



## State of South Carolina Department on Aging

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### Program Instruction ACL Guidance for Tracking Services

**Effective: May 20, 2020**

There has been clarified guidance from ACL on how to track COVID services for NAPIS. Please share the appropriate portions with contracted service providers.

#### Wellness Checks

- Track Wellness checks which do not follow the Care Calls script under Care Calls but with \$0, so all calls can be captured
  - o Use the Care Calls COVID activity
    - People Served = Clients Contacted
    - Qty = contacts/call made
    - Unit (\$) = \$0
    - Purpose = “Wellness Checks”
    - Event Comment = initials of those who made the calls

#### Staff time

- ACL has made a clarification on tracking the extra staff time needed to perform services either previously performed by volunteers, or service over and above what the staff had previously been doing, prior to COVID.
  - o This is not for regular staff work, but extra work brought on as a result of COVID.
  - o Examples include the staff time to pick, pack, and deliver groceries, or deliver prescription drugs, or deliver meals (where volunteers had been delivering before), or deliver supplies, to the client’s residence.
- A new AIM activity will be created called Staff Hours COVID
  - o Email [pondyk@aging.sc.gov](mailto:pondyk@aging.sc.gov) to inform him which providers and AAAs will make use of this new activity
  - o It would go under the Staff Hours COVID
    - People Served = clients directly affected by the service
    - Qty = hours
    - Unit(\$) = expenditures
      - Based on staff hours and supported by the general ledgers
    - Purpose = “Grocery Delivery” or “prescription drug delivery” or “HDM delivery”, etc.
    - Comment = Staff Initials to assist in tracking?
  - o It would be reimbursed under Supportive Services COVID or CARES
  - o It would be supported by the general ledger and some method for tracking the time.

#### Senior Centers

- A waiver will be forthcoming to allow serving fewer than 25 seniors at a meal site and to address the reduction or temporary elimination of activities at the center.
- Signatures are still required as supporting documentation for group dining

- III B Group Sup Svc COVID can be used to purchase more pens, cleaning supplies, etc. necessary to keep the site safe for staff and visitors.
- Tracking meals
  - o Meals served to clients eating at the meal site or senior center are tracked as normal with III C1 GD.
  - o Meals provided to group dining clients but NOT eaten at the meal site or senior center are tracked as it has been for the past two months - III C2 HDM <type> COVID
  - o There is no limitation preventing a client from receiving GD meals and HDM meals in the same week/month/year
    - Enter the appropriate amount of each type for the client in AIM
    - Due to the large number of seniors in need, there is still the limitation that the federal and state funds will only pay for the client to be able to eat one meal a day.

#### Supplies, Modifications, and Technology

- Cleaning supplies, free standing sanitizer dispensers, Plexiglas shields, etc. can be purchased with III B Group Sup Svc COVID funds
  - o Specify what is being purchased in the Purpose field
- Larger purchases, such as modifications to buses or buildings, should be run by the SCDOA prior to purchase if federal or states funds plan to be used for reimbursement to make sure it is allowable.
- There is a new grant which may be able to pay for these purchases.