



AGENDA
REGIONAL AGING AND DISABILITY ADVISORY COMMITTEE
(VIRTUAL MEETING)
Monday, January 9, 2022
12:00 p.m.

- | | |
|--|------------------|
| 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) | Artellia Shaw |
| 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. Guest Speaker | Shannon Griggs |
| VI. Public Comment | Open |
| VII. Adjourn | Dr. Roger Gaddy |

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



The Regional Aging and Disability Advisory Committee (RADAC)
Central Midlands Council of Governments
Monday, October 10, 2022, ♦ 12:00 p.m. ♦ Virtual (Zoom)

COMMITTEE MEMBERS PRESENT:

Joyce Mize, Lexington County
Joyce Mason, Richland County
Ida Thompson, Richland County
Julie Ann Dixon, Richland County
Vina Abrams, Newberry County
Rebecca Connelly, Lexington County
Harriet Miller, Richland County
Debbie Summers, Lexington County
Susan Firimonte, South Carolina Legal Services

STAFF MEMBERS PRESENT:

Candice Holloway, ARDC/AAA Director
Shelia Bell-Ford, SHIP Program Coordinator
Jenny Andrew, Family Caregiver Advocate
Artellia Shaw, Family Caregiver Coordinator
Debbie Hollins, SHIP Volunteer
Janyce Davis, Aging Assessor Assistant
Fretoria Addison, Ombudsman Program Coordinator
Jajuana Davis, SHIP Program Assistant
Hope McFadden, Accounting Specialist
Benjamin Mauldin, Executive Director

I. CALL TO ORDER

Dr. Gaddy called the meeting to order at 12:00 p.m. on October 10, 2022

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

Welcome and invocation were presented by Dr. Roger Gaddy. There was no approval of the agenda or minutes. There was not a meeting held July, 2022.

III. **SHIP**

Sheila Bell-Ford reported, During the 3rd quarter the SHIP hosted 33 outreach events with 1,233 attendees. SHIP has purchased (4) billboards that will advertise Medicare Open Enrollment in Fairfield, Lexington, Newberry and Richland counties. Medicare Open Enrollment is October 15 – December 7. SHIP continues to maintain their ongoing partnership with SC Thrive. The SHIP Counselors mailed approximately 700 Medicare Pre-enrollment forms to clients. SHIP has Medicare Fraud placemats available to be distributed to clients.

IV. **Information and Referral Assistance Program**

Candice Holloway presented: there were 626 contacts made, July 293 and August 333. (September was not included.) Low Income/Subsidized Housing and Rent Payment Assistance requests decreased, while Home Delivered Meals and Personal Care request increased. There were no unmet needs for this quarter. Antoinette Davis hosted 10 outreach events during this period.

V. **Assessment Program**

Shelia Bell-Ford reported, the assessment staff has been working diligently to complete assessments. There were 500 assessments completed between July 2022 and September 2022; 229 new clients and 271 reassessments. Assessments in Lexington and Richland counties have increased due to increased request for Home Delivered Meals and Personal Care.

VI. **Family Caregiver Support Program**

Jenny Andrews reported, the FCSP received 167 new applications, conducted 155 interviews and issued 388 new vouchers. FCSP has increased their outreach events as part of the overall effort for the AAA to increase its outreach and community presence. This has contributed to the increase in caregiver applications.

VII. **Ombudsman Program**

Fretoria Addison reported the updated for the Ombudsman Program. It was reported the program is responsible for 7,315 beds in 120 facilities throughout the Midlands. Currently, the Areas of Concerns are; Dignity and Respect, Resident to Resident Abuse, Discharges and Fall/Accidents. The Annual Long-Term Care Conference was held on September 28-29, 2022 at Saluda Shoals Environmental Center Auditorium. October is Resident's Rights Month. The Long-Term Care Ombudsman Program has started an Advance Directive Project. The project began on September 1st and will continue for six mon

IX **SHIP (Guest Speaker)**

Sheila Bell-Ford presented and provided an overview of the SHIP. Medicare is complicated and overwhelming, but Central Midlands AAA has SHIP counselors on staff who are trained and certified to provide beneficiaries and their families information on all things related to Medicare. There will be a 5-week SHIP training in early 2023. SHIP will become SCSHIP in 2023.

X **Adjourn 1:00 pm**

Family Caregiver Support Program Quarterly Report

Months	Allocated Amount	Funds Spent	Interview Completed	New Apps	Outreach Events
<i>October</i>					
<i>November</i>					
<i>December</i>					
<i>2022</i>					
Q3 Total	792,398.90	371,783.41	86	124	8

What's new in the FCSP:

- We are continuing to see increased volumes of caregiver applications.
- We have increased relationships with community agencies.
- We have received several new applications for the Senior Raising Children Program.
- We are excited to have our interns back from Holiday break.
- New Federal allocations were received for the fiscal year.

Future Program Goals:

- We will be adding more caregiver education
- Continue outreach efforts for our underserved populations
- Have more Lunch and Learns with community agencies

**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												
Jan 2022	Feb 2022	March 2022	April 2022	May 2022	Jun 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	TOTAL
252	162	213	247	275	262	292	279	333	243	283	280	3.121

CENTRAL MIDLANDS PRESENTING NEEDS – FY 2021-2022	
TOP FIVE PRESENTING NEED	TOTAL COUNT (YEAR TO DATE)
Low Income or Subsidized Housing	1,806
Rent Payment Assistance	643
Caregiver Consultation	450
Electric Service Payment Assistance	446
Medical Appointments Transportation	779

CENTRAL MIDLANDS UNMET NEEDS – FY 2021-2022	
TOP FIVE UNMET NEEDS	TOTAL COUNT (YEAR TO DATE)
Low Income or Subsidized Housing	149
Medical Appointments Transportation	112
Personal Care	50
Electric Service Payment Assistance	90
Rent Payment Assistance	62

CENTRAL MIDLANDS OUTREACH EVENTS – FY 2021-2022												
Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	TOTAL
0	0	0	0	2	4	4	6	4	4	2	1	25

CENTRAL MIDLANDS I&R/A OUTREACH REPORT

The Central Midlands Information & Referral / Assistance Program continues to assist and provide resources and information to seniors sixty years and older to families in Lexington, Richland, Newberry and Fairfield counties. Information & Referral/ Assistance Specialist will continue to advise seniors of available services through presentations at senior centers, churches and local agencies. October to December there were a total of 10 outreach events.

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

- | | |
|--------------------------|---|
| • Number of cases opened | 165 Cases (tentative) |
| • Number of complaints | 353 Complaints (tentative) |
| • Community Education | 126 Outreach efforts (tentative) |
| • Consultations | 224 (tentative) |
| • Facility Visits/RVs | 119 (tentative) |
| • Number of volunteers | 17 Volunteers |

Areas of Concern

Nursing Homes

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

Assisted Living/Residential Care

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

Long Term Care Ombudsman Report

Spotlight

Facility Closures: There were two facility closures in the Central Midlands Region this quarter. The closures were related to DHEC's findings of insect residue, bedbugs, insufficient food supply and medication administration concerns. The Ombudsman Program was onsite at both closures to make sure residents knew their Rights and assisted with placement. Clothing was also purchased for residents in efforts to not take bedbugs to their new residence.

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**.

On November 30, 2022, the LTC Ombudsman Program hosted an Advance Directives Lunch and Learn Training to get the information out to our community, facilities, staff and volunteers about our Advance Directives Project. The lunch and learn was very informative, we had a great turnout and it was available in-person or via zoom and lunch was provided for those who attended the training in-person. Shelia Bell-Ford is our Advance Directives Coordinator who can help assist if you have questions or need assistance regarding the Advance Directive documents. Ms. Bell-Ford can be reached by calling (803) 376 – 5390 ext. 309.

Operation Spread the Joy is a program in which the Department of Corrections all over the State provide handmade cards and gifts for residents in long term care facilities. Operation Spread the Joy 2022, provided handmade cards and gifts to Sedgewood Manor Healthcare Center in Richland County, Joshua's Foundation Assisted Living facility in Fairfield County, Palmetto Gardens in Newberry County and Legacy of Lexington in Lexington County. The Legacy of Lexington had media coverage. This operation was a success and brought smiles and joy to residents in our region this past holiday season. They were very grateful for their cards and gifts. Operation Spread the Joy delivery was December 12th – 16th.

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
Sherry Shepard, Ombudsman Assistant (Part-Time)



Navigating Medicare

SHIP/SMP Report- January 9, 2023

During this reporting period October – December 2022, **Medicare Open Enrollment began October 15 – December 7.**

SHIP Counselors were selected from the SCDOA to partner with AARP for a live AARP Summit to answer Medicare questions

SHIP Counselors continue to stay connected with Medicare Beneficiaries in the Central Midlands region. To prepare for Open Enrollment, counselors utilized and mailed approximately 700 forms to Medicare Beneficiaries served throughout the years to review and compare Medicare options for 2023, the Medicare Pre-open enrollment form. Mailing the form was very successful which resulted in an increase in calls.

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.

The Central Midlands SHIP purchased (4) billboards to promote the Central Midlands SHIP within the region through billboard advertisement during Medicare Open Enrollment. The Central Midlands billboards were on display from September 27 – November 7, 2022.

The billboards were on display at the following locations:

321 Highway W Moultrie St.

820 East Main St. Lexington

Hwy 76 Evans St. Newberry

100042 Two Notch Rd. Columbia

The SMP (Senior Medicare Patrol) report for June 1, 2022- November 30, 2022 was submitted on December 15, 2022 to the SCDOA.

Central Midlands SMP formed a new partnership with AARP Fraud Watch Network Fraud Prevention Program. As a result of this new partnership 200 Watchdog Alert Handbooks were distributed to the COA's. Project Tech and Richland NE Library were new partnerships formed as well. Central Midlands SMP 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. The Central Midlands SMP believes it is urgent for seniors to be educated on the various topics especially topics related to fraud. Therefore, 1,691 placemats were distributed to senior housing facilities in the region, additionally 890 placemats were distributed to several churches in the region. As a result of this outreach, a total of 2,601 placemats were distributed during this reporting period.

Medicare beneficiaries continue to voice their concerns regarding increased phone calls from individuals claiming to represent Medicare and Social Security. SMP counselors continues to provide information and education regarding fraud/scams. The Placement Project noted previously is one of the efforts to combat fraudulent activity and provide awareness.

The SMP Facebook page includes valuable information on reporting fraud, waste and abuse. The overall mission of the SMP is to "Protect, Detect, and Report. Counselors continues to mail SMP brochures to promote the regional and national SMP. Therefore, (90) SHIP and SMP brochures were mailed during this reporting period.

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.

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

