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State Policy in Practice

Community Living Exchange
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Sustaining South Carolina's Access and Choice Initiatives

Sandra Howell
Susan C. Reinhard
Barbara Kelley
Barbra Link

This document was prepared by Sandra Howell and Susan C. Reinhard of the Rutgers Center for State Health Policy (CSHP), and Barbara Kelley and Barbra Link of the South Carolina Lieutenant Governor's Office on Aging.

Prepared for:

CSHP

Rutgers Center for
State Health Policy   Susan C. Reinhard & Leslie Hendrickson

NATIONAL ACADEMY
for STATE HEALTH POLICY   Robert Mollica

STATE POLICY IN PRACTICE

SUSTAINING SOUTH CAROLINA'S ACCESS AND CHOICE INITIATIVES

Sandra Howell, Susan C. Reinhard, Barbara Kelley, and Barbra Link

June, 2007

Summary

In 2001, South Carolina was awarded a Real Choice grant from the Centers for Medicare & Medicaid Services (CMS) to create a major initiative known as *SC Access*. *SC Access* is a free and confidential service of the Lieutenant Governor's Office on Aging designed to improve the accessibility of information about services and resources in the community for older adults and adults with disabilities. Additional funding for the Information and Referral Specialists is provided by the US Administration on Aging.

> *"The mission of SC Access is to help older adults, people with disabilities, and those who care for them access useful information about long term support and needed services. Through the use of a comprehensive web-based service directory and regional Information and Referral Specialists, individuals will be able to find options for care throughout South Carolina to enable them to live as independently as possible."*

South Carolina's *SC Access* is an innovative Information, Referral, and Assistance system that provides the foundation for a single-point-of entry to programs and services for seniors, people with disabilities and their caregivers. Designed in response to a growing demand for improved access to information and services by consumers, *SC Access* helps consumers and their families identify and access supportive services through a "no wrong door" policy.

South Carolina recognized the challenges for older South Carolinians and people with disabilities who have long-term care needs in finding options to maintain the greatest independence possible. *SC Access* helps these individuals and their families find and select long-term care options, obtain income support services, locate housing information, and arrange health care and other social services. To help them make informed choices, *SC Access* serves as a resource that is available 24 hours a day via the Internet and by phone or in-person contacts during regular business hours.

The *SC Access* website went live in October 2005. It continues to expand both in capabilities and in its user base. This *Policy in Practice* brief is one of a series of technical assistance documents that highlight infrastructure changes sustained by grantees of the Real Choice

Systems Change initiative.[1] This brief focuses on one of the grantees that invested in web-based information and assistance infrastructure development.[2]

Major Points

- *SC Access*, the statewide web-based services directory of information for older adults, adults with disabilities, and their caregivers, has increased in "successful requests for information" from 26,141 successful hits per month in October 2005 to an average of 35,800 successful hits per month. This is an increase of 10,000 successful hits per month for information over an 18-month period.

- *SC Access* continues to maintain positive relationships with organizations such as the South Carolina Department of Health and Human Services (DHHS), the Traumatic Brain Injury Systems Development Committee, and the Adult Protection Coordinating Council. These collaborations enable efficient use of resources to maintain information on a wide variety of topics vital to older adults and people with disabilities living in South Carolina.

- *SC Access* reserves the right to refuse listing an agency/provider/organization if, in its sole opinion, such a listing is deemed inappropriate. It also reserves the right to delete an agency from the database when the agency does not provide updated information as requested by *SC Access*.

- DHHS has renewed a contract with *SC Access* through the Medicaid Infrastructure Grant. The $55,000 contract extension will provide funds to add information to the database on workplace issues and disabilities as well as expand a Personal Care Worker Listing located in *SC Access*.

- Through the *SC Access* program, the Lieutenant Governor's Office on Aging (LGOA) is the only entity in South Carolina providing the National Information and Referral Certification course and exam through the Alliance of Information and Referral Systems. The LGOA has trained over 75 people to become Certified Information and Referral Specialists in the past 18 months.

- The program employs communication technology to deliver a product that meets the need of a diverse consumer population and creates connections across wide cultural differences and a large geographic area.

- Through its global entry point, *SC Access* offers a "no wrong door" approach so that users can easily access a broad range of information and services. This approach is the foundation for delivering information and resources to support options for independent living.

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[1] See www.cshp.rutgers.edu/cle "Product List" for a comprehensive list of reports.
[2] The Rutgers/NASHP Community Living Exchange has been working with several states that have invested in these developments, including South Carolina, Arkansas, and Florida.

Background

The *SC Access* web directory of services for older adults and people with disabilities was developed under a Real Choice Systems Change grant from the Centers for Medicare and Medicaid Services (CMS) in 2001. Known as "Options for Community Living", this grant was awarded to the South Carolina Department of Health and Human Services (DHHS) in July 2001. This proposal was prepared in response to consumers who voiced their needs and recommendations through focus groups and community forums, challenging the State to make fundamental systems changes to better serve consumers. The proposal addressed two significant problems identified through the state Olmstead planning process: (1) the absence of a comprehensive statewide system that facilitates access and supports consumer decision-making by providing information, assistance, and referral; and (2) the lack of an infrastructure to support the full range of consumer-directed care options.

Grant funding was secured to develop *SC Access* as a comprehensive information and assistance program available online in real time at local, regional, and state levels to agencies and organizations serving persons with disabilities, the aging network, Medicaid waiver programs, SC Department of Mental Health, SC Department of Disabilities and Special Needs, Disability Action Centers, the Spinal Cord Injury Association, and other consumer and advocacy groups. A statewide advisory group guided the design and content of the new system. The Information and Referral and Assistance (I & R/A) Specialists component of the SC Access system is supported by funding from the US Administration on Aging

Program Practices

South Carolina's *SC Access* system functions on the "no wrong door policy" concept by providing much needed information, referral, and assistance to consumers in an easily accessible manner through its website and through phone assistance by trained and certified Information and Referral Specialists. *SC Access* is not just a website; rather it is an interactive system, providing an infrastructure for individuals with challenges who are seeking answers to questions.

To be responsive to the needs of consumers in South Carolina, policy makers sought the input from participants and advocates through a series of open, public Senior Forums that were coordinated by the Office of Senior and Long Term Care Services in 13 locations throughout the state. The public response assisted in bringing about needed services, such as a prescription drug program in 2002. Stakeholders also voiced their needs through the South Carolina Home and Community-Based Services Task Force, also called the Olmstead Task Force, established by the Governor in 2000 after the Supreme Court decision, Olmstead v. L.C (Eiken & Heestand, 2003). The DHHS workgroup, formed through the Task Force, included participants, family members, advocates, providers, and state staff. The workgroup held five focus groups to obtain additional input from older people and people with disabilities, including one focus group in a nursing facility. The Task Force held a number of public hearings and helped form the State's efforts under the Real Choice grant. Four forums encouraged public comment on policy

recommendations to improve the information and referral system and to increase participant choice and control over services.

Since obtaining this grant, the Lt. Governor's Office on Aging has accomplished many of its goals by creating a system that has:

- Developed a comprehensive statewide information and referral system by creating a link between existing networks

- Created a computerized, comprehensive database of providers, services, and areas of interest accessible from multiple points

- Trained and certified Regional Information Resource Specialists

- Conducted a consumer satisfaction evaluation using tools developed by the U.S. Administration on Aging

Partnership for Sustainability

The multiple partnerships and success of continued grant funding have contributed to the sustainability of the *SC Access* system. In 2003 the Bureau of Senior Services, DHHS, applied for and received a second Real Choice grant, funded jointly by the U.S. Administration on Aging and CMS, to develop a pilot Aging and Disability Resource Center (ADRC). Included in the grant plan was a proposal to add functionality to the *SC Access* data system, which would allow integrated client intake, searches, electronic referrals, and shared access to client information among ADRC partners. Additionally, staff at the ADRC would use service information in the *SC Access* database for assisting consumers and for making referrals. The system was to assist staff in "closing the loop" in the process by providing an additional method for tracking outcomes of referrals to partners in the community.

As the grant was coming to an end, restructuring moved the State Unit on Aging from DHHS to the Office of the Lieutenant Governor. This move had many advantages for the State Office on Aging. However, it created a challenge for the ongoing programming and system hardware needs for the in house software program developed for *SC Access*. Therefore, after a cost and feasibility study, a decision was made to purchase "off the shelf" software (Tapestry[3]) and work with the selected software vendor (VisionLink[4]) to provide some customization to meet the needs of *SC Access*. Data in custom-designed software had to be migrated to the "off the shelf" software.

On September 30, 2005, the Lt. Governor's Office on Aging was awarded $2,971,779 for a 5-year CMS Systems Transformation grant to further the system change efforts begun under the

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[3] Tapestry Software Suite is a leading community information management system that offers a wide range of specialized modules that can be deployed individually, or combined as you need--when you need them.
[4] VisionLink is a provider of community resource management systems, offering software, training, and consulting services with expertise in the social services, disaster, employment, and education sectors.

Options for Community Living and the ADRC grants. Again, the *SC Access* database provided a foundation for the proposed grant activities designed to increase consumer choice and control. This grant expanded the ADRC program into new regions and expanded the target population for the ADRC to include developmental disabilities. A major transportation initiative was proposed as an addition to the original pilot ADRC.

In 2005, the LGOA entered into a contract with DHHS to develop and post a listing of personal care workers as one additional way to provide options for consumers and information on hiring a personal care worker individually or through an agency. Over $50,000 was awarded through the contract to support this project. The budget included staff time, travel, supplies and marketing. A personal care worker list was added to *SC Access* along with a new "Learn About" module about hiring a personal care worker. The listing was hyper-linked to personal care agencies in the database. Some additional funding soon may be available for marketing the Personal Care Worker information posted in *SC Access*. Additionally, *SC Access* received over $41,000 ($20,837 per year) through a contract with the Department of Health and Environmental Control (DHEC) for a two-year period to add services for persons with traumatic brain injury (TBI) to the database, information on TBI to the "Learn About" section of *SC Access*, and to provide training to the I&R/A Specialists on needs of and services for persons with TBI.

Features and Functions of the *SC Access* System

The *SC Access* website offers consumers and their family members a searchable database of services and programs, on-line applications for both Medicaid and the state pharmacy assistance program, information on personal care workers, and information about aging and disability events within their community. As always, consumers are able to reach out for assistance. The "I Need Help" icon helps consumers find services, use the site, and navigate *SC Access*. The "About *SC Access*" icon provides information regarding the mission, vision, definition, and policies of the system.

The *SC Access* website provides the following services:

- A Resource Database: A searchable database of services for seniors and people with disabilities listing nonprofit, government, for-profit, and unincorporated agencies. It includes more than 11,000 active, service listings in 18 categories, including Assistive Technology, Basic Needs (e.g., food, clothing), Employment and Support Services

- E-Forms: SC seniors can apply for Medicaid and the Gap Assistance Pharmacy Program for Seniors (GAPS) program on-line

- Learn About: Educational and advocacy information regarding programs, services, agencies, and conditions

- Community Calendar: Meetings, training sessions, conferences, and community events of interest pertaining to aging and disability issues

- Listing of Personal Care Workers

Each of these areas links consumers, their families, and service providers with more in-depth information. In addition, the website provides valuable information and contact information/connections to the 10 Certified Regional IR&A Specialists located throughout South Carolina in regional Area Agencies on Aging (AAA). These specialists are available by phone, mail, e-mail, and in person, and provide reliable support for consumers and their families with referrals and assistance in finding information on topics such as emergency housing, utility assistance, registering for Medicare Part D, and recreational activities (see Figure 1).

Figure 1

Areas of Interest	
I Need Help	About SC Access
Medicaid Application	Learn About
GAPS Application	Community Calendar
Personal Care Worker Listing	Providers (Login/Register)

Resource Database

To be user-friendly, the *SC Access* website provides a searchable database of services for seniors and people with disabilities. The site lists nonprofit, government, for-profit, and unincorporated agencies. Searching for services in the system occurs in a variety of ways, including the use of keywords or type of organization. Each organization provides contact and location information, product and service descriptions, licenses/ accreditations, accessibility options, a keyword classification for its services, and more. A search for services occurs by picking the county of interest and either adding a keyword or picking a service from a drop down menu that includes 152 services like assistive technology, insurance counseling, and housing options. Additionally, the page has a "help by phone" icon that brings consumers to a map of the state that directs them to the name and contact information for the trained and AIRS Certified Information, Referral, and Assistance Specialists located in the Area Agency on Aging offices.

The search results provide a listing of service providers that fit the parameters specified. These results provide basic program contact information, description, and location information. In-

depth information can be obtained by clicking on the program link. This comprehensive information provides consumers with detailed profile information including eligibility criteria, fee and charge structures, hours of operation as well as detailed location information and maps.

The primary goal of the *SC Access* system is to provide options and choices to individuals seeking information and services in their communities. *SC Access* includes the following types of organizations:

- Agencies/organizations, providers that are located in South Carolina or border states and serve *SC Access* targeted populations living in South Carolina

- Organizations/providers that have an established operation (at least six months of demonstrated service provision) and are licensed, if required by regulating agencies

SC Access reserves the right to refuse listing an agency/provider/organization if, in its sole opinion, such a listing is deemed inappropriate. It also reserves the right to delete an agency from the database when the agency does not provide updated information as requested by *SC Access*.

Agencies and organizations included in the database also derive a number of benefits from their participation on the *SC Access* Website, such as:

- Ability to reach an unlimited number of consumers, anytime, anywhere
- Ability to describe and offer services online
- Increased visibility at no cost
- Regular reminders to update agency information online

Learn About

Consumers visiting the *SC Access* site often need assistance in locating and learning about needed programs and related topics. The "Learn About" section presents visitors with an easy-to-use table-of-contents-style directory of information. Visitors can select from nine areas of interest, then "drill down" into the content, and extract the level of detail required for their personal needs.

Figure 2 below is a snapshot of the home page for "Learn About." It provides information about various life issues for individuals of all ages with disabilities and long-term care needs. The nine topic areas in this section of the website include: Assistive Technology, Community Life, Transportation, Education, Employment, Civil Rights, Financial Benefits, Health, and Housing.

South Carolina specific information for all sections as well as a long-term care-planning module and a disabilities module will be added to the "Learn About" section. The vendor (AssistGuide) is currently upgrading the software for the "Learn About". Soon there will be more flexibility in the design and editing of the home page for this feature of the system.

Electronic Forms (E-Forms)

One of the most recognized areas for efficiency improvement in government services is the reduction or elimination of paper-based processes. Estimates from national studies have calculated that $10 to more than $100 can be saved per form transaction by converting a paper-based process into an electronic one (http://www.state.ky.us/agencies/ finance/depts/printing/oneforms/costcomp.htm; http://www.itsc.state.md.us/ PDF/2004_040702.pdf). The dramatic range in savings reflects the considerable differences in process costs and the extent of automation possible.

SC Access offers both the Medicaid and the GAPS application on-line. Initially the six-county pilot region could submit the Medicaid form electronically. Beginning July 1, 2007 electronic submission will be available statewide. All electronically sent forms go to the State Medicaid office. The signature page must be printed off and mailed within 15 days in order for the application date to be considered the date the form was submitted electronically. Forms completed on-line maybe printed and mailed to their local county Medicaid office. Connecting to the secure on-line E-Forms allows individuals to save data and automatically feed this information into existing online forms. The forms are available on the web, are user-friendly, and downloadable.

The GAPS form can be submitted electronically statewide. As with the Medicaid form, the signature has to be printed out and mailed to the state Medicaid office within 15 days.

Since October, 2005 1,185 Medicaid Long-term Care (Home and Community Based Services and nursing home) forms have been printed; 634 forms have been saved and 100 have been electronically sent. Since September 2006, 26 applications for the state pharmacy program for seniors have been printed, 34 have been saved, and 40 have been sent electronically.

Personal Care Worker Listing

Funded through a contract with the DHHS, the Personal Care Worker Listing helps people with disabilities and seniors find potential workers to assist them with their daily activities so they can live more independently. Over 200 workers covering 43 counties in South Carolina are listed with detailed information for consumers to compare. Educational materials regarding employing a personal care worker, becoming a personal care worker and other information about returning to work with a disability are found in this section as well.

Figure 2

SC ACCESS
AGING AND DISABILITY INFORMATION

Services   Learn About   Community   Help

Learn About Choices

Find useful websites, read about important topics, and make informed choices.

- Assistive Technology
- Community Life
- Transportation
- Education
- Employment
- Civil Rights
- Financial Benefits
- Health
- Housing

The Learn About section of this website is a continually growing component. Currently, you can view a number of links and web resources in any of the topic areas listed above. As it develops, you will be able to read articles and features and further investigate information.

If you have any feedback or want to recommend a link or resource for inclusion in this section, please use the following forms:
Learn About Feedback Form   Web Link Form

Search
All States
Search:

- Tell Friends
- Accessibility
- Print this Page

Learn About topics
- Assistive Technology
- Community Life
- Transportation
- Education
- Employment
- Civil Rights
- Financial Benefits
- Health
- Housing

Search Learn About

⦿ All   ◯ Any   ◯ Exact

Search

- Contact Us
- About Us
- What's New
- Accessibility
- Site Map
- Send a Comment
- Disclaimer

Marketing and Outreach

SC Access has been marketed to multiple audiences, including professionals and consumers. Target audiences include aging and disability service providers, people aged 60 or older, caregivers, adults with physical disabilities, persons with developmental disabilities and their family members, case managers, hospital discharge planners, information and referral providers, other health and human service providers.

Marketing has occurred at both the state and local level. As ADRCs are developed, joint marketing activities are needed for the ADRC and *SC Access* to accomplish the goal of establishing a visible and trusted resource for information and assistance for older adults and adults with disabilities.

The media (print and broadcast), printed materials, presentations and demonstrations have been utilized for outreach and marketing. Brochures were developed for state-level and regional level distribution. Rack cards provide information on specific components of *SC Access* (see Attachment A). Six rack cards have been printed: *SC Access*, Aging and Disability Resource Centers, Medicaid E-Form, SC GAPS E-Form, Personal Care Working Listing – Finding a Worker on *SC Access*, Personal Care Worker Listing – How to list on *SC Access* as a worker. *SC Access* magnets also were printed for distribution. Brochures have been distributed through the Lt. Governor's Office on Aging, Area Agencies on Aging, Medicaid CLTC, Independent Living Centers, DDSN, the state library system and the Greenville Hospital System.

A survey of active links to *SC Access* needs to be conducted with follow up activities to increase the number of links to the site. Websites that are linked to *SC Access* include: www.allaboutseniors-upstate.org; SC Department of Disabilities and Special Needs; SC Department of Health and Human Services; USC Center for Disability Resources; SC Brain Injury Association; Lower Savannah Council of Governments/ADRC; Central Midlands COG/AAA.

Program Results

The impact of the *SC Access* website can be seen in the usage statistics. The website is visited by more than 34,000 hits per page per month from community members and professionals. Additionally, during the fiscal year 2006-2007, over 16,000 phone and in-person contacts were made to the 10 regional Certified Information, Referral, and Assistance Specialists located throughout South Carolina in regional Area Agencies on Aging offices. South Carolina has employed a continuous evaluation process in the development and implementation of this program to assure sustainability and continued use by stakeholders. Additional statistics about usage are found below.

The number of active services listed in the *SC Access* database continues to grow. In 2004, there were 9,636 active services (2,330 programs) in the database. Currently there are 11,620 active services (2,764 programs) in the database.

Hits to the site have significantly increased. In December 2004, there were 788 reported hits to the site. To date in fiscal year 2006-07, the average successful requests for pages is 34,800. Table 1 summarizes the top 10 profiles for website hits during a 12 month period ending in January 2007.

Table 1: Top 12 Profiles for Hits

Assisted Living/Community Residential Care Homes	1025
Attendant/Personal Assistance	854
Home Repair/Modification Assistance	849
Home Chores/Homemaker Assistance	580
Medication & Drug Assistance	538
Respite Care – In-home	532
Advocacy – Individual	498
Utility Assistance	491
Grant to Individual	462
Companion/Sitter	457
Local Community Transportation	456
Rental Assistance	442

ADRC staff and regional Information and Assistance specialists in the Area Agencies on Aging use the *SC Access* database to track client calls for information and assistance and to research available resources. From October 2005 through September 2006, 16,582 contacts were recorded in *SC Access*. Information was recorded on inquiries from 10,226 unduplicated clients. The Program Managers added a resource page to *SC Access* for ADRC staff and for the regional Information & Assistance Specialists. The resource pages assist in streamlining dissemination of up-to-date programmatic information to all regions.

Table 2 represents the percentage of total page views of the Learn About section by each designated category. Only specific areas of traffic (i.e. greater than 1 percent) are listed, thus the total is not 100 percent.

The three most frequently searched Learn About topics are Community Life, Health, and Employment. This may partially be due to South Carolina specific content modules located in the Health and Employment sections. Under the Health section, a South Carolina-specific Brain Injury module was added from funding received through DHEC. Another module with South Carolina specific content was added under the Employment section providing detailed information and resources for people with disabilities interested in returning to work. This information funded by a contract through the state DHHS is called "Employment and Disabilities in SC". Both initiatives provided funding for marketing of the Learn About section.

Table 2: Access of "Learn About" Service Domains

Access of Learn About Services

Community Life	12.92
Health	13.90
Education	6.75
Civil Rights	6.63
Transportation	3.45
Employment	8.55
Housing	4.77
Financial Benefits	4.57
Assistive Technology	3.76

Lessons Learned

SC Access is sustained through a strong commitment by public agencies, providers, and consumers. The system has become a primary vehicle to streamline access to services through the use of advanced technologies applied in ways that provide meaningful outcomes for participants.

Originally, the system was to be developed "in-house." The South Carolina Department of Health and Human Services intended to create a virtual hardware and software network linking the Aging Networks and Medicaid waiver offices, and further include the networks of SCDDSN, SCDMH, the Disability Action Center, the Spinal Cord Injury Association, and the Continuum of Care for Emotionally Disturbed Children. However, development of the system was delayed by departmental changes. This prompted the hiring of outside vendors (VisionLink).

The technology challenges offer several lessons for other states. First, the long-term care planner and the information technology group must be brought together at the right time. The system needs to be fully planned, or at least significantly far along in the planning process, before the information system can be developed. In this way, the web/IT designers understand all the needs and parameters of the system to obtain the most cost efficient and user-friendly system. Second, customizing an "off the shelf" product for the system presents its own challenges and often needs more money and time than originally planned.

Replication Requirements

As more states and counties choose to use websites as their foundation, economies of scales prevail. While South Carolina learned from other states, Hawaii is now benefiting from features developed by South Carolina. While some functions may be financially prohibitive at the time of development, once sister-sites have created them, others have a choice to adopt the new functions. Manuals, marketing materials, and options for linking to various features contained in the system may also be useful to other states looking to develop a similar system.

Conclusions

SC Access has created a "no wrong door" approach that provides a comprehensive, seamless information system for consumers, service professionals, public agencies, and employers statewide. The innovative website allows consumers to access a database of service providers, apply for Medicaid and the GAPS program on line, and learn about educational and advocacy information related to aging and disabilities. *SC Access* also offers personalized information, referral and assistance services through 10 regional specialists located throughout South Carolina. Having both a comprehensive website that is easy to navigate and the personalized assistance of trained and certified IR&A Specialists as part of the system offers consumers, their families, and providers in South Carolina an excellent way to receive information and an improved accessibility to services and resources in the community.

South Carolina has been forward thinking in the development of the *SC Access* system. This program serves a large constituency. Regardless of economic standing, persons in need of supportive services and their family members need access to reliable information about available resources. *SC Access* serves both people who qualify for publicly funded programs and those who are interested in "private pay" services. A recent survey by DHEC (BRFSS) indicated that 33% of persons contacted report that they assist an older family member who needs assistance with activities of daily living. *SC Access* is a valuable resource for professionals and for consumers. *SC Access* is gaining recognition within the state, and nationally, as a valuable and time saving tool. A recent report recognized South Carolina as one of four states that have developed "impressive IT systems that cut across different levels of government, agencies, programs, and settings… to make management and delivery of services simpler and more efficient, as well as to improve access to services for consumer and their families" (Chapman and Blakeway, 2007).

The success and sustainability of the *SC Access* program results from the high levels of commitment by all participants. While *SC Access* currently meets the requirements of its users and contributors, the project team continues to develop and enhance on-line services that will expand, adapt, and improve stakeholders' ability to use the system and address their changing needs.

Useful Resources

http://www.visionlink.org
http://scaccess.assistguide.com
http://www.DHHS.state.sc.us
http://www.itsc.state.md.us/PDF/2004_040702.pdf
http://www.cms.hhs.gov/PromisingPractices/Downloads/scsop.pdf
http://www.scaccesshelp.org
http://www.state.ky.us/agencies/finance/depts/printing/oneforms/costcomp.htm

References

Chapman and Blakeway (2007) Moving Forward: Opportunities for Information Technology Advances in the Aging Network, Lewin Group (April 2007).

Eiken, S. & Heestand (2003) Promising Practices in Long Term Care Systems Reform: South Carolina's Services for Older People and People with Physical Disabilities. Medstat (September 1, 2003).

Attachment A

SC Access

What is it?

SC Access is a free information and referral program for seniors and adults with disabilities living in South Carolina. It includes a web-based search tool that can assist you in finding services, or you can get help by phone from trained Information and Referral Specialists.

Who should use SC Access?

Anyone, including consumers, caregivers, family members and professionals, interested in finding services for seniors and adults with disabilities living in South Carolina should use it.

What are the benefits of using SC Access?

You can find the services you need without leaving your home. You can go on-line or call an Information and Referral Specialist to find options. Other helpful features of SC Access are:

- **E-forms:** SC seniors can apply for Medicaid Long Term Care and GAPS pharmacy assistance on-line
- **Learn About:** Educational Information about programs, services, agencies and health conditions
- **Community Calendar:** Listing of meetings, training sessions and community events about senior and disability issues in South Carolina
- **Personal Care Worker Listing:** List of individuals interested in providing personal care services in the home

Where do I find SC Access?

The SC Access web-site can be found at www.scaccesshelp.org or you can look on the back of this card to find the Regional Information and Referral Specialist closest to you.

What if I have additional questions?

You can contact the SC Access program at the Lt. Governor's Office on Aging at (803) 734-9900 or toll free at 1(800)-868-9095.

Lieutenant Governor's Office on Aging
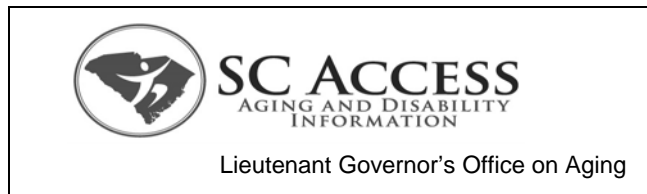
Call your local Information & Referral Specialist listed below to find options.

COUNTY	LOCAL #	TOLL FREE #
Abbeville	864-941-8061	800-922-7729
Aiken	803-649-7981	866-845-1550
Allendale	803-649-7981	866-845-1550
Anderson	864-242-9733	800-434-4036
Bamberg	803-649-7981	866-845-1550
Barnwell	803-649-7981	866-845-1550
Beaufort	843-726-5536	877-846-8148
Berkeley	843-554-2283	800-894-0415
Calhoun	803-649-7981	866-845-1550
Charleston	843-554-2283	800-894-0415
Cherokee	864-242-9733	800-434-4036
Chester	803-329-9670	800-662-8330
Chesterfield	843-383-8632	866-505-3331
Clarendon	803-775-7381	800-948-1042
Colleton	843-726-5536	877-846-8148
Darlington	843-383-8632	866-505-3331
Dillon	843-383-8632	866-505-3331
Dorchester	843-554-2283	800-894-0415
Edgefield	864-941-8061	800-922-7729
Fairfield	803-376-5390	866-394-4166
Florence	843-383-8632	866-505-3331
Georgetown	843-546-4231	888-302-7550
Greenville	864-242-9733	800-434-4036
Greenwood	864-941-8061	800-922-7729
Hampton	843-726-5536	877-846-8148
Horry	843-546-4231	888-302-7550
Jasper	843-726-5536	877-846-8148
Kershaw	803-775-7381	800-948-1042
Lancaster	803-329-9670	800-662-8330
Laurens	864-941-8061	800-922-7729
Lee	803-775-7381	800-948-1042
Lexington	803-376-5390	866-394-4166
Marion	843-383-8632	866-505-3331
Marlboro	843-383-8632	866-505-3331
McCormick	864-941-8061	800-922-7729
Newberry	803-376-5390	866-394-4166
Oconee	864-242-9733	800-434-4036
Orangeburg	803-649-7981	866-845-1550
Pickens	864-242-9733	800-434-4036
Richland	803-376-5390	866-394-4166
Saluda	864-941-8061	800-922-7729
Spartanburg	864-242-9733	800-434-4036
Sumter	803-775-7381	800-948-1042
Union	803-329-9670	800-662-8330
Williamsburg	843-546-4231	888-302-7550
York	803-329-9670	800-662-8330

Aging & Disability Resource Centers

What is an ADRC?

- A **visible and trusted place** in the community where you can get information and counseling on all available long term support options
- A **single point of entry** to public long term support services that **enables** people to make informed decisions and provides **streamlined access** to services
- A **partnership** between agencies to assist consumers and provide follow-up to ensure access to services

What are the functions of an ADRC?

Awareness & Information
  Public Education
  Information on Options

Assistance
  Referral
  Crisis Intervention
  Options Counseling
  Benefits Counseling
  Planning for Future Needs
  Employment Options Counseling

Access
  Eligibility Screening
  Private Pay Services
  Comprehensive Assessment
  Programmatic Eligibility Determination
  Medicaid Financial Eligibility Determination
  One-Stop Access to all public programs

What are the benefits of an ADRC?

ADRCs:
- **make it easier** for older individuals and adults with physical disabilities to access health and social supports
- **help** persons stay healthy and active in their communities
- **support** families in their efforts to care for their loved ones at home and in the community
- **streamline** eligibility for seniors and adults with physical disabilities
- **simplify** the intake, eligibility and determination processes by integrating and coordinating the processes between programs and agencies
- **target** individuals who are at imminent risk of being institutionalized
- **ensure** that consumers understand their long term care options

Who do ADRCs serve?

- People aged 60+
- Adults with physical disabilities (some ADRCs also serve adults with developmental disabilities)
- Family members, caregivers

When and why were ADRCs begun?

ADRCs started as a grant-based program in March 2003, as a **first-ever partnership** between the Administration on Aging (AoA) and the Center for Medicare and Medicaid Services (CMS). The program was started so long term support resources for seniors and adults with disabilities would be integrated into a single coordinated system to minimize confusion, enhance individual choice, and support informed decision-making. **South Carolina was one of the first 12 successful grant applicants nationwide.** Now 43 states have ADRCs.

Where are ADRCs located in SC?

Current ADRCs and Service Areas
- **Lower Savannah:** Aiken, Allendale, Bamberg, Barnwell, Calhoun, Orangeburg
  803-649-7981 or 866-845-1550 toll free
- **Santee Lynches:** Clarendon, Lee, Kershaw, Sumter
  803- 775-738 or 800-948-1042 toll free
- **Appalachia:** Anderson, Oconee
  864-242-9733 or 800-434-4036 toll-free
- **Trident:** Berkeley, Charleston, Dorchester
  843-554-2275 or 800-894-0415 toll-free
- **Pee Dee:** Chesterfield, Darlington, Dillon, Florence, Marlboro, Marion
  843-378-4501 or 866-505-3331 toll-free

How do I reach an ADRC?

- **Visit** a physical location
- **Call** a local or toll free telephone number
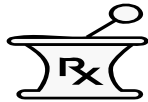- **Search** on-line: ***www.SCAccesshelp.org***

What if I have additional questions?

For more information on ADRCs in South Carolina, you can contact the Lt. Governor's Office on Aging at (803) 734-9900 or toll free at 1 (800) 868-9095.

A program of the Lieutenant Governor's Office on Aging

SC GAPS E-FORM

What is it?

The SC GAPS E-form is a new user-friendly application for **state pharmacy assistance** that makes applying faster by using the internet.

Who should use the GAPS E-form?

SC Seniors 65 years of age or older, who are Medicare eligible, have a gross household income below 200% of the Federal Poverty Level, and who need **help "filling the gap" with their Medicare prescription drug plan**.

What are the benefits of using E-forms?

- Your responses are typed on your application so it is easier to read when processed.
- Your information can be saved so you can go back to it at a later time to complete.
- If you need to resubmit your application later, you can retrieve your form and make any necessary changes and resubmit.
- You can automatically fill-in other forms, such as the Medicaid E-form, without having to re-enter common information.
- Questions are asked in ways that are easy to understand.

Where do I fill out a GAPS E-form?

To fill out the on-line application, go to the SC Access web-site at www.scaccesshelp.org and click on "GAPS Application".

Where do I submit my application?

You may answer the questions on-line, print your form, sign the signature page and mail or fax it to the SC Department of Health and Human Services (DHHS) or you may submit your form electronically. **If you submit your application electronically, you will need to print and send your signature page to DHHS within 15 days**.

What if I have additional questions?

Contact your local Medicaid office. If you do not know where to go, visit the DHHS website at www.scdhhs.gov or call 1-888-549-0820 (toll free).

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Lieutenant Governor's Office on Aging
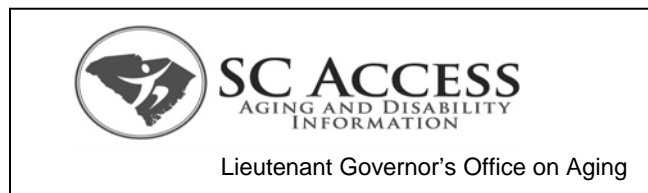
South Carolina's GAPS (Gap Assistance Pharmacy Program for Seniors) works with some Medicare's Prescription Drug Plans.

GAPS provides pharmacy assistance to qualifying South Carolina seniors to "fill the gap" in their Medicare drug coverage when enrolled in a prescription drug plan that participates in GAPS. Eligible seniors only have to pay 5% of their prescription costs while in the Medicare drug coverage gap.

To be eligible for GAPS, you must:

- be a SC resident;

- meet citizenship and alien requirements;

- be age 65 or older;

- have gross household income below 200% of the Federal Poverty Level; and

- choose a Prescription Drug Plan that participates in GAPS.

200% of Poverty Level effective March 1, 2007:

Family Size	Monthly Income	Annual Income
1	$1,702	$20,420
2	$2,282	$27,380
3	$2,862	$34,340
4	$3,442	$41,300
5	$4,022	$48,260

.

Before you apply for GAPS, you will need to:
Check to see if you qualify for Extra Help through the Federal government with your prescription drug costs. The Extra Help program is for those with limited income and resources. If you qualify, Extra Help will benefit you more than GAPS. Online applications are available at www.socialsecurity.gov or call (toll-free) 1-800-772-1213. (Note: You do not need GAPS if you qualify for Extra Help.)

GAPS is not a Medicaid program; however, it is administered by the SC Department of Health and Human Services. Medicaid coverage will benefit you more than GAPS, so if you think you are eligible for Medicaid contact your local Medicaid office.

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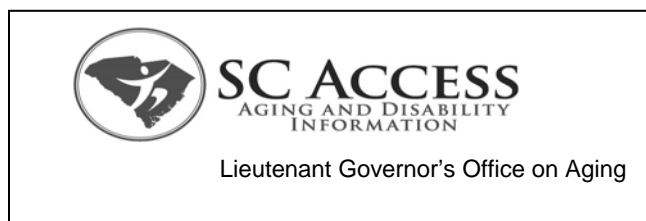
MEDICAID E-FORM

What is it?

The Medicaid E-form is a new user-friendly Medicaid application for **long-term care** that
makes applying faster by using the internet.

Who should use the Medicaid E-form?

Adults living at home who need health care services to stay in their home through **home and community based
waiver services** or individuals who are **living or applying to live in an institution** and need help paying for care.

What are the benefits of using E-forms?

- Your responses are typed on your application so it is easier to read when processed.
- Your information can be saved so you can go back to it at a later time to complete.
- If you need to resubmit your application, you can retrieve your form and make any necessary changes and
  resubmit.
- You can automatically fill-in other forms, such as GAPS, as they come on-line without having to re-enter common
  information.
- Questions are asked in ways that are easier to understand.

**Where do I fill out an E-form?**

To fill out the on-line application, go to the SC Access web-site at www.scaccesshelp.org and click on "Medicaid
Application."

Where do I submit my application?

If you live in **Aiken, Allendale, Bamberg, Barnwell, Calhoun or Orangeburg counties**, you may submit your form
electronically to the State Medicaid office. **You must then print
and send your signature page to the State Medicaid office in Columbia within 15 days** so the date of your
application will be the date it was electronically submitted. In any county, you may answer the questions on-line, print
your form, sign the signature page, and mail your completed application to your local Medicaid office.

What if I have additional questions?

You may call your local Medicaid office, visit the DHHS website at www.scdhhs.gov or call 1-888-549-0820 (toll free).

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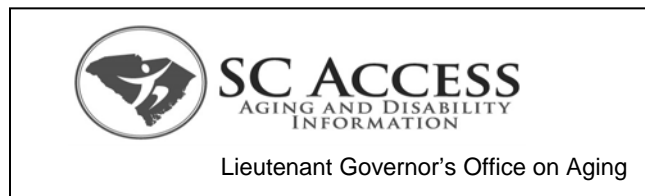
The Medicaid program pays for **long-term care services** for eligible SC residents who live in a **licensed nursing home** or for residents who choose to receive special services through a **home and community based waiver** which allows them to remain in or return to their home.

To be eligible you must meet both non-financial and financial requirements as follows:

Non-Financial Requirements:
- Be 18 years of age or older, blind, or totally and permanently disabled according to SSI guidelines
- Be a SC resident
- Meet citizenship and alien requirements
- Have or apply for a Social Security number
- Assign rights to medical benefits or support to the State

Financial Requirements:
- **Income** – gross monthly income must be below the Medicaid cap, which is 300% of the current SSI Federal Benefit Rate. Effective 01/01/07, the gross income limit is $1,869 per month. This special income limit can be used if an individual has been in a medical institution or received home and community-based waiver services or a combination of these services for thirty consecutive days.

  If you are Medicaid eligible except your gross monthly income is greater than the Medicaid cap, then you can establish an income trust to become eligible for Medicaid.

- **Resources** – The value of your resources cannot exceed $2,000 (after exclusions).

  The following resources are excluded:
  a. the value of the home if under $500,000 unless there is a spouse, minor child, or disabled child   living in the home;
  b. the value of one automobile;
  c. the value of life estate interest in real property;
  d. the value of household goods & personal effects;
  e. the value of undivided interest in heirs' property;
  f.   up to $1,500; and set aside for the individual's burial. (An additional $1,500 for a spouse, if living); and
  g. the cash value of life insurance policies owned by the individual when total value of all policies is $10,000 or less.

  Other Criteria:
  You must **apply for other benefits** for which you are entitled and meet nursing facility or ICF/MR **level of care.**

Personal Care Worker Listing- Finding a worker on SC Access

What is the Personal Care Worker Listing?

The Personal Care Worker Listing helps people with disabilities and seniors find potential workers to assist them with their daily activities so they can live more independently.

Who are personal care workers?

Personal care workers include attendants, companions, and respite providers. They do not work for an agency. They are hired directly by the person with a disability, the senior, and/or their family.

What do personal care workers do?

A personal care worker helps individuals perform daily living tasks in a variety of settings so they can lead more independent lives. They help individuals with disabilities and seniors with tasks they are not able to do such as bathing, dressing, feeding, toileting, etc. They may also assist with communication, preparing meals, doing household chores, shopping, reminding individuals to take prescribed medicines, etc.

What qualifications do workers need to meet?

Personal care provided in South Carolina may be paid through various sources – federal, state, local, churches, and privately. The qualifications that an individual would have to meet depend on how the care is paid. Providers paid through Medicaid have to meet certain requirements to be enrolled as a Medicaid provider.

Where do I find the worker listing?

For information regarding potential workers or points to consider in hiring and managing a worker, go to the SC Access web-site at www.scaccesshelp.org and click on "Personal Care Worker Listing."

What is *SC Access*?

SC Access is a web-based system through the Lt. Governor's Office on Aging which includes information about public and private services and resources in SC for seniors and adults with disabilities.

What if I have additional questions?

You may contact the Lt. Governor's Office on Aging at 803-734-9900 or toll free at 1-800-868-9095.

Points to Consider in Hiring a Worker

- Gather as much information as possible about the potential worker. Ask questions of potential workers that would help you determine whether they are:

  - Mature, dependable, and flexible
  - Experienced and/or trained in assisting seniors or people with disabilities
  - Able to follow spoken and written directions
  - Able to communicate clearly in spoken and written language
  - Medically and physically fit and free of communicable disease
  - Free of any history of abuse and neglect as indicated by professional references and background checks

- Request them to provide several references from former employers and personal friends.
- Review their criminal background check.
- Ask to see their driver's license and social security number. Check their driving record through the State Department of Public Safety, Division of Motor Vehicles.
- Verify the details of any related work experience.
- Discuss the duties you want them to perform, as well as the hours, rate of pay, and start date.

Important Things to Remember
.
- There is no charge for using the worker listing to obtain names of potential workers.
- **It is your responsibility if you are seeking to hire a personal care worker to interview applicants, check all references, and review criminal background checks before hiring.**
- **Information in the listing is obtained directly from the worker and its accuracy can't be assured.**
- **The workers have not been pre-screened for criminal history, verification of experience, or in any other way.**
- **The listing of worker's information does not imply an endorsement by *SC Access*, the Lt. Governor's Office on Aging, or the Department of Health and Human Services.**

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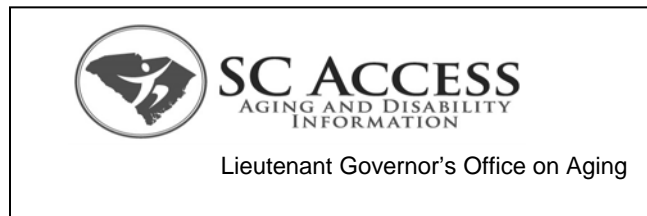
Personal Care Worker Listing - Listing as a worker on SC Access

Who should list their information?

People interested in providing personal care to individuals with disabilities and/or seniors in SC can now register their contact information on the Personal Care Worker Listing.

What do personal care workers do?

A personal care worker helps individuals perform daily living tasks in a variety of settings so they can lead more independent lives. They help individuals with disabilities and seniors with tasks they are not able to do such as bathing, dressing, feeding, toileting, etc. They may also assist with communication, preparing meals, doing household chores, shopping, reminding individuals to take prescribed medicines, etc.

What qualifications do workers need to meet?

Personal care provided in South Carolina may be paid through various sources – federal, state, local, churches, and privately. The qualifications that an individual would have to meet depend on how the care is paid. Providers paid through Medicaid have to meet certain requirements to be enrolled as a Medicaid provider (See back of card.)

Who employs the personal care worker?

Personal care workers do not work for an agency. They are hired directly by the person with a disability, the senior, and/or their family. Your rate of pay is negotiated between you and your employer.

How do I register?

To register as a personal care worker, go to the SC Access web-site at www.scaccesshelp.org and click on "Personal Care Worker Listing" or call the Lt. Governor's Office on Aging (see number below).

What is *SC Access*?

SC Access is a web-based information system through the Lt. Governor's Office on Aging which includes information about public and private services and resources in SC for seniors and adults with disabilities.

What if I have additional questions?

You may contact the Lt. Governor's Office on Aging at 803-734-9900 or toll free at 1-800-868-9095.

Qualifications for Medicaid Providers

Attendants and companions paid through Medicaid have to meet the following minimum qualifications to become enrolled as a Medicaid provider:

1. Demonstrate an ability to read, write and speak English;
2. Be at least 18 years of age;
3. Be fully ambulatory;
4. Be capable of aiding in the activities of daily living, such as feeding, bathing, dressing, transferring, and toileting. Physically capable of performing duties which may require physical exertion such as lifting, transferring, etc. if necessary;
5. Be capable of providing short-term relief for caregivers and supervision of individuals;
6. Be capable of following a plan of care with the individual's and/or their responsible party's supervision;
7. Be capable of following billing procedures and completing required paperwork;
8. **Have no known conviction of abuse, neglect, or exploitation of adults or of children, no known conviction for any crime against another person, no known felony conviction of any kind, and/or no known conviction of any kind concerning the misuse or abuse of any public assistance program;**
9. Have no exclusion from the Medicare or Medicaid programs; and
10. Submit the results of a PPD tuberculin (TB) skin test administered within one year prior to Medicaid provider enrollment date.

Important Things to Remember

.
- Participation in the worker listing is voluntary.
- There is no charge for listing your information.
- Personal care workers are responsible for updating their information at least annually and removing their listing when they no longer are seeking individuals to serve.
- It is your responsibility if you are seeking to become a personal care worker (attendant, companion) for a Medicaid waiver recipient to become enrolled as a Medicaid provider.
- **Listing on the listing does not guarantee employment or imply an endorsement by *SC Access*, the Lt. Governor's Office on Aging or the Department of Health and Human Services.**