

Assisted Living and Community Residential Care Facilities

A Practical Guide for Consumers

Developed by the SC CRCF Committee

Community Residential Care Facilities (CRCFs) and Assisted Living Homes *provide room and board and a degree of personal assistance. The core services provided include, but are not limited to:*

- Three meals a day
- Snacks at no additional charge
- Housekeeping services
- Assistance with eating, bathing, dressing, toileting, and walking
- Medication assistance
- 24 hours, seven days a week staffing
- Transportation to medical appointments

As a CRCF resident you have the right to be treated with dignity and respect, to have freedom of choice, and a physical environment that is safe, secure, sanitary and well-maintained.

To make inquiries about the Resident's Bill of Rights contact the Department of Health & Environmental Control-Division of Health Licensing at (803) 545-4370 or www.myscgov.com. This website also links to all state agencies noted in this brochure.

LICENSING

SC Department of Health and Environmental Control (DHEC) Division of Health Licensing—*Responsible for licensing and monitoring CRCFs for compliance with licensing standards.*

2600 Bull St. | Columbia, SC 29201-1708
(803) 545-4370 | (803) 545-4212 fax

SC Department of Labor, Licensing, and Regulations-Board of Long Term Health Care Administrators (LLR)—*The Board licenses qualified individuals as nursing home administrators and community residential care facility administrators, and oversees continuing education, discipline and practice of administration.*

Dana Blanton or Stephanie Calhoun
110 Centerview Dr. | Columbia, SC 29210
(803) 896-4544 | (803) 896-4555 fax | blantond@llr.sc.gov

FUNDING

SC Department of Health and Human Services Optional State Supplement Program (DHHS-OSS)—*Provides elderly and disabled South Carolinians access to a quality long term care continuum.*

OSS Project Administrator | PO Box 8206 | Columbia, SC 29202-8206
(803) 898-2590 | (803) 898-4509 fax

SC Department of Health and Human Services Integrated Personal Care Services Program (DHHS-IPC)—*Provides reimbursement to qualified CRCFs to provide additional services to residents who meet program requirements and who participate in the OSS program.*

Janet Clayton or Gloria Washington

PO Box 8206 | Columbia, SC 29202-8206

(803) 898-2590 | (803) 898-4509 fax

REPORTING CONCERNS

Complaints may be filed by anyone, such as a resident, family member, staff, or visitor either in writing or verbally. The complainant may choose to remain anonymous. To file a complaint contact:

DHEC Division of Health Licensing

(803) 545-4370 | (803) 545-4212 fax

SC Attorney General-Medicaid Fraud Control Unit—*Prosecutes neglect, abuse and financial exploitation occurring in community residential care facilities, nursing homes and other licensed facilities.*

Brenda Otto | PO Box 11549 | Columbia, SC 29211

(803) 734-3660 | (888) 662-8754 toll-free | (803) 734-8754 fax | Agbotto@AG.state.sc.us

SC Department of Health and Human Services-Long Term Care Ombudsman Program—*Investigates complaints made on behalf of residents in community residential care facilities. Assists residents in protecting their health, safety, welfare and rights.*

Jon Cook | PO Box 8206 | Columbia, SC 29203

(803) 898-2850 | (800) 868-9095 toll-free | (803) 898-4513 fax | Cook@dhhs.state.sc.us

SC Department of LLR-Board of Long Term Health Care Administrators—*Investigates complaints regarding administrators.*

(803) 896-4544

ADVOCACY/SUPPORT

Alzheimer's Association—*Provides supportive services and education to persons with Alzheimer's disease and their families in South Carolina.*

Columbia—PO Box 7044 | Columbia, SC 29202

(803) 772-3346 | (800) 636-3346 toll-free | (803) 772-3349 fax

Charleston—PO Box 80459 | Charleston, SC 29416

(843) 571-2641 | (800) 860-1444 toll-free | (843) 571-6020 fax

Anderson—521 N. McDuffie St. | Anderson, SC 29621

(864) 224-3045 | (800) 273-2555 toll-free | (864) 225-1387 fax

Mental Health Association in SC (MHASC)—*Provides client advocacy and legislative advocacy training, consumer outreach and support services, including residential programs.*

Joy Jay | 1823 Gadsden St. | Columbia, SC 29201

(803) 779-5363 | (800) 375-9894 *toll-free* | (803) 779-0017 *fax* | MHA@mha-sc.org

National Alliance for the Mentally Ill in SC (NAMI)—*Provides free education programs and support to family members.*

David Almeida | PO Box 1267 | Columbia, SC 29202

(803) 733-9592 | (803) 733-9593 *fax* | NAMIofsc@logicsouth.com

Protection and Advocacy for People with Disabilities, Inc. (P&A)—*Protects the legal, civil and human rights of people with disabilities including conducting Team Advocacy inspections.*

Information & Referral Specialist

3710 Landmark Dr., Suite 208 | Columbia, SC 29204

(803) 782-0639 | (866) 275-7273 *toll-free* | (803) 790-1946 *fax* | www.protectionandadvocacy-sc.org

Self-Help Association Regarding Emotions (SHARE)—*Helps people help themselves through advocacy, education, recovery programs, and support groups for people with mental illnesses or emotional challenges.*

Bonnie Pate | 427 Meeting St. | W. Columbia, SC 29212

(803) 739-5712 | (800) 832-8032 *toll-free* | scshare@bellsouth.net

Sincere Home Owners United Together (SHOUT)—*Provides consumer information, sharing mutual concerns and positive ideas related to CRCFs.*

Josie Barton | 5207 Lower Richland Blvd. | Hopkins, SC 29061

(803) 695-0061 | (803) 699-3675 *fax* | Weareshout@aol.com

RELATED SERVICES

SC Department of Disabilities and Special Needs (DDSN)—*Plans, develops, coordinates and funds services for South Carolinians with mental retardation, autism, traumatic brain injury, spinal cord injury and related disabilities.*

Joan S Hummel | PO Box 4706 | Columbia, SC 29240

(803) 898-9691 | (888) 376-4636 *toll-free* | (803) 898-9660 *fax*

SC DHHS-Division of Community Long Term Care—*Offers a variety of programs to serve persons who want to live at home, need assistance with their care and are eligible for Medicaid.*

Maria F Patton | PO Box 8206 | Columbia, SC 29201-8206

(803) 898-2590 | (803) 898-4509 *fax* | Patton@dhhs.state.sc.us

SC DHEC-Bureau of Home Health and Long Term Care—*Provides home health services statewide.*

Michael D. Byrd | 2600 Bull St. | Columbia, SC 29201

(803) 898-0559 | (803) 898-0350 *fax* | byrmd@columb60.dhec.state.sc.us

SC Department of Mental Health (DMH)—*Supports the recovery of people with mental illnesses and provides screening, counseling, day program, and clubhouse services.*

Vicki Rinere | 2414 Bull St. | Columbia, SC 29202
(803) 898-8326 | (803) 898-8590 fax | vr972@co.dmh.state.sc.us

SC Department of Social Services-Adult Protective Services (DSS)—*Investigates reports of abuse, neglect and exploitation of vulnerable adults who reside in the community.*

The SC Government website www.myscgov.com provides the telephone numbers for all DSS County Offices.

ASSOCIATIONS

SC Association of Non-Profit Homes for the Aging (SCANPHA)—*Represents all levels of care for older persons that are non-profit and does include residential care facilities.*

Vickie Moody | 2711 Middleburg Dr., Suite 309-8 | Columbia, SC 29204
(803) 988-0005 | (803) 988-1017 fax | scanpha@att.net

SC Association of Residential Care Homes (SCARCH)—*Represents the assisted living and residential care facility industry.*

Melissa Yetter | 1300 Sumter St., Suite 206 | Columbia, SC 29201
(803) 933-0921 | (800) 862-2908 toll-free | (803) 933-0923 fax
SCARCHemail@aol.com | www.scarch.org

SC CRCF COMMITTEE PARTICIPATING AGENCIES AND ORGANIZATIONS

Alzheimer's Disease & Related Disorders Association, Inc.
Board of Long Term Health Care Administrators (LLR)
National Alliance for the Mentally Ill of SC (NAMI)
Protection & Advocacy for People with Disabilities, Inc.(P&A)
Sincere Home Owners United Together (SHOUT)
SC Association of Non-Profit Homes for the Aging (SCANPHA)
SC Association of Residential Care Homes (SCARCH)
SC Department of Disabilities & Special Needs (DDSN)
SC Department of Social Services (DSS)
SC Department of Health & Environmental Control(DHEC)
SC Department of Health & Human Services (DHHS)
SC Department of Mental Health (DMH)
SC Mental Health Association in S.C. (MHASC)
SC Self-Help Association Regarding Emotions (SHARE)
