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SUBMISSION FORM

AGENCY MISSION	The mission for the Office of the Lieutenant Governor is to fulfill the state constitutional duties of the Office and the Lieutenant Governor's role as President of the Senate. As South Carolina's second highest ranking Constitutional Officer, the Lieutenant Governor provides leadership on legislative matters and public policy, and serves as the chief advocate for the state's senior citizens. In addition, the Lieutenant Governor's Office works to meet the present and future needs of seniors and to enhance the quality of life for seniors through advocating, planning, and developing resources in partnership with federal, state, and local governments, nonprofits, the private sector and individuals.

Please identify your agency's preferred contacts for this year's accountability report.

	Name	*Phone*	*Email*
PRIMARY CONTACT:	Mark Plowden, Chief of Staff	734-5292	markplowden@scstatehouse.gov
SECONDARY CONTACT:	Gerry Dickinson	734-9867	gdickinson@aging.sc.gov

I have reviewed and approved the enclosed FY 2014-15 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN/DATE):	Sept. 15, 2015
(TYPE/PRINT NAME):	Henry D. McMaster, Lieutenant Governor
BOARD/CMSN CHAIR (SIGN/DATE):	NA
(TYPE/PRINT NAME):	NA

AGENCY'S DISCUSSION AND ANALYSIS

2015 Lieutenant Governor's Office Accountability Report

As of July 1, 2014, The Honorable John Yancey McGill was Lieutenant Governor of South Carolina. He continued to serve in this constitutional post until The Honorable Henry Dargan McMaster was inaugurated as Lieutenant Governor on January 14, 2015.

Since becoming Lieutenant Governor on January 2015, Mr. McMaster has performed the constitutional duties of the office as President of the Senate, worked closely with state leaders to promote economic development, advised policymakers on the important issues facing the state, delivered constituent services, and has vigorously championed aging issues throughout the state, while ensuring that the Lieutenant Governor's Office on Aging and the South Carolina Aging Network were accountable stewards of federal and state aging resources.

From July 1, 2014 – June 30, 2015, the Lieutenant Governor's Office on Aging strived to meet the critical needs facing the state's growing senior population through planning and advocacy, as well as by providing valuable federal and state resources to the ten regional Area Agencies on Aging throughout the state. During that time, the Office on Aging delivered direct services to 31,004 South Carolinians. These direct services include but are not limited to group dining meals, home-delivered meals, legal assistance, home chores, and transportation services.

Also during the fiscal year, the Ombudsman program investigated 7,621 cases and visited 19,451 facility residents. The Alzheimer's program provided education and/or training to 8,029 individuals, while another 8,241 individuals received family caregiver support and 4,607 received family caregiver respite.

Over 242,204 people were served through the Office on Aging's insurance counseling, Medicare counseling, information and referral assistance, online systems, outreach efforts, and events.

Organization

Lieutenant Governor's Office:

Under the state constitution, Lieutenant Governor McMaster serves as President of the Senate and assumes the position of Governor if for any reason the Governor is unable to perform the duties of that office. Additionally, the Lieutenant Governor is responsible for the duties, functions, and responsibilities of the State Office on Aging.

The Lieutenant Governor's Office on Aging:

The LGOA is the federally designated State Unit on Aging (SUA). The LGOA is responsible for administering all of the federal Older Americans Act (OAA) funds as well as state appropriated funds. The LGOA is required by law to allocate federal funds (through a federally approved funding formula) to the 10 Area Agencies on Aging (AAAs). The AAAs use this funding for regional planning, resource coordination, client needs assessments, and oversight of a coordinated service delivery system. Each AAA competitively procures with providers for a wide range of Home and Community-Based services offered locally to seniors. It is the AAAs that have legal contractual relationships with the county providers and not the LGOA.

With the state's aging population increasing significantly, the LGOA works diligently to meet the OAA mandate to serve South Carolina's seniors and vulnerable adults with the greatest social and economic needs, by advocating, facilitating, coordinating, educating, granting, and regulating, as well as providing critical funding for

aging services and programming. In addition, the LGOA is a clearinghouse for aging data and information, and serves as a think tank for aging planning and innovative ideas in order to ensure that the needs of seniors and adults with disabilities are met.

Older Americans Act (OAA) Relationship

The Older Americans Act (OAA) requires that there must be a legally designated SUA in each state that coordinates aging services and programs and administers federal funding. While the LGOA is legally authorized by the South Carolina Code of Laws to provide aging services in South Carolina, the OAA provides the LGOA with most of its operational guidance.

The OAA is the structural blueprint that provides programmatic and service development direction nationwide to provide essential aging programs and services. Because the OAA mandates national statutory requirements, it is not tailored for specific aging challenges for each state. Therefore, the OAA grants the LGOA (as the State Unit on Aging) the authority and the latitude to set policies best tailored to serve South Carolina's seniors and vulnerable adults, as long as those policies are within the scope of the OAA. The LGOA works with partners such as the National Association of States United for Aging and Disabilities (NASUAD) and the Administration for Community Living (ACL) to interpret the OAA and to set policies and operational protocols that effectively meet the life-sustaining needs facing South Carolina's elderly population and adults with disabilities.

Coordinating a statewide Aging Network

The LGOA administers aging services using federal funds received through the Older Americans Act (OAA), and with funds provided by the State of South Carolina. These funds are distributed to 10 regional Area Agencies on Aging (AAA), who then contract with local providers for services such as home-delivered and group dining meals, transportation, home care services, respite, legal assistance, senior employment services, evidence-based programs, and disease prevention/health promotion. The LGOA is given unmitigated authority by the OAA to administer aging programs and services, yet the unique structure mandated by the OAA provides challenges. The LGOA actively educates policy makers, the general public, and its Aging Network partners on the important role that the OAA and South Carolina statutes provides the LGOA in coordinating and administering aging programs. The OAA guides the LGOA in instituting comprehensive policy planning for statewide programming and regional service delivery that best serves South Carolina's seniors and vulnerable adults.

Services provided through LGOA Funding

The LGOA provides numerous resources and services to seniors and adults with disabilities in South Carolina. These Home and Community-Based Services (HCBS) provide assistance which benefits seniors and adults with disabilities by allowing them to live at home independently and safely for as long as possible. Services include rental assistance, legal services, respite, caregiver support, insurance counseling, Medicare fraud prevention, nutrition, health prevention, transportation, homemaker services, minor home repair, Information and Assistance/Referral (I&R/A), and Long Term Care Ombudsman programs.

Strategic Planning

The LGOA strives to achieve the goals set by its proactive strategic planning process. Strategic planning at the LGOA is an ongoing process, and the agency aims to officially update its Strategic Plan during the 2015 – 2016 State Fiscal Year.

During the 2015 – 2016 fiscal year, the Lieutenant Governor and his staff plan to address the office's multi-year strategic plan in order to address the many critical challenges facing the future of the South Carolina Aging Network. The agency will continue to implement policies and long-term goals to modernize and improve the delivery of services to seniors and adults with disabilities in South Carolina. Under Lieutenant Governor

McMaster, the LGOA will continue to work with the 10 Area Agencies on Aging (AAAs) to enhance service delivery to the state's rapidly growing senior population, which is expected to double by the year 2030.

The LGOA's Key Challenges

While strategic planning guides how the LGOA successfully manages and coordinates aging programs, the agency faces other challenges, such as serving a rapidly growing senior population and the modernization and enhancement of a near-capacity statewide service delivery system.

The 2014 – 2015 key challenges are found below:

2010 Census Bureau data demonstrates the need to place a greater emphasis on critical aging issues in South Carolina, as the state's aging population is growing significantly and will double by the year 2030. The statistics are as clear, as they are alarming. The growing population presents numerous challenges for the LGOA.

- 11.5% of South Carolina's seniors live in poverty.
- One in 11 of South Carolina's seniors are at risk for hunger.
- Nearly 10% have Alzheimer's disease or a related disorder.
- Over 25% of those 85 years or older require institutional care.
- Over one-third of seniors live on Social Security alone, some as little as $710 a month.
- 51% of people aged 55 years and older have less than $50,000 saved for retirement.
- Options for long-term care are not sufficient to provide for the current and growing need.
- Middle-income residents are increasingly unable to support themselves due to the rising costs of health and long term care.

2014 – 2015 LGOA Accomplishments

- The LGOA took steps to improve communications within the South Carolina Aging Network by establishing a Policy Task Force consisting of LGOA staff, Area Agency on Aging (AAA) Directors, and aging service providers. The committee met throughout the year to develop policy, to initiate new assessment tools and protocols, and to maintain an open dialogue on timely issues facing the Aging Network.
- The LGOA developed Boots' Buddies: A pet program for seniors, which is being piloted in the Central Midlands, Catawba, and Trident Regions. The purpose of the program is to provide no-cost to low-cost pet supplies and services so that senior citizens may remain in their homes with their pets. Studies show that pets provide seniors with many valuable benefits that contribute to a higher quality of life.
- The LGOA partnered with the South Carolina Department of Parks, Recreation, and Tourism to sponsor South Carolina Seniors Week from January 8-18, 2015. During the week, South Carolina residents age 55 or over were eligible for vacation deals and discounts at restaurants, attractions, and hotels. While the promotion afforded seniors, many of whom have limited incomes, the opportunity to enjoy South Carolina attractions; it also benefitted statewide tourism during a traditionally slow period of the year. http://discoversouthcarolina.com/seniors-week
- The LGOA partnered with the South Carolina Department of Agriculture to provide Thanksgiving meals to seniors using South Carolina produce and products.
- The LGOA partnered with the Area Agencies on Aging (AAAs) and local service providers to establish an aging policy task force. The task force was successful in building bridges to strengthen communications within the Aging Network.
- The LGOA initiated the modernization of the nutrition program with the starting point of food safety and food quality.

- The agency initiated a revised nutrition education program with a Dietitian / Nutritionist overseeing the program.
- The LGOA nutrition program held an all-state nutrition program meeting for the first time in many years. The purpose of the meeting was to raise awareness of newly revised food safety regulations and emphasize the importance of program compliance in the areas of food quality, food safety, nutrition education and menus.
- The LGOA continued its successful partnership with the South Carolina Housing Finance and Development Authority to provide emergency rental assistance to seniors. Through the program, the LGOA provided rental assistance to 233 applicants, using $250,000 provided by the Housing Authority.
- The LGOA partnered with the City of Columbia Parks and Recreation Department to host the 2015 Senior Expo on May 1, 2015. Approximately 450 seniors attended from all across the state of South Carolina to help kickoff Older Americans Month. Educational information was provided via aging focused seminars and vendors, while health and wellness was highlighted through fitness classes and free health screenings. The LGOA raised over $15,000 in sponsorships through public/private partnerships and networking efforts to help fund the event.
- The LGOA continued to promote its Senior P.R.E.P. initiative in 2015. The agency continues to partner with the Walgreens' Corporation and the South Carolina Emergency Management Division to educate seniors of the importance of preparing for emergency situations. LGOA staff was invited to give a presentation on Senior P.R.E.P. at the 2015 National Alliance of Information and Referral Assistance Systems Conference in Dallas, Texas on May 29, 2015.
- The LGOA launched Program Specific Client Tracking Portals on April 1, 2015. Four new portals were created to streamline data entry and reporting while emphasizing the importance of protecting client's personal information.
- The LGOA partnered with the South Carolina Institute of Medicine and Public Health to release a long-term care report that addresses the state's long-term care needs. *Creating Direction: A Guide for Improving Long-Term Care in South Carolina* provides recommendations for the Aging Network to following when addressing issues which affect seniors and their quality of life.
- The LGOA has partnered with the Mount Pleasant Police Department to address Medicare fraud. As a result of a presentation made by the Mount Pleasant Chief of Police to the South Carolina Advisory Council on Aging in March 2015, the LGOA's Senior Medicare Patrol has established a partnership with the police department to provide education and outreach to seniors to determine and detect Medicare fraud.

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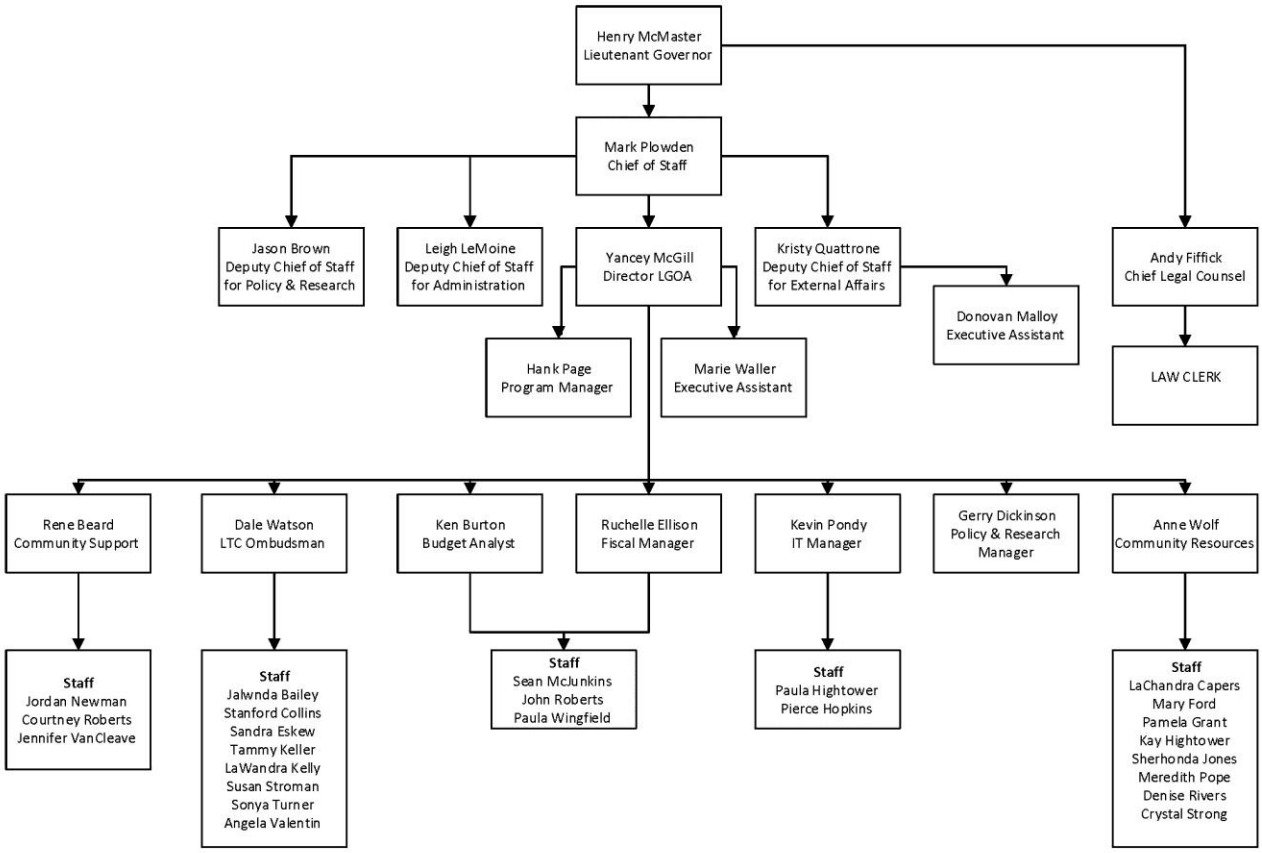

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Program Template

Program/Title	Purpose	FY 2013-14 Expenditures				FY 2014-15 Expenditures				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. Administration for Office of the Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services and leads the Office on Aging.	$ 370,658	$ -	$ -	**$ 370,658**	$ 472,516	$ -	$ -	**$ 472,516**	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
II.A. Administration for Office on Aging	Provides leadership, training, and coordination to promote services for seniors.	$ 914,138	$ 1,278,353	$ 1,280,160	**$ 3,472,651**	$ 1,114,017	$ 235,058	$ 1,364,434	**$ 2,713,509**	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina seniors.	$ 7,595,848	$ 2,758,598	$ 17,609,830	**$ 27,964,276**	$ 13,415,425	$ 4,736,946	$ 20,078,799	**$ 38,231,171**	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
III.C. Employer Contribution	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	$ 328,788	$ 26,399	$ 274,941	**$ 630,128**	$ 358,106	$ 40,136	$ 289,589	**$ 687,831**	1.1.1 - 1.1.7, 1.2.6, 2.1.1, 2.1.2, 4.3.1

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Strategic Planning Template

Type	Item # Goal	Strat	Object	Description
G	1			Increase the South Carolina Aging Network's capacity to provide person-centered planning and services for seniors and adults with disabilities.
S		1.1		Strengthen the coordination of aging services in South Carolina.
O			1.1.1	Create a 21st Century delivery model which enhances and improves services.
O			1.1.2	Share best practices throughout the Aging Network.
O			1.1.3	Use resources such as online data and training systems, AAA and provider meetings, and Ombudsman meetings to set best practices.
O			1.1.4	Successfully train Aging Network personnel and partners.
O			1.1.5	Recruit and develop additional aging service providers to enhance services through competition.
O			1.1.6	Request, plan, allocate, and advocate for federal and state resources to serve a rapidly growing senior population.
O			1.1.7	Provide coordinated services/information to assist seniors in making wise decisions and to delay the onset of chronic diseases.
S		1.2		Assure that seniors with the greatest social and economic needs are given priority for services at the time of assessments.
O			1.2.1	Develop and improve client selection processes.
O			1.2.2	Finalize and deploy standardized assessment procedures statewide.
O			1.2.3	Provide training opportunities for personnel conducting assessments.
O			1.2.4	Reduce or close the waiting times on lists for highest three quartiles of assessed clients for aging services.
O			1.2.5	Ensure that AAAs and their providers are following appropriate protocols when selecting clients.
O			1.2.6	Develop improved data collection systems in order to provide critical statistics for federal and state reporting requirements.
S		1.3		Maintain a volunteer database (includes developing a client needs vs. skills database.)
O			1.3.1	Work with private partners, non-profit groups, and non-governmental organizations to develop a volunteer data base.
S		1.4		Enhance and improve South Carolina's senior centers.
O			1.4.1	Provide technical assistance to senior centers and give them the tools necessary to provide services and activities that directly benefit and enhance the lives of seniors.
O			1.4.2	Maintain a data base of senior center's basic and critical needs.
O			1.4.3	Provide assistance to senior centers when resources are available.
O			1.4.4	Work with USDA to seek funds for rural senior centers.
O			1.4.5	Increase the number of nationally certified senior centers in South Carolina from the two already operating in the state.
S		1.5		Modernization of a statewide nutrition program.
O			1.5.1	Assure programmatic compliance in all areas of the nutrition program.

O			1.5.2	Ensure that nutrition providers abide by all applicable health and safety standards.
O			1.5.3	Offer nutritional education to meal recipients, empowering them to make educated nutritional decisions.
O			1.5.4	Continue modernizing the nutrition program with technical information delivered via the web, educational materials, and trainings.
S		1.6		Delivery of services efficiently and competitively
O			1.6.1	Continue working with AAAS and their providers to ensure that unit costs are competitive.
G	2			Identify and obtain alternative funding streams/resources to meet service needs in the Aging Network.
S		2.1		Identify and deploy new resources to targeted services.
O			2.1.1	Seek nontraditional partners.
O			2.1.2	Identify potential sources of funds for aging services and programs.
G	3			Advocate and intervene to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.
S		3.1		Increase senior access to the Ombudsman Program.
O			3.1.1	Seek additional funding to stabilize Ombudsman Service's staffing.
O			3.1.2	Continue Ombudsmen and Friendly Visitor Ombudsman volunteers to facilities to exceed the 2014 - 2015 total of 19,451 individuals visited.
O			3.1.3	Increase public awareness through outreach by increasing the number of facility visits from the 2014 - 2015 total of 92 facility trainings.
O			3.1.4	Educate the general public on how to recognize signs of abuse, neglect, and exploitation.
O			3.1.5	Provide community education, including to professionals and non-traditional entities (including doctors, nurses, and law enforcement, etc.)
O			3.1.6	Improve the timeliness of investigations.
S		3.2		Improve access to legal services.
O			3.2.1	Work closely with AAAs to ensure regional services adhere to OAA and LGOA policies.
O			3.2.2	Continue partnership with the SC Bar Association.
S		3.3		Oversight of the Adult Guardian Ad Litem Program.
O			3.3.1	Contract with USC College of Social Work to coordinate the Adult Guardian Ad Litem Program.
G	4			Become a more effective resource by creating awareness of the LGOA.
S		4.1		Create greater public awareness of the LGOA brand and services.
O			4.1.1	Create a public service awareness campaign for greater knowledge of aging issues, programs, and services.
O			4.1.2	Educate the public about the roles of the AAAs, as well as providing information on other valuable Aging Network resources.
O			4.1.3	Create awareness among legislators and policy makers about LGOA programs and services.
S		4.2		Upgrade and Improve LGOA web sites.
O			4.2.1	Continue working with online task force and partners to modernize LGOA web sites and online systems.
O			4.2.2	Support partnerships, where information is freely shared, in order to advance aging issues and causes.

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O			4.2.3	Encourage dialogue between the LGOA and the Aging Network to ensure the needs of South Carolina's seniors are met.
O			4.2.4	Pursue innovative approaches to improve SC ACCESS to make the online system user friendly.
S		4.3		Establish an operational Aging Network and agency communication plan that successfully aids in the delivery of critical aging services, thus giving seniors the tools necessary to safely remain at home for as long as possible.
O			4.3.1	Enhance communications between the LGOA and aging network.
O			4.3.2	Create partnerships where information is freely shared.
O			4.3.3	Continue modernizing network communications protocols and tools via the web, educational materials, and outreach efforts.
G	5			Expand and enhance statewide, regional, and local leadership on aging issues by working with advocacy groups and coalitions.
S		5.1		Generate more recommendations from advocacy groups.
-			5.1.1	Identify and develop a matrix of people, partnerships, and timely topics to assist with targeted advocacy on issues that affect the lives of seniors.
-			5.1.2	Maintain a target list of advocacy groups to build and/or strengthen relationships.
-			5.1.3	Create a coalition of advocacy groups and partnerships to provide leadership on aging statewide, regionally, and locally.
-			5.1.4	Monitor boards and commissions that could benefit from senior representation.

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Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
1	Clients provided aging services (excluding information services)	25,277 clients provided	31,004 clients provided services	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
2	Clients served for Home-Delivered Meals	9,272 clients served Home-Delivered Meals	11,496 clients served Home-Delivered Meals	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	AIM (Advanced Information Manager System)	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
3	Total Units Served for Home-Delivered Meals	924,450 Home-Delivered Meals served	1,498,664 Home-Delivered Meals Served	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
4	Average Unit Cost for Home-Delivered Meals	$5.65	$5.37	Unit costs are set by the AAAs/ADRCs through regional competitive bid processes.	July 1 - June 30	AIM	Monthly/Annually	Average of statewide data	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
5	Clients served for Group Dining	8,782 clients served in Group Dining	8,813 clients served in Group Dining	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
6	Total Units Served for Group Dining Meals	715,645 Group Dining Meals served	732,483 Group Dining Meals served	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4

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7	Average Unit Cost for Group Dining Meals	$6.54	$6.39	Unit costs are set by the AAAs/ADRCs through regional competitive bid processes.	July 1 - June 30	AIM	Monthly/Annually	Average of statewide data *Eventually the target value will be based on statewide unit costs plan as stipulated by Proviso 94.9	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
8	Clients provided transportation services	4,449 clients provided transportation services	5,635 clients provided transportation services	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
9	Total Units of Transportation Provided	4,889,745 transportation units provided	2,181,969 transportation units provided	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
10	Average Unit Cost for Transportation	$0.90	$1.47	$1.75	July 1 - June 30	AIM	Monthly/Annually	Average of statewide data *Eventually the target value will be based on statewide unit costs plan as stipulated by Proviso 94.9	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
11	Clients served for Home Care	2,091 clients served Home Care for a total of 113,700 service hours	3,150 clients served Home Care for a total of 172,578 service hours	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
12	SC Access Number of Unique Visitors	76,741	133,922	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	July 1 - June 30	OLSA	Monthly/Annually	Total of unique visitors to website	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4

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13	Information and Referral/Assistance total contacts	48,494	37,502	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs.	July 1 - June 30	OLSA	Monthly/Annually	Total contacts	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
14	Alzheimer's Education/Outreach	68 sessions with 4,517 People	84 sessions with 3,161 people	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total sessions and contacts	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
15	Alzheimer's Training	226 sessions with 4,368 people	299 sessions with 4,868 people	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Number of trainings	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
16	Family Caregiver Support Program total contacts	10,730	8,241	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total contacts	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
17	Caregiving Respite total clients	2,684 Caregiver Respite total clients	4,607 total Caregiver Respite clients	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total Caregiving Respite clients	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
18	Caregiving Respite total dollars spent	$2,253,057	$3,651,534	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total spent	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4

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19	Veterans Directed Home and Community Based Services number of Veterans served	72 Veterans served	95 Veterans served	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total number of Veterans served	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
20	Senior Community Service Employment Program (SCSEP) number of participants enrolled	120 enrolled	220 enrolled	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Number of participants enrolled	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
21	Senior Health Insurance Program (SHIP) total contacts	42,836 total SHIP contacts	37,309 total SHIP contacts	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total contacts	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
22	Senior Medicare Patrol (SMP) fraud outreach events and people reached	233 events, reaching 6,274 people	426 events, reaching 32,516 people	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total clients and contacts	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4
23	Assisted Rides Program number of one way trips provided	6,789 rides for 260 people	13,000 rides for 201 people	Target value is based on actual need and the funds available to meet that need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total of one-way trips	1.1.1 - 1.1.7, 1.2.1 - 1.2.6, 1.3.1, 1.4.1 - 1.4.5, 1.5.1 - 1.5.4, 1.6.1, 2.1.1 - 2.1.2, 3.1.1 - 3.1.6, 3.2.1 - 3.2.1, 3.3.1, 4.1.1 - 4.1.3, 4.2.1 - 4.2.4, 4.3.1 - 4.3.3, 5.1.1 - 5.1.4

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24	Ombudsman complaints investigated	7,681 complaints investigated	7,621 complaints investigated	Target value is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total investigations	3.1.1 - 3.1.6, 3.2.1 - 3.2.2, 3.3.1
25	Ombudsman cases	4,427 cases opened and 3,161 closed	4,795 cases opened and 4,287 closed	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total cases opened	3.1.1 - 3.1.6, 3.2.1 - 3.2.2, 3.3.1
26	Ombudsman number of routine visits	2, 525 visits with 16,230 residents visited	3,323 visits with 19,451 residents visited	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total number of routine visits	3.1.1 - 3.1.6, 3.2.1 - 3.2.2, 3.3.1
27	Ombudsman facility trainings conducted	196 facility trainings conducted	92 facility trainings conducted	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total number of facility trainings	3.1.1 - 3.1.6, 3.2.1 - 3.2.2, 3.3.1
28	Ombudsman consultations provided	2,341 consultations provided	2,977 consultations provided	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total facility consultations	3.1.1 - 3.1.6, 3.2.1 - 3.2.2, 3.3.1
29	Legal Service cases	A statewide data collection system was not implemented until 2014	439 legal cases statewide	Target is based on actual need. *The Legal Services program is required by the Older Americans Act.	July 1 - June 30	Legal Service data	Monthly/Annually	Total cases opened	3.1.1 - 3.1.6, 3.2.1 - 3.2.2, 3.3.1