\*See the handout for a complete listing of terms and definitions

# OUR CULTURAL LENSES



**We may have the same experience but our perceptions of “truth” may be different.**

Created by: Ellen Yin-Wycoff, California Coalition against Sexual Assault

# **RESPONDING TO CULTURAL DIFFERENCES**

- **Learn** about other cultural groups, their history, and shared experiences.
- **Ask questions** if you are not sure (truth and transparency), *not assumptions*.
- **Acknowledge, respect, and honor** differences where possible, and
- **Person-centered responses** and program development.

## **DEVELOPING INCLUSIVE SERVICES FOR LGBT OLDER ADULTS**

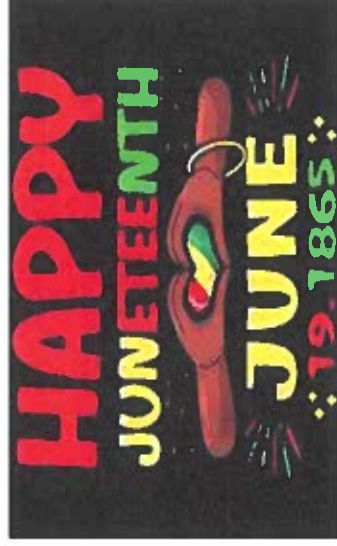
- Presume your facility has LGBT residents.
- Do not assume you can identify an LGBT person.
- Remember that a resident's sexual orientation and gender are only two aspects of a person's overall identity and life experience; in addition, residents bring their racial, ethnic, and cultural heritages, as well as their unique individual history.
- Ask residents about their sexual orientations and gender identities safely and confidentially.
- Do not assume that treating everyone the same, regardless of sexual orientation or gender identity, is effective or will make LGBT elders feel safe or welcomed.



# COMMONLY CELEBRATED

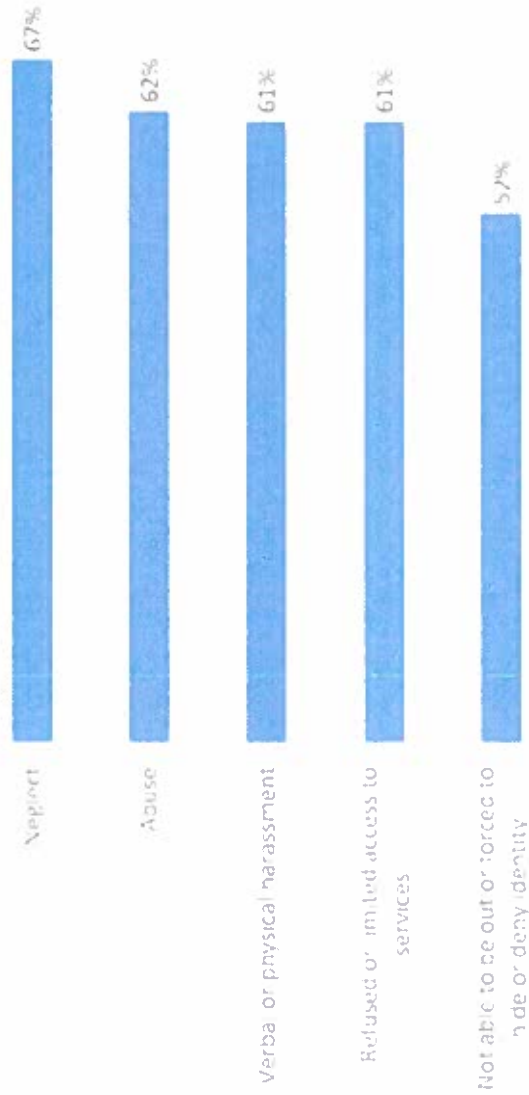


# REMEMBER TO INCLUDE



**As an LGBT community member, if you or your spouse/partner ever needed long-term care, such as in-home assistance, assisted living or nursing home care, how concerned would you be about the following?**

% Very or Somewhat Concerned among LGBT Adults Age 45 and Older



Source: Maintaining Dignity. Insights on Concerns and Preferences of Mid Life and Older LGBT Adults



# Long Term Care Equality Creating a Care Facility Welcoming to LGBT Seniors



<https://www.youtube.com/watch?v=ZuDPWYfVn6g>

# **BEST PRACTICES**

- Create and implement consistent programming inclusive of LGBT people,
- Collaborate with LGBT network organizations,
- Support/encourage the use of the LGBT Cultural Competency Self-Assessment for facilities and service providers,
- Evaluate/revise all facility forms for the use of words and terms that respectfully reflect the LGBT population, and
- Require ongoing LGBT Cultural Competency Training for all facility staff and service providers.

LGBT Older Adults in  
Long-Term Care Facilities



## Stories from the Field

# RESOURCES

Stories from the Field is a report sponsored by the agencies below to assess the concerns of LGBT residents in long-term care facilities and their counterparts/peers.



1444 Eye St., NW Suite 1100 | Washington, DC 20005 | (202) 289-6976 | (202) 289-7224 fax

## RESOURCE LINKS

- The Long-Term Care Equality Index (LEI) [www.thelei.org](http://www.thelei.org)
- Human Rights Campaign [www.hrc.org](http://www.hrc.org)
- SAGECare [www.sageusa.org](http://www.sageusa.org)
- AARP (Livable Communities) [www.AARP.org/Livable](http://www.AARP.org/Livable)
- USAging [www.usaging.org/research](http://www.usaging.org/research)

# QUESTIONS





# LGBTQ+ Glossary of Terms

**Ally** | A term used to describe someone who is actively supportive of LGBTQ+ people. It encompasses straight and cisgender allies, as well as those within the LGBTQ+ community who support each other (e.g., a lesbian who is an ally to the bisexual community).

**Asexual** | Often called “ace” for short, asexual refers to a complete or partial lack of sexual attraction or lack of interest in sexual activity with others. Asexuality exists on a spectrum, and asexual people may experience no, little or conditional sexual attraction.

**Biphobia** | The fear and hatred of, or discomfort with, people who love and are sexually attracted to more than one gender.

**Bisexual** | A person emotionally, romantically or sexually attracted to more than one gender, though not necessarily simultaneously, in the same way or to the same degree. Sometimes used interchangeably with pansexual.

**Gay** | A person who is emotionally, romantically or sexually attracted to members of the same gender. Men, women and non-binary people may use this term to describe themselves.

**Genderqueer** | Genderqueer people typically reject notions of static categories of gender and embrace a fluidity of gender identity and often, though not always, sexual orientation. People who identify as “genderqueer” may see themselves as being both male and female, neither male nor female or as falling completely outside these categories.

**Gender binary** | A system in which gender is constructed into two strict categories of male or female. Gender identity is expected to align with the sex assigned at birth and gender expressions and roles fit traditional expectations.

**Gender dysphoria** | Clinically significant distress caused when a person's assigned birth gender is not the same as the one with which they identify.

**Gender-expansive** | A person with a wider, more flexible range of gender identity and/or expression than typically associated with the binary gender system. Often used as an umbrella term when referring to young people still exploring the possibilities of their gender expression and/or gender identity.

**Gender expression** | External appearance of one's gender identity, usually expressed through behavior, clothing, body characteristics or voice, and which may or may not conform to socially defined behaviors and characteristics typically associated with being either masculine or feminine.

**Gender-fluid** | A person who does not identify with a single fixed gender or has a fluid or unfixed gender identity.

**Homophobia** | The fear and hatred of or discomfort with people who are attracted to members of the same sex.

**Intersex** | Intersex people are born with a variety of differences in their sex traits and reproductive anatomy. There is a wide variety of difference among intersex variations, including differences in

genitalia, chromosomes, gonads, internal sex organs, hormone production, hormone response, and/or secondary sex traits.

**Lesbian** | A woman who is emotionally, romantically or sexually attracted to other women. Women and non-binary people may use this term to describe themselves.

**LGBTQ+** | An acronym for "lesbian, gay, bisexual, transgender and queer" with a "+" sign to recognize the limitless sexual orientations and gender identities used by members of our community.

**Non-binary** | An adjective describing a person who does not identify exclusively as a man or a woman. Non-binary people may identify as being both a man and a woman, somewhere in between, or as falling completely outside these categories. While many also identify as transgender, not all non-binary people do. Non-binary can also be used as an umbrella term encompassing identities such as agender, bigender, genderqueer or gender-fluid.

**Outing** | Exposing someone's lesbian, gay, bisexual transgender or gender non-binary identity to others without their permission. Outing someone can have serious repercussions on employment, economic stability, personal safety or religious or family situations.

**Pansexual** | Describes someone who has the potential for emotional, romantic or sexual attraction to people of any gender though not necessarily simultaneously, in the same way or to the same degree. Sometimes used interchangeably with bisexual.

**Queer** | A term people often use to express a spectrum of identities and orientations that are counter to the mainstream. Queer is often used as a catch-all to include many people, including those who do not identify as exclusively straight and/or folks who have non-binary or gender-expansive identities. This term was previously used as a slur, but has been reclaimed by many parts of the LGBTQ+ movement.

**Questioning** | A term used to describe people who are in the process of exploring their sexual orientation or gender identity.

**Same-gender loving** | A term some prefer to use instead of lesbian, gay or bisexual to express attraction to and love of people of the same gender.

**Sex assigned at birth** | The sex, male, female or intersex, that a doctor or midwife uses to describe a child at birth based on their external anatomy.

**Sexual orientation** | An inherent or immutable enduring emotional, romantic or sexual attraction to other people. Note: an individual's sexual orientation is independent of their gender identity.

**Transgender** | An umbrella term for people whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth. Being transgender does not imply any specific sexual orientation. Therefore, transgender people may identify as straight, gay, lesbian, bisexual, etc.

**Transitioning** | A series of processes that some transgender people may undergo in order to live more fully as their true gender. This typically includes social transition, such as changing name and pronouns, medical transition, which may include hormone therapy or gender affirming surgeries, and legal transition, which may include changing legal name and sex on government identity documents. Transgender people may choose to undergo some, all or none of these processes.

# PITCH INC

POSITIVELY INFLUENCING THE COMMUNITY WITH HEART, INC



**POSITIVELY INFLUENCING THE COMMUNITY WITH HEART, INC**



### OUR MISSION

Alleviating hardships of poverty and housing and food insecurities by meeting immediate needs of residents in our community



### OUR NETWORK

Our network is comprised of local citizens with a heart to serve and other businesses and organizations that provide funding and in-kind support to make our mission successful



### OUR GOALS

Our short term goals include expanding our Midlands Community Fridge Program to serve more families in food deserts. Ultimately, we want to drive and support our political leaders to create and sustain programs that remove systemic issues such as homelessness and hunger

ENCLOSURE 5

**KRISTIE JORDAN  
EXECUTIVE DIRECTOR**

**DIRECTOR@PITCHINC803.COM  
803-727-3616**

## ABOUT US

Positively Influencing The Community with Heart, Inc better known as PITCH INC was founded in 2018 to serve homeless residents. Since then, our mission has expanded to include raising awareness and providing tangible support to families residing in food deserts. We believe every one can "Pitch In" with their time, talents, or tithe to make an impact.

## WANT TO PITCH IN?

 [volunteer@pitchinc803.com](mailto:volunteer@pitchinc803.com)

**DONATE**  



### Care Packages

We aim to meet the immediate needs of our unhoused neighbors by providing hygiene and undergarment essentials



### Food Distribution

We provide mutual aid to remove access and affordability barriers in providing healthy, fresh food options



### Food Recovery

We partner with local food businesses to recover unpurchased foods and redistribute to food deserts

 [www.PitchInc803.com](http://www.PitchInc803.com)

**Mailing Address:**  
 136-4 Forum Drive Columbia, SC 29229  
**Midlands Community Fridge:**  
 950 Jackson Avenue Columbia, SC 29203