



## **SOUTH CAROLINA FAMILY AND COMMUNITY LEADERS**

Affiliated with National Volunteer Outreach Network, Country Women's Council, U.S.A., Associated Country Women of the World and in partnership with Clemson University Cooperative Extension Service  
SCFCL website: <http://www.scfcl.com>

### **Leader Training Guide**

#### **Title: Services and Organizations for the Senior Citizens**

**Objectives:** To inform the senior citizens in South Carolina Family and Community Leaders organization of the many different services and organizations that are available for to them in South Carolina.

**Lesson Overview/Introduction:** To enhance the quality of life for senior citizens through networking of organizations. To improve the quality of life for the members of South Carolina Family and Community Leaders to help them remain independent in their lives and communities.

#### **Lesson: Divisions of services and organizations for Senior Citizens**

- **Planning and Education:** This Division is responsible for state planning activities including the various area plans and the State Plan on Aging. The division collects, analyzes, and publishes statistical data on older citizens of South Carolina through the Advanced Information Manager (AIM) system and Mature Adults Count. This Division also develops and implements statewide education and information for the public, program administrators, and regional sub-grantees/contractors.

- **Disability and Aging Services (DAS):** This Division is responsible for many program services designed to enhance the quality of life for older persons and their caregivers. It also assists the Aging and Disability Resource Centers in carrying out their responsibilities. Services include consulting services in nutrition, evidence based programs, home and community-based services, health and wellness, employment, housing and transportation. It is also responsible for the statewide Senior Medicare Fraud Patrol project, the I-CARE insurance counseling program, the Family Caregiver Support Program and the Alzheimer's Resource Coordination Center (ARCC).

The DAS Division is also responsible for obtaining and administering many federally funded grants such as Evidence Based Programs for Health and Wellness (Better Choice, Better Health, Matter of Balance, Arthritis Self-Help and Arthritis Exercise programs), Lifespan Respite, Alzheimer's Support Services, Community Living, and Veteran Self-Directed Programs.

The DAS Division is also responsible for other State funded programs including Geriatric Loan Forgiveness, ElderCare Trust Fund, and the Alzheimer's Resource Coordination Center (ARCC).

- **Elder Rights Division:** The State Long Term Care Ombudsman directs the activities of the Elder Rights Division. This division oversees the Long Term Care Ombudsman Program at the Aging Disability Resource Centers, statewide. Under SC law, this program also handles non-criminal abuse, neglect, and exploitation complaints from residents of Department of Mental Health facilities and residents of Department of Disabilities and Special Needs facilities.

The division is also responsible for the development of legal assistance services statewide. The legal services program provides education on legal issues and abuse prevention, ensures that callers are referred to the appropriate person or agency for assistance with legal issues, and promotes the use of Advance Directives including Living Wills and Health Care Powers of Attorney.

**Programs and Services of the Aging Network:** The Lt. Governor's Office on Aging and the Regional Aging and Disability Resource Centers (ADRC) coordinate and fund various other programs. (ADRCs used to be called "Area Agencies on Aging.") ADRC's provide a single source for information and access to services for seniors, caregivers, and adults with disabilities who are seeking long term care. Their goal is to minimize confusion, improve individual choice, and help seniors get the information they need to make good decisions.

ADRCs make it easier for seniors and their families to learn about services and supports that are available in the community and to access those services.

County Councils on Aging and other agencies provide many services in local communities. Under contracts with the federal government, funding is provided for services through each of the Regional Aging and Disability Resource Centers. The services that are funded with federal tax dollars must go through an open bidding process to ensure that taxpayer dollars are being spent efficiently.

For more information or help finding the services listed in this section of the handbook, call the Regional Information Referral and Assistance program at the ADRC that serves your county. A directory with those telephone numbers can be found by calling the Lt. Governor's Office on Aging at 1-800-868-9095 or viewing the website <http://aging.sc.gov>.

- **Advance Directives Program:** The Office on Aging provides information on advance directives. Carolina law provides both the living will and the health care power of attorney to help people plan in advance for end-of-life care. If you are in a hospital or long term care facility and want to make a living will, the law says that a long term care ombudsman witness must witness the living will. The State Long Term Care Ombudsman Program oversees this program and trains volunteers who are designated as Living Will Witnesses by the State Long Term Care Ombudsman.

- **Adult Day Services:** These services are offered from 4 to 14 hours daily in community settings. They support and encourage personal independence as well as social, physical, and emotional well-being. These services help adults who require daytime supervision when their caregivers are employed or need a break from care giving responsibilities. SC Department of Health and Environmental Control license these providers.

- The **Alzheimer's Resource Coordination Center (ARCC)** is a state-funded program that provides grants to community organizations to help them create innovative approaches to Alzheimer's education and respite care. These programs assist caregivers of persons with Alzheimer's disease. More information on these grants can be obtained from the Lieutenant Governor's Office on Aging at (800) 868-9095. The center also maintains resource materials on Alzheimer's disease and other dementias. These materials are available for organizations who serve persons with Alzheimer's disease and/or their caregivers. Technical assistance and training is provided through the center.

- **Disease Prevention and Health Promotion:** These activities help seniors maintain and/or improve their health status. The goals of the activities are 1) to reduce risk factors associated with illness, disability, or disease; 2) delay the onset of disease; 3) preserve functional ability, and 4) manage chronic disease. Activities include things like routine health screenings; nutritional assessment, counseling and follow-up; health promotion programs; physical fitness programs; and accident prevention activities. These activities occur in various community settings, including senior centers.

- **Elder Abuse Prevention**—the Lieutenant Governor's Office on Aging works to improve understanding of factors related to abuse through training and public awareness, and assists caregivers of seniors to prevent abuse.

- **Eldercare Trust Fund**—All gifts and contributions to the Fund are used to help older persons remain in their homes and communities for as long as possible. Seed grants are awarded to not-for-profit community organizations. New programs and innovative services are established to support the independence, dignity, and vitality of our older citizens. Not-for-profit organizations can submit grant applications in early April each year.

- **Employment Services**—Title V of the Older Americans Act provides funds for the Senior Community Service Employment Program. This program offers training to low-income people who are 55 and over to help them in entering the job market or moving to other types of employment. Enrollees receive training and experience by working for nonprofit organizations.

- **Evidence Based Programs** are programs that use tested, proven methods to help people manage their conditions. Classes are held around the state for Chronic Disease Self-Management (Better Choices, Better Health), Matter of Balance (Falls Prevention), Arthritis Self-Help and Arthritis Exercise. Contact your local ADRC or visit <http://www.scdhec.gov/health/chcdp/arthritis/contacts.htm> for class schedules.

- **Family Caregiver Support Program (FCSP):** Caregivers need two main things: information and short breaks away from caregiving (respite). The FCSP at each regional Aging and Disability Resource Center

provides a specialist, the Family Caregiver Advocate, who offers one-on-one assistance with care planning and management, and who can suggest ways to take a break from caregiving. The Advocate also offers support groups, classes, information, and other services designed to make caregiving a little easier, less stressful, and more rewarding. Limited respite and supplemental services may also be available to unpaid family caregivers of frail or disabled adults age 60 and over; caregivers of adults with Alzheimer's disease; grandparents (55 or older) raising a grandchild under 19; and grandparents or relatives 55 and older caring for an adult with a disability.

- **Geriatric Loan Forgiveness** program provides limited funds to assist physicians in repaying student loans. In return, these doctors agree to remain in South Carolina for five years and care for the state's ever increasing senior population.
- **Group Dining** provides a nutritionally balanced meal five days a week to older adults at senior centers or other designated places. The program includes nutrition education and other activities designed to promote health and wellness.
- **Homebound Support** activities provide social contact for seniors who live alone or who are isolated. These activities provide seniors with an opportunity for socializing and are also a way of checking on their safety and well-being.
- **Home Care Services** include a broad range of activities. Services are based on the level of need of the individual and that individual's primary caregiver. Home care aides may provide services including: housekeeping, shopping, meal preparation, medication management, personal care assistance with activities of daily living (bathing, dressing, toileting), temporary respite for caregivers.
- **Home-Delivered Meals** ensure that seniors who are homebound receive at least one nutritionally balanced meal five days a week in their own homes so they can maintain a maximum level of health and independence, instead of moving to a care facility.
- **Information, Referral, and Assistance Specialists** provide information about resources and services that are available for older adults, adults with disabilities, and their caregivers. Each regional Aging and Disability Resource Center in South Carolina has a certified IR&A Specialist on staff to help individuals locate and access needed services.
- **Insurance Counseling, Assistance and Referrals for Elders (I-CARE) and Senior Medicare Patrol** assists people with issues related to Medicare, Medicare Supplements, Medicare Savings programs, Medicare Advantage Plans and Senior Medicare Fraud Programs. They also enroll individuals in Medicare Part D and train volunteers to provide free counseling related to health insurance and long term care insurance. The Senior Medicare Patrol program operates in partnership with the I-CARE program. I-CARE counselors are located in the 10 regional Aging and Disability Resource Centers around the state. Refer to the Aging and Disability Resource Center listings in the "Community Resources Directory" on line at <http://aging.sc.gov> or by calling Lieutenant Governor's Office on Aging at **1-800-868-9095**. To locate the regional office that serves your county.
- **Legal Assistance Services:** These services are provided to low income seniors at no cost through the Aging and Disability Resource Centers when funding is available. The Lieutenant Governor's Office on Aging is responsible for ensuring that older adults have access to the legal assistance through advocacy, advice, representation, information, and education, with the goal of protecting the older person's dignity, rights, autonomy, and financial security.
- **Long Term Care Ombudsman Program** provides a statewide system for protecting the dignity and rights of vulnerable adults in long term care facilities. Ombudsmen investigate and resolve complaints that are made against facilities by the resident or on behalf of the resident. Complaints include allegations of abuse, neglect and exploitation, and issues of quality of care and resident rights. Regional Long Term Care Ombudsmen are located in the 10 regional Aging and Disability Resource Centers around the state. Listings of the Aging and Disability Resource Centers can be found in the "Community Resource Directory" section of this handbook and provide the contact information for the regional offices for each county. You may also contact the State Long Term Care Ombudsman in Columbia at **1-800-868-9095** for assistance.

- **Respite Services** provide assistance and relief from caregiving responsibilities. Services may be provided or individual caregivers in the home, in group home settings or, for overnight or lengthier respite, in long term care facilities.
- **Senior Center Activities** include a broad range of group activities, designed to meet the social, recreational, physical fitness and educational needs of a diverse older population. These are activities which go above and beyond the services specifically contracted by the Aging and Disability Resource Centers.
- **SC Access:** SC Access, a program of the Lieutenant Governor’s Office on Aging, is an information, referral and assistance system that provides a web based service directory and regional Information and Referral Specialists who can help match individuals with programs and services designed to help them remain independent. SC Access has over 11,000 “Service Records” in its system. These are listings of specific services that include detailed program descriptions and information about cost, location, application procedures, contact telephone numbers and other valuable information—and more are being added every day. The SC Access database is available to anyone with access to the Internet at home, at a Senior Center, a public library, or elsewhere, simply by visiting the web site **www.scaccesshelp.org**. For individuals who do not have access to a computer, or who would rather speak to someone by phone, there are ten regional Information, Referral and Assistance Specialists available to provide assistance. Agencies that are listed in SC Access include government-sponsored, non-profit, and for-profit services in every county in South Carolina. SC Access lists everything from assisted living facilities to veteran’s benefits. There are many ways to search the system for information. Visit the website at **www.scaccesshelp.org** to find services in South Carolina or refer to the directory of regional Information, Referral, and Assistance Specialists listed by region on web site at <http://aging.sc.gov> at the back of the Senior Guide for telephone assistance.
- **Transportation:** Seniors who do not have transportation may still be able to travel to and from important activities such as medical appointments, educational and social activities, shopping, meal sites and social service agencies. Several Aging and Disability Resource Centers have volunteer transportation programs for older persons who do not have alternative options available.
- **Veteran Directed Home and Community Based Services** is a program for veterans of any age who meet nursing home level of care but who wish to remain at home and are willing to participate in directing their care. Participants in the program are assessed to determine what services and supports are needed. Then, a service plan and a budget are developed, and assistance is given in selecting providers, purchasing services and directing services. The program is being implemented in several areas of the state and service is available, based on funding

**Lesson Summary:** There are many resources available for senior citizens in the state of SC. This lesson contains some of them. In addition, there is an attachment that has been provided by the Lt. Governor’s Office on Aging.

**Suggested Activities:** Have members share some of their personal experiences in working with organizations and services for seniors in SC.

**Suggested Materials:** website <http://aging.sc.gov>, Public Library, doctor offices, hospitals, Regional Council on Aging

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**Sources/References:** 1) South Carolina Lieutenant Governor’s Office. 2) Dillon Family Medicine, PA 3) South Carolina Senior Citizen’s Handbook, 4) <http://aging.sc.gov>, 5) Public Library