

Overview of Divisions

ADMINISTRATION

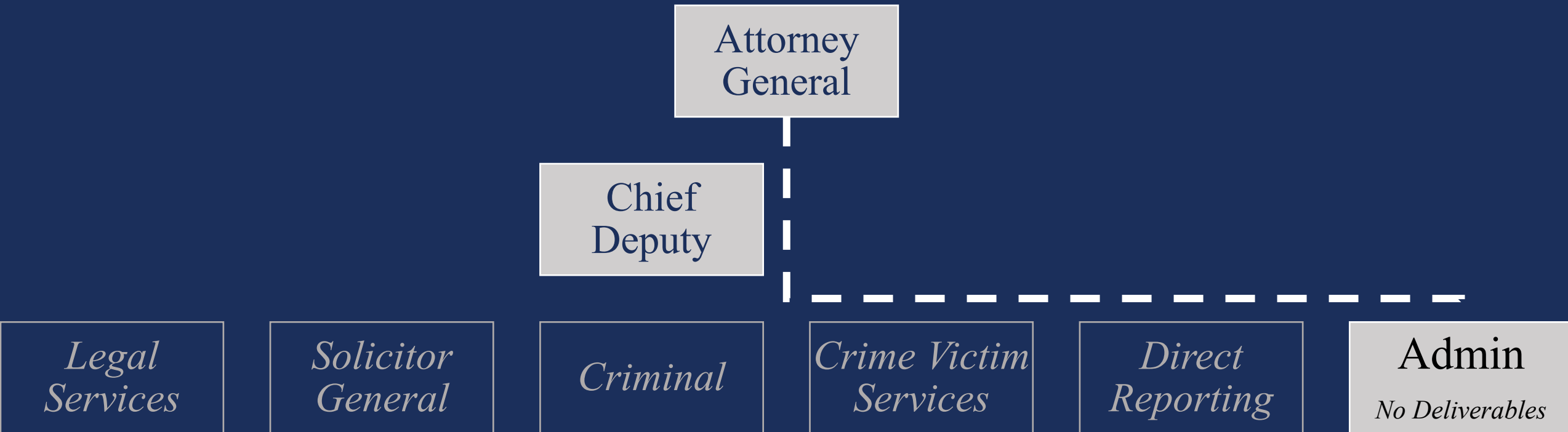




ADMINISTRATION

Alan Wilson
Attorney General

Tammie Wilson
Director





Divisions: Administration

Alan Wilson
Attorney General

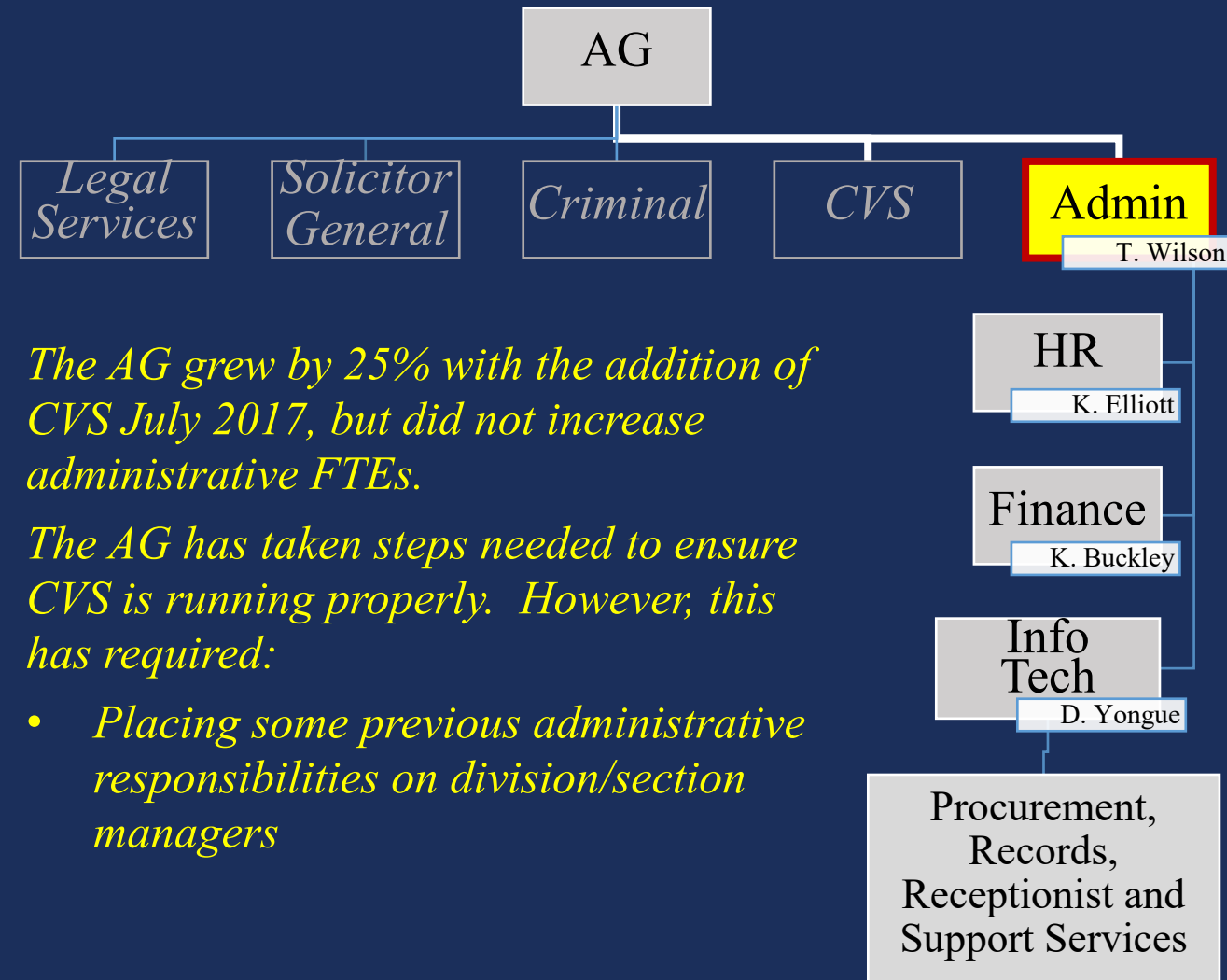
Tammie Wilson
Director

Administration:

The Administration Division provides support and essential services to the OAG operations.

The Administration Division includes Finance, Human Resources, Information Technology, Procurement, Records, Support and Receptionist Services.

Administration is a one-stop resource for other sections, with the Director as the primary logistics advisor to the Attorney General.



The AG grew by 25% with the addition of CVS July 2017, but did not increase administrative FTEs.

The AG has taken steps needed to ensure CVS is running properly. However, this has required:

- Placing some previous administrative responsibilities on division/section managers*



Human Resources

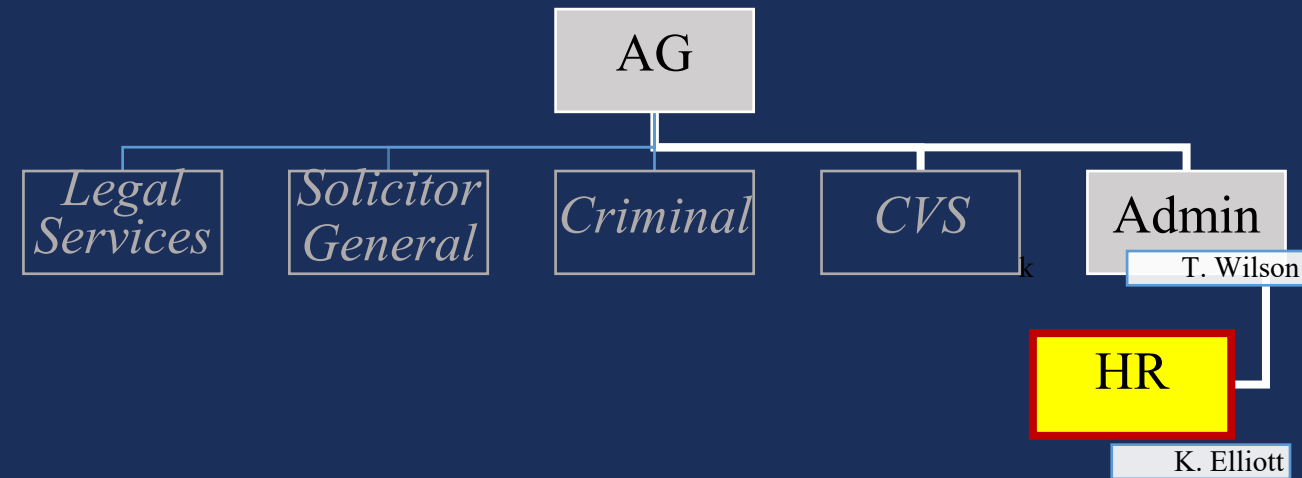
Alan Wilson
Attorney General

Tammie Wilson
Director

HR prepares and manages the recruitment of new employees, provides orientation, prepares payroll, administers benefits, implements EPMS program, manages classification system and other related HR functions.

In addition, HR manages law clerk, intern, and externship programs, which provide first-hand exposure of working in a legal office.

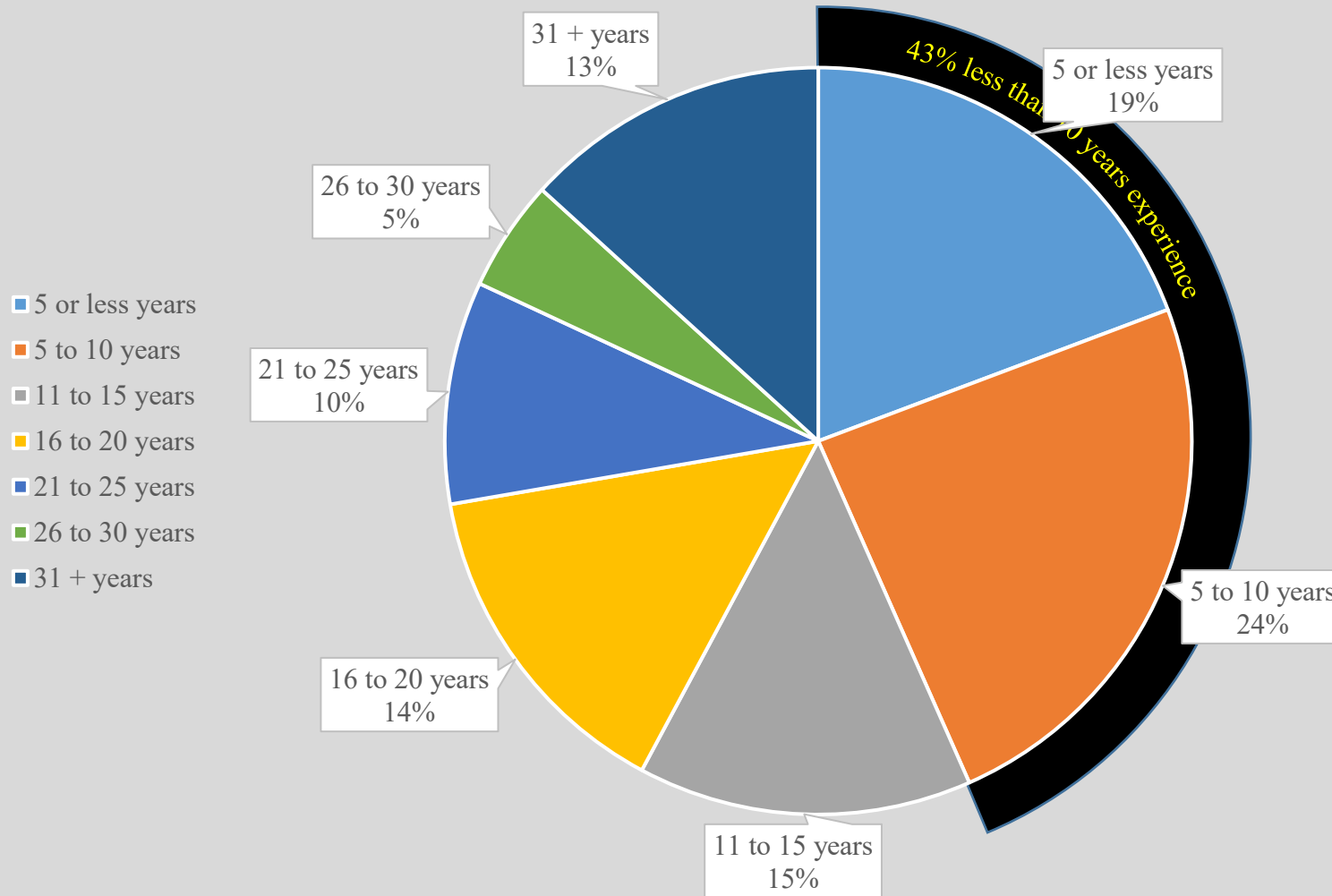
HR is comprised of only 3 FTEs yet has an outstanding record with annual audits and compliance with Human Resources policies and procedures. The HR department regularly receives positive remarks from employee surveys.



Attorney Information

Experience Practicing Law

Number of Years Since Bar Passage



Attorneys

- 84 filled positions
- 12 vacant positions

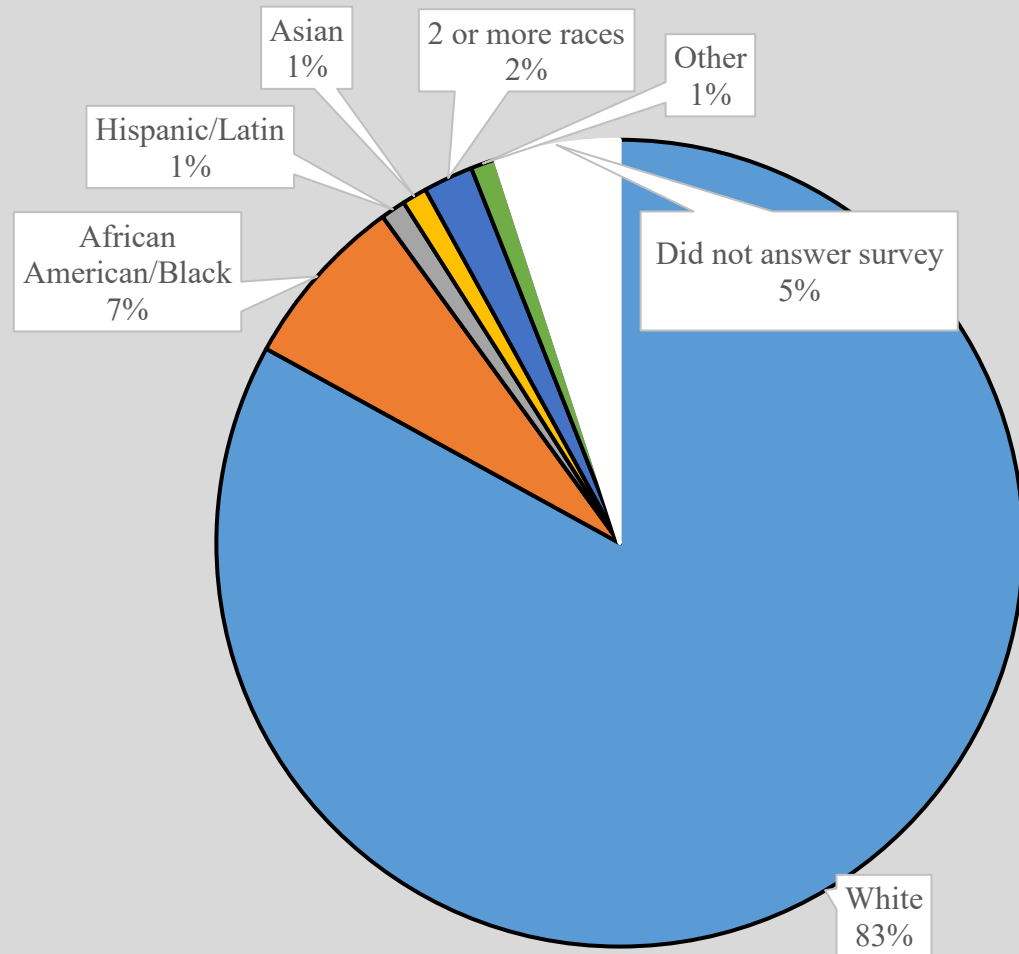
Experience practicing law

- 43% with 10 years or less
- 18% with 26+ years

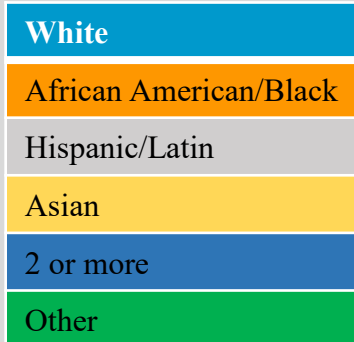
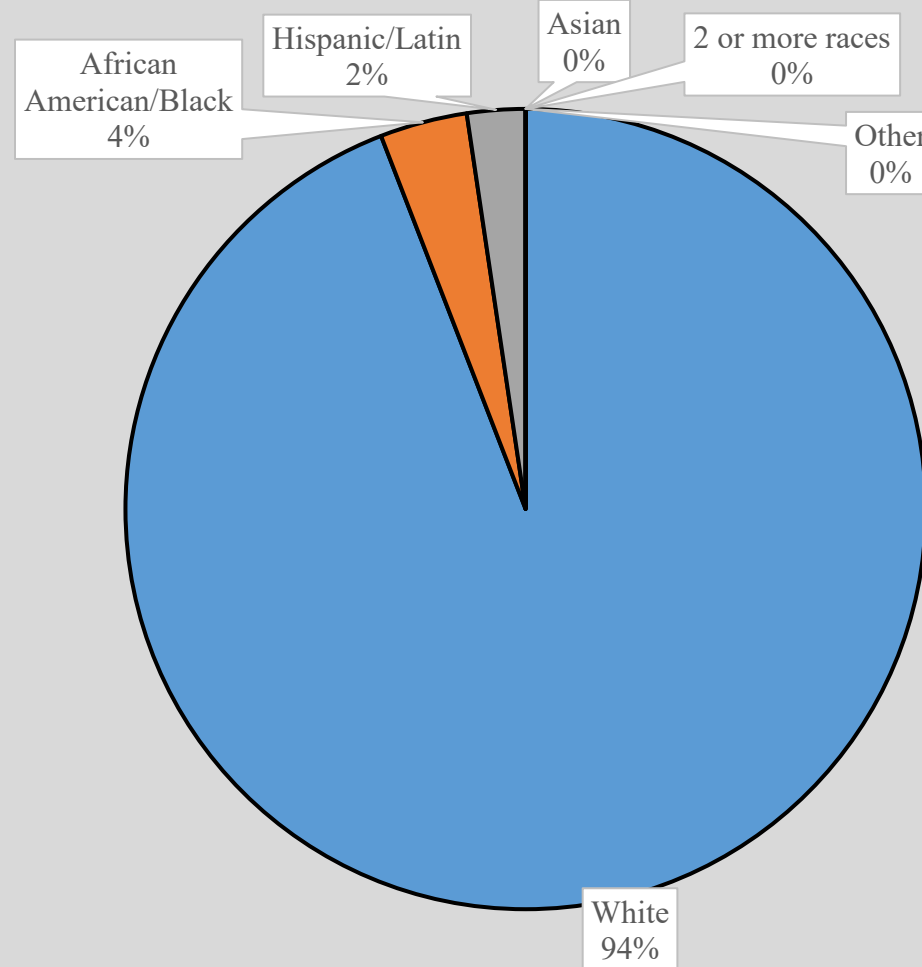
NOTE: Some of the years practicing may include time not at the AG's office.

Attorney Demographics (race)

S.C. Bar*



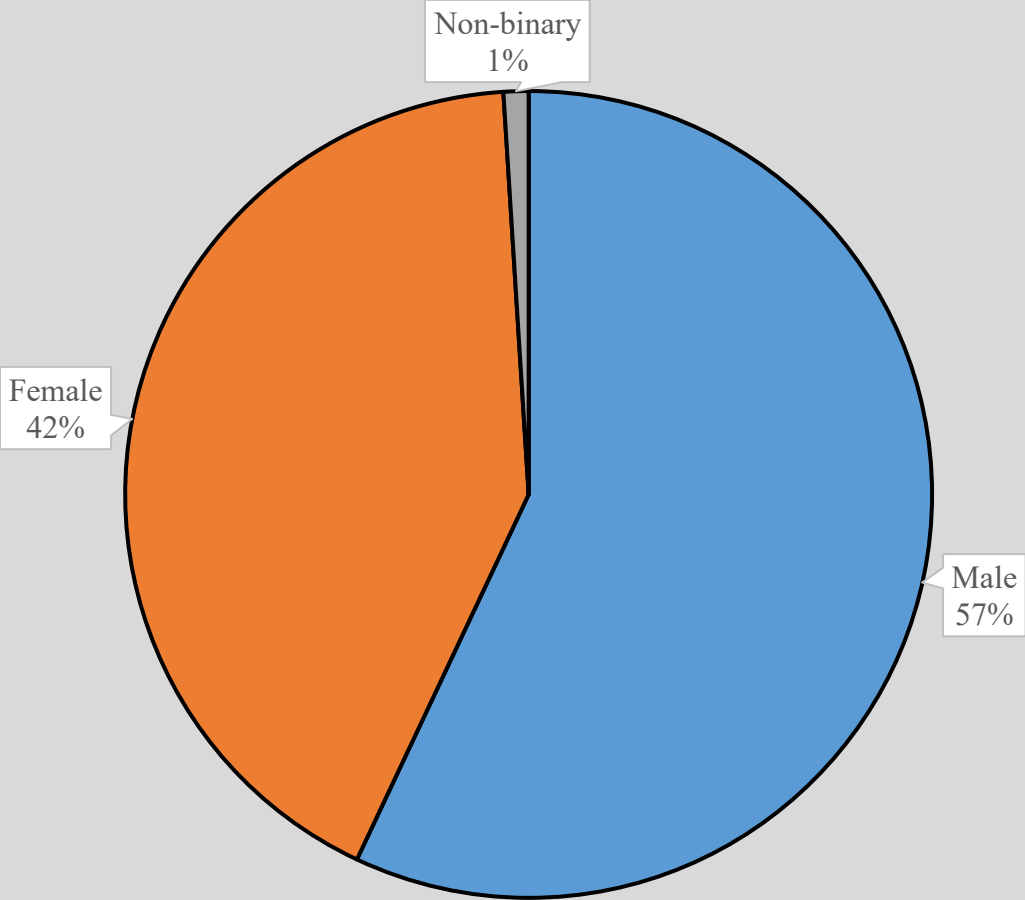
S.C. Attorney General's Office



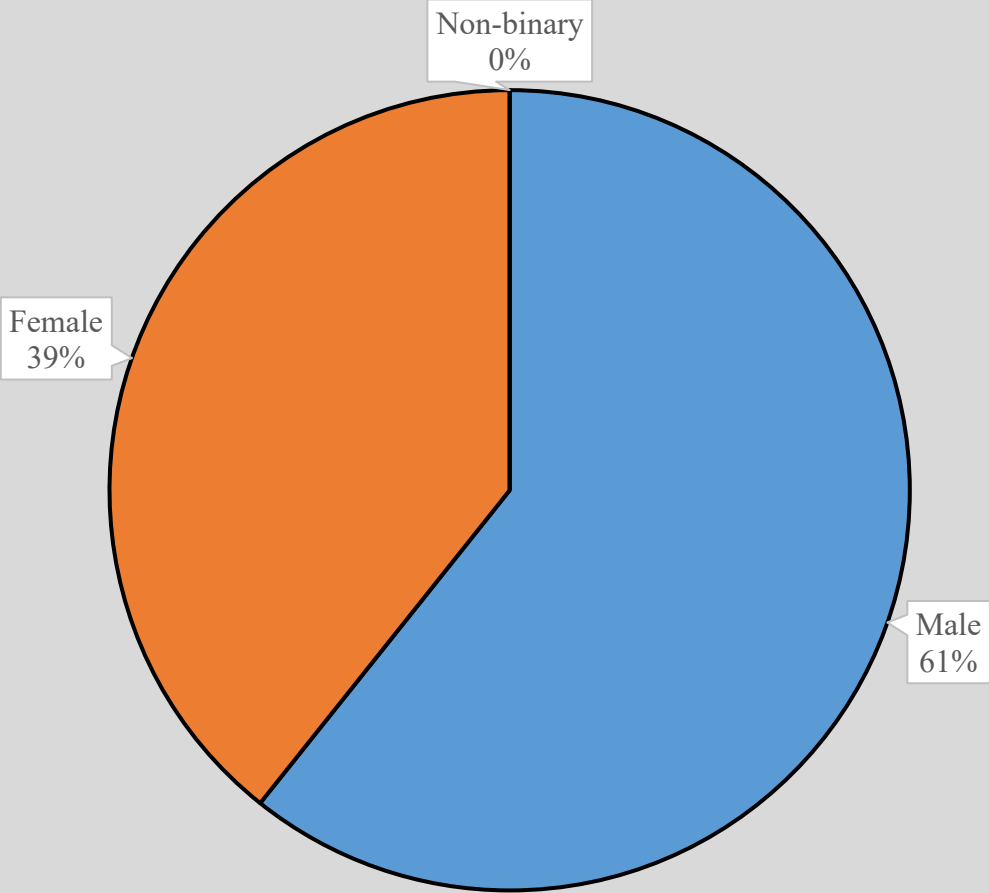
Attorney Demographics (gender)

Male
Female
non-binary, gender fluid, transgender

S.C. Bar*



S.C. Attorney General's Office



*Sources: www.scbare.org/media/filer_public/aa/89/aa8902d8-e61d-455c-bb9b-d26a2f8a5733/summary_report_final_oct21.pdf

Office-Wide Information

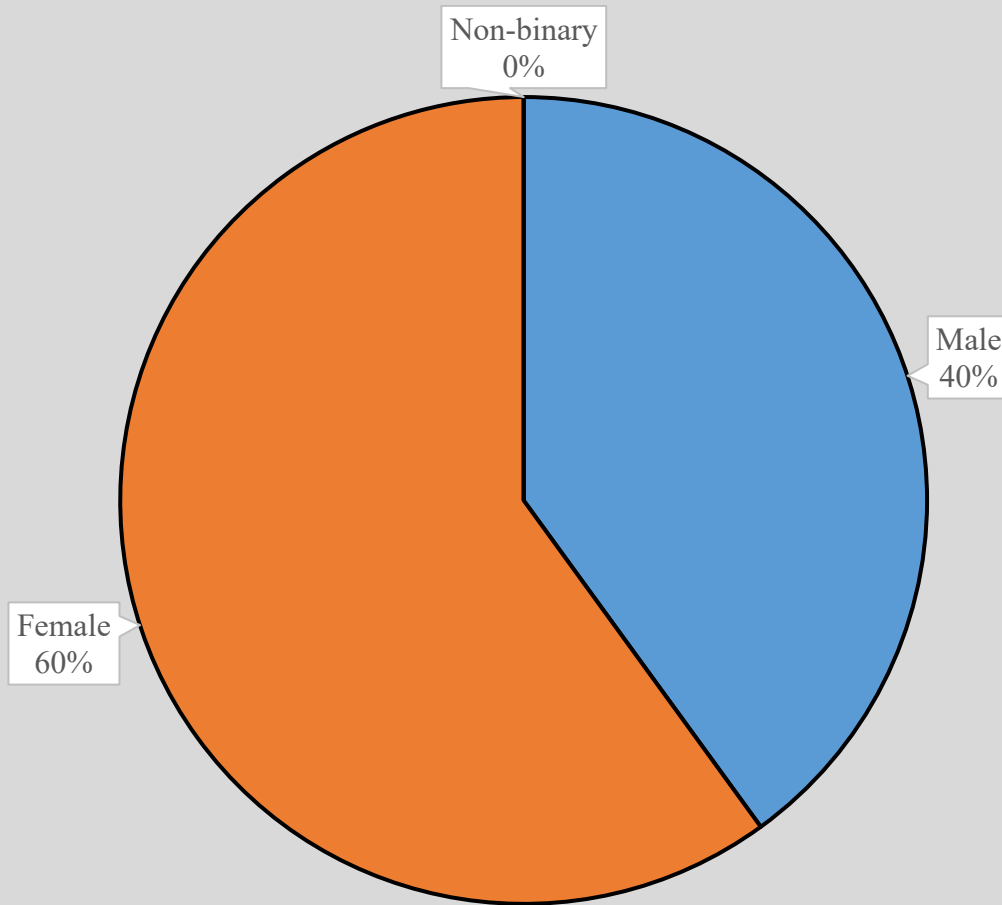
Office-Wide Demographics (gender)

Male

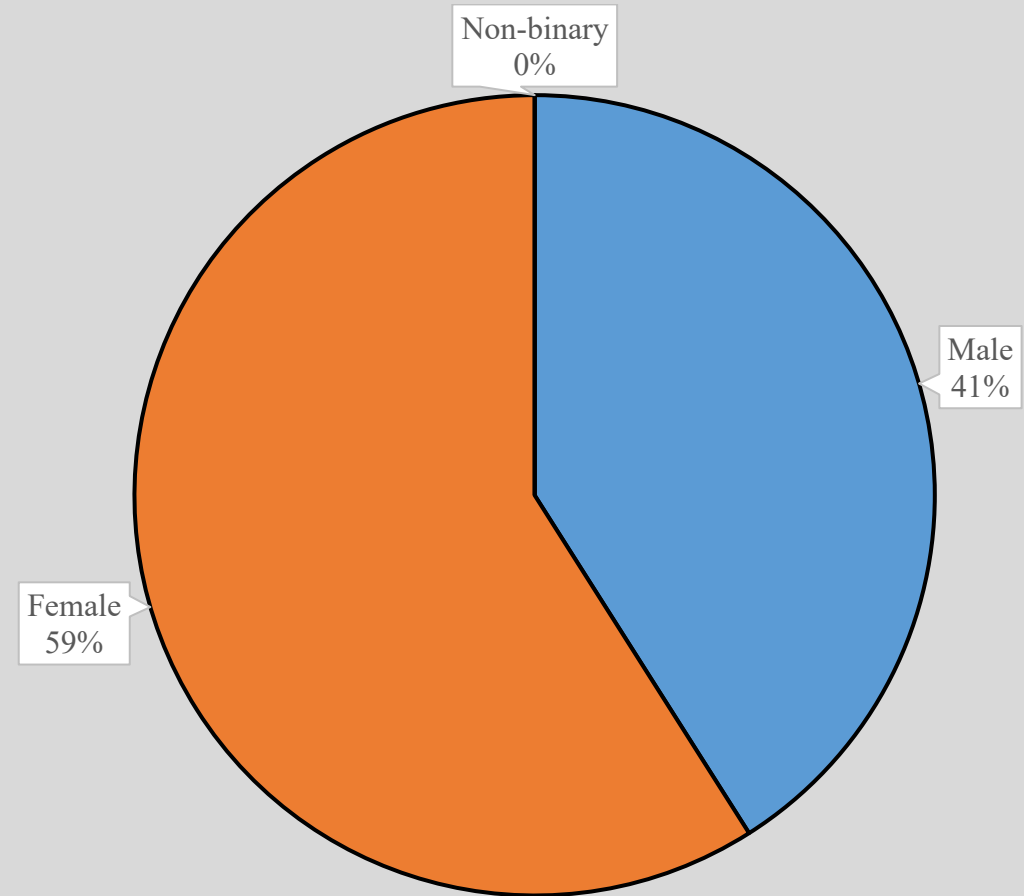
Female

non-binary, gender
fluid, transgender

Statewide

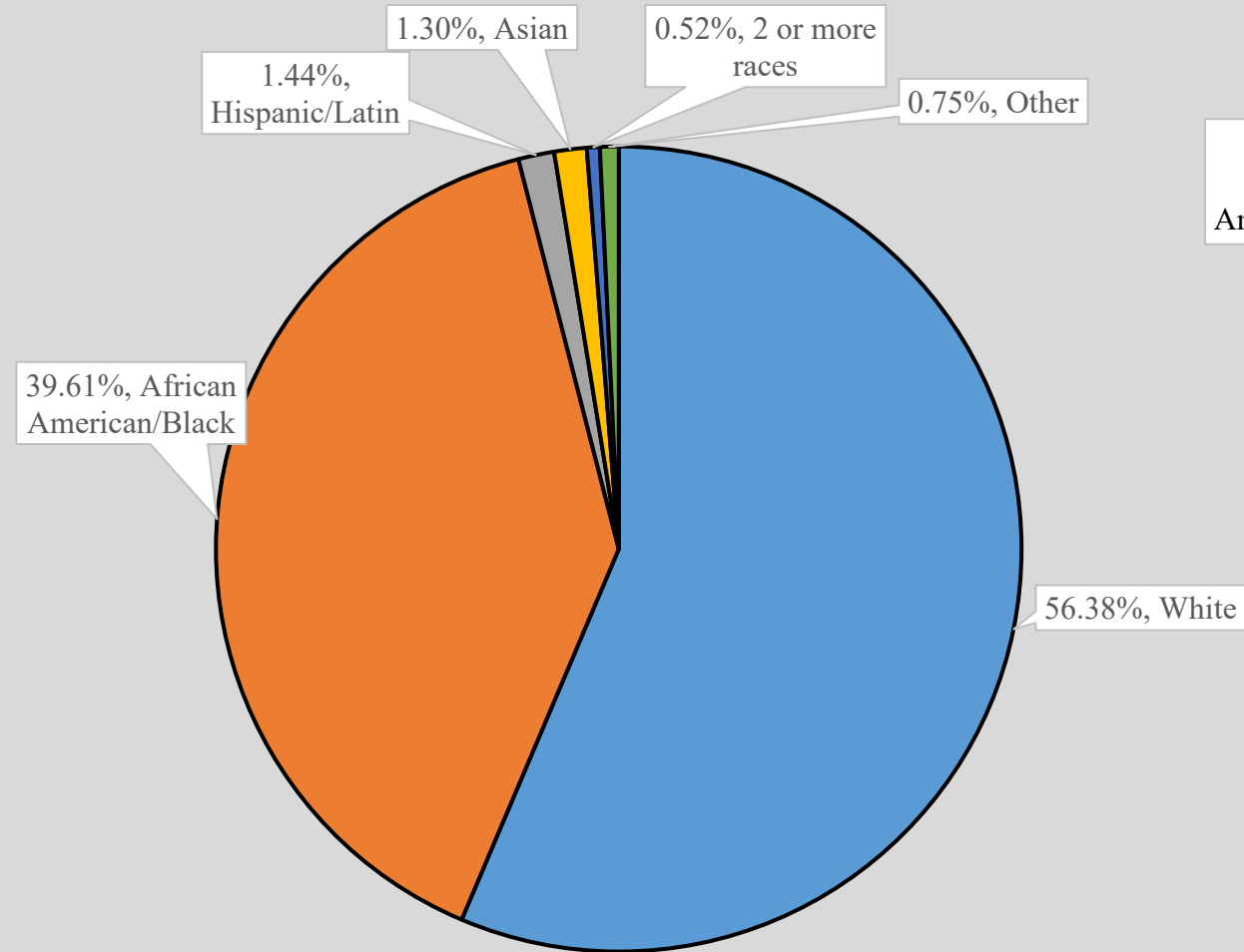


S.C. Attorney General's Office

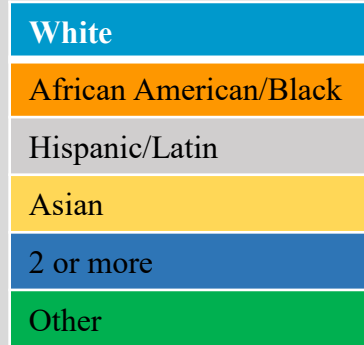
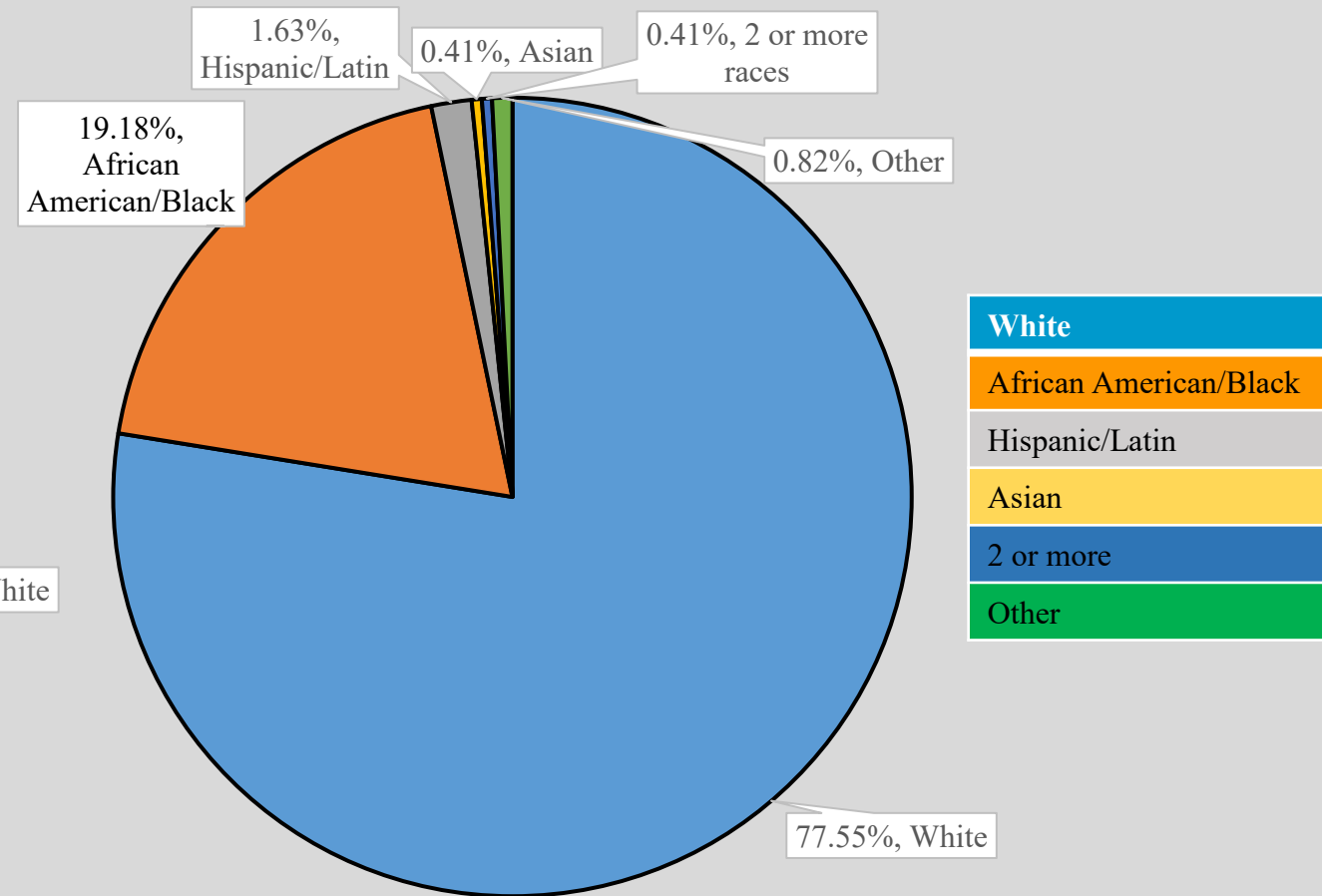


Office-Wide Demographics (race)

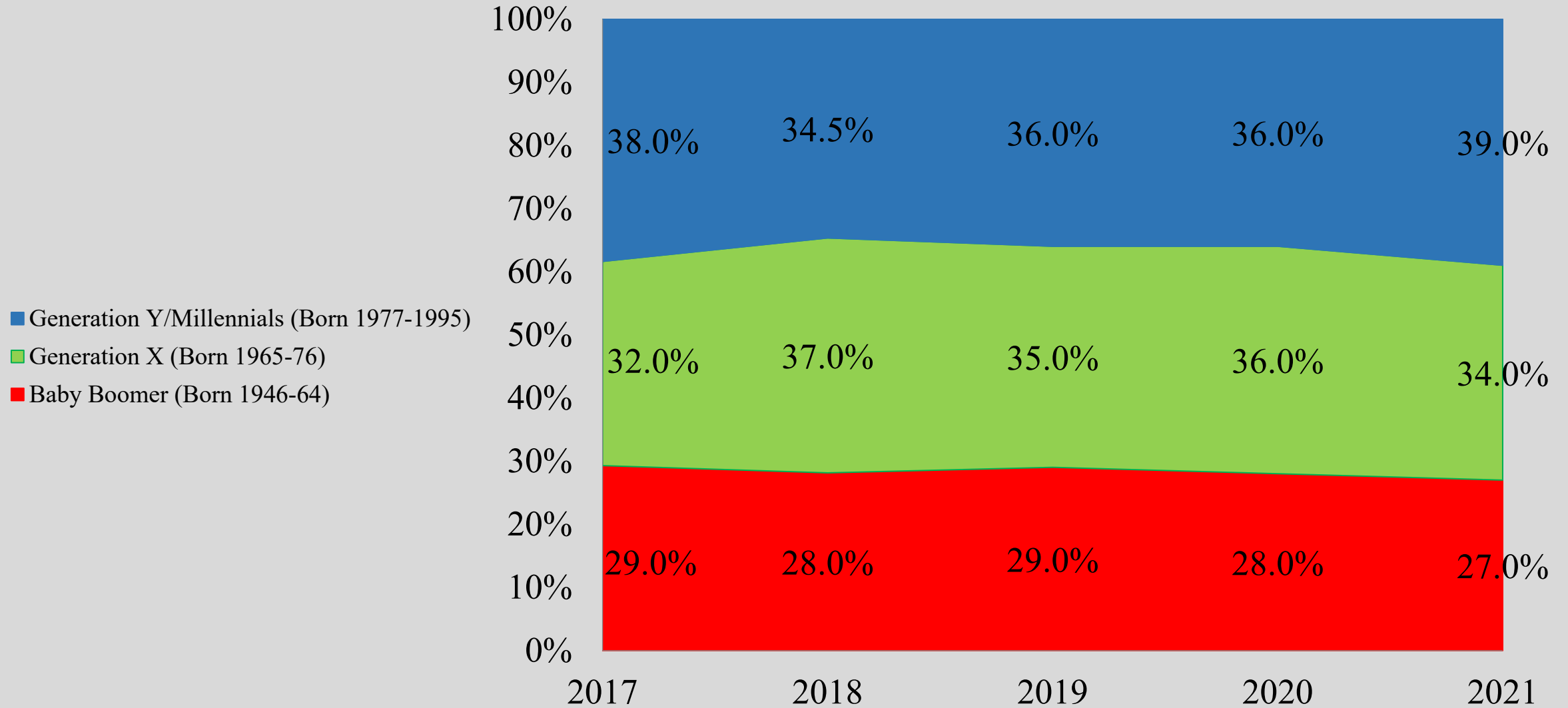
Statewide



S.C. Attorney General's Office



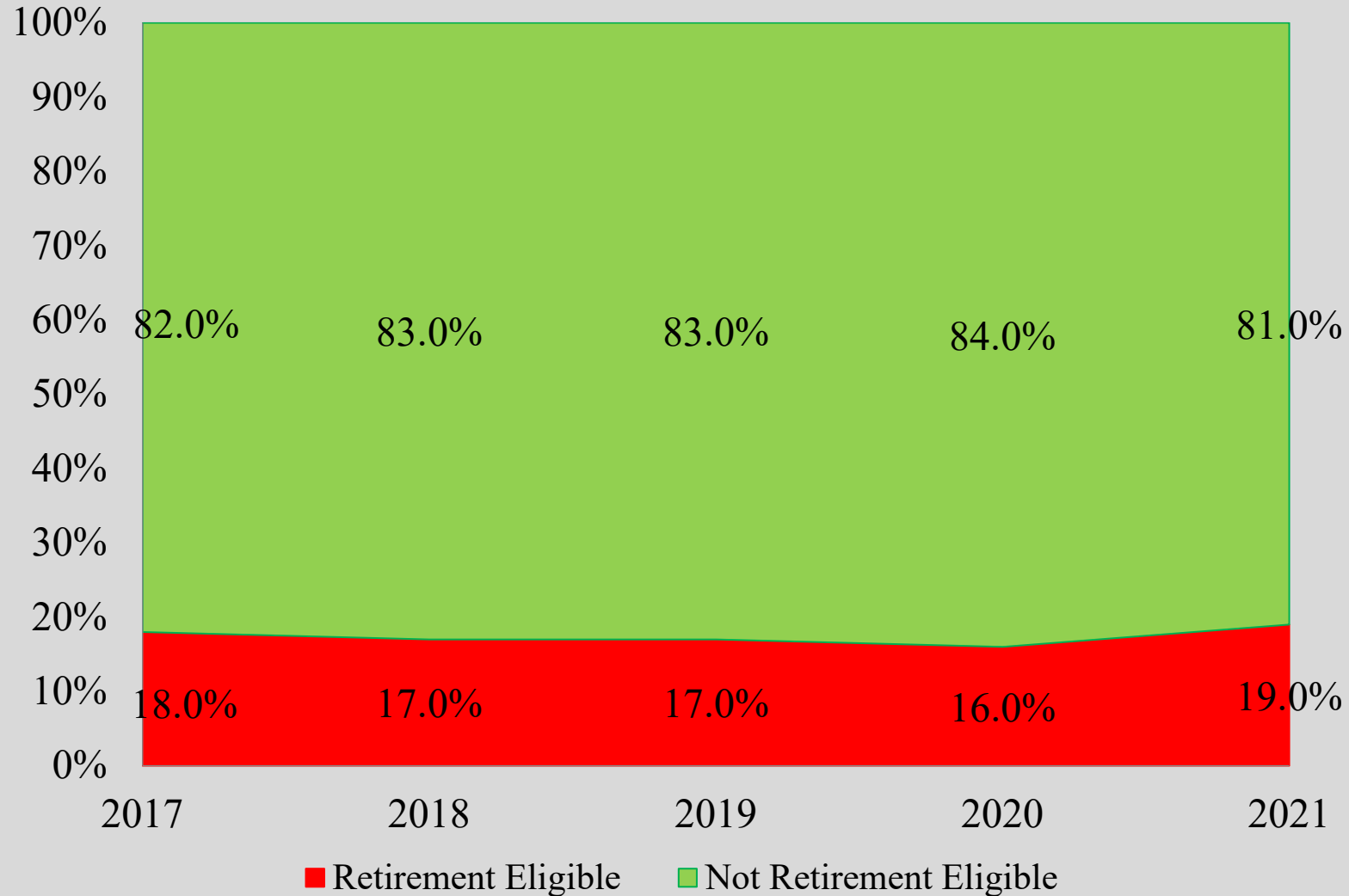
Employees by Generation



Retiree Workforce Rate

- **June 2021 Retirement Eligible: 19%**

- **Projected Retirement Eligible in June 2026: 34%**

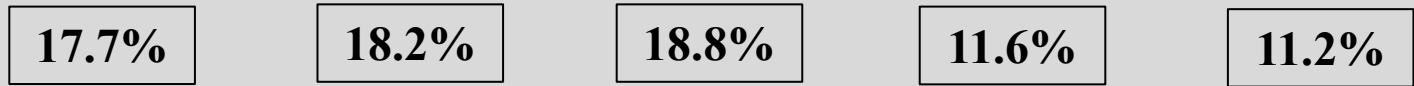


Separations

Number of Separations

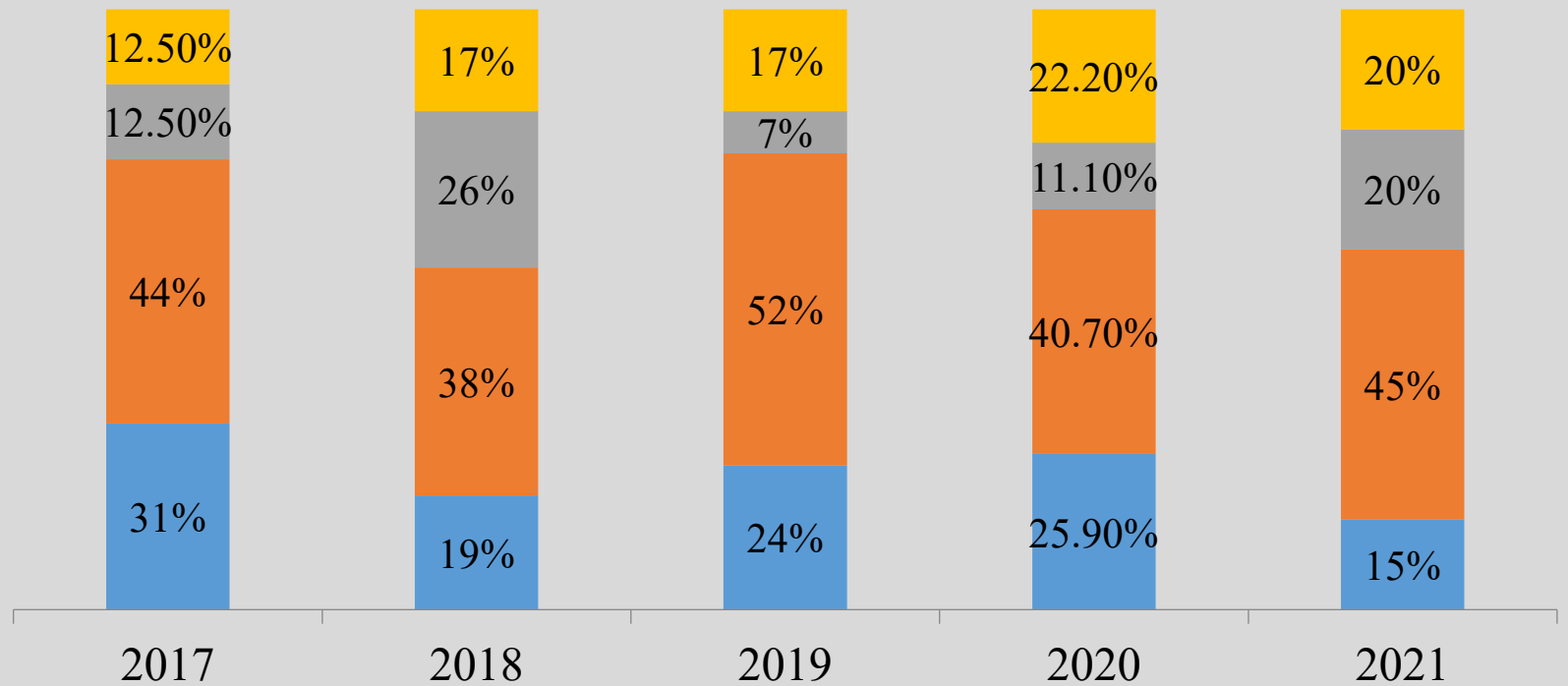


Turnover Rate



Reasons for Separation

- Personal/Other
- Retirement
- Employment at Non-State Government Entity
- Employment at Another State Agency

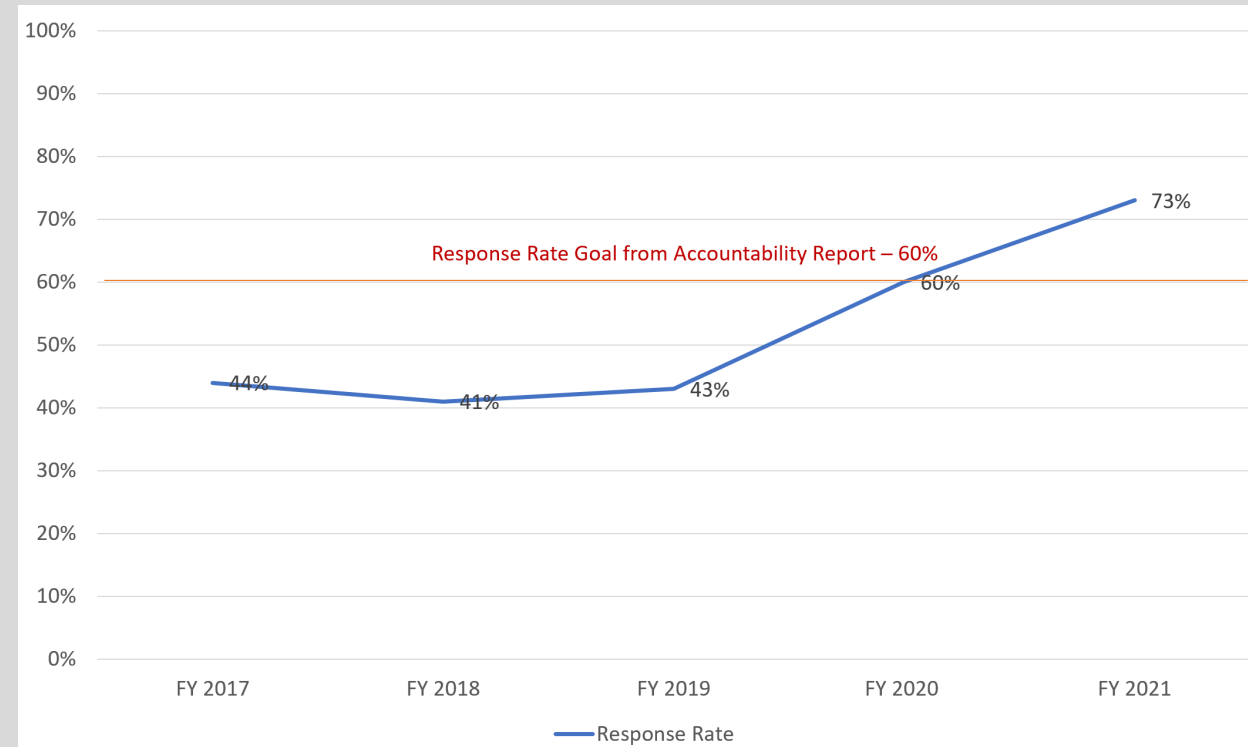


Exit Survey Information

Development of Exit Interview

Existing	Exit survey in paper format
2017	Modified Exit Survey
2019	Last “paper” survey Change to digital tracking Increase open ended questions
2022	Added telecommuting question <i>- Would the option to telecommute have changed your decision to seek and/or accept other employment?</i> <i>- Does your new position offer the option to telecommute?</i>
Present:	<i>Potential to rank reasons</i>

Exit Interview Response Rate



Exit Information Trends and Responses

Trends

- Training
- Request for Alternate work schedule options
- More defined career path
- More defined salary plan

Responses

- Training
 - Leadership Development Program
 - Professional Development (non-attorney)
- Start time flexibility with manager approval
- Salary & Position Review
 - Supervisor's recommendation
 - Committee review
 - Must have successful EPMS rating

Leadership Development Program

(2021-22 is first year of program)

- Initiated from Exit Information responses
- Collaboration
 - National Association of Attorneys General (NAAG)/ Training & Research Institute Division (NAGTRI)
 - Department of Administration – Training Division
- Class size limited to 24 participants
 - Initial class for senior managers
 - Follow-on class being formed, modifications being considered
 - Class approximately 1 year program
- Team Projects
 - Divided participants into 4 groups of 6 each
 - Each group is comprised of participants from different sections within the office
 - This year,
 - Two groups are studying and making recommendations for the office’s mission, vision, and strategic initiatives
 - Two groups are studying and making recommendations for potential re-organization structure of the office

Leadership Development Program









(2021-22 is first year of program)

Required

Optional

6 of 10 Required

In-person training	Source
Core Leadership Competencies	
Myers Briggs Type Inventory	admin 
Coaching	admin
Performance Management	admin
5 Choices to Extraordinary Productivity	admin 
Supervisory Practices	admin
Ethical Leadership	admin
Accountability Reporting	admin
Building Cultural Competencies	
7 Habits of Highly Effective People	admin 
State Government- Human Resources	admin

Online training (6 of ten required)	Source
Working with Imposter Syndrome	
7 Strategies Reducing Stress & Anxiety	
Managing Vicarious Trauma and other Mental Health Issues	
Better Lawyering through Mindfulness	
Series-1 Time Management	
Series-2 Generational Diversity	
Series-3 Resilience and Mindfulness	
Series-4 Emotional Intelligence	
Governing Ethical Issues in SC Gov't	admin
Anti-Harassment	admin



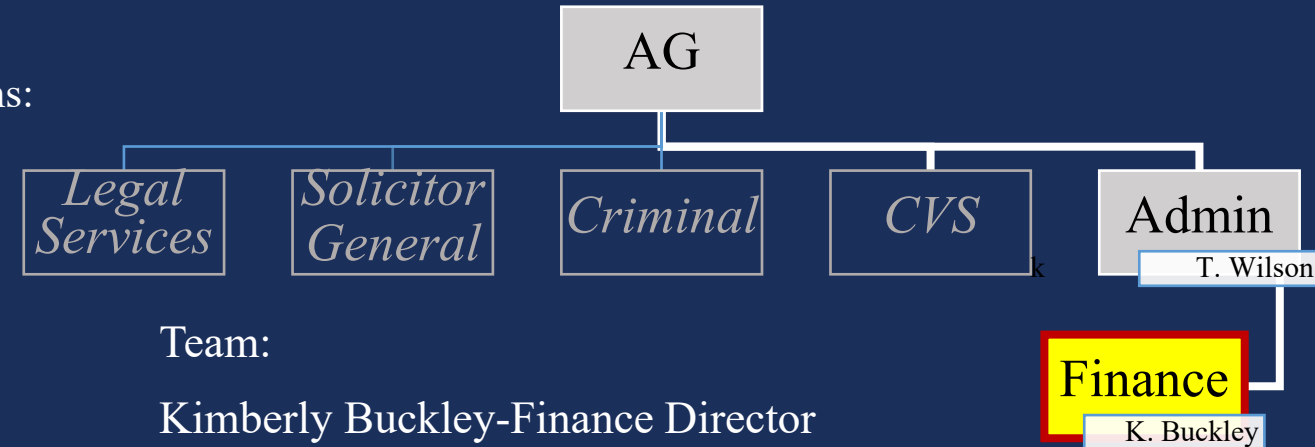
Finance

Alan Wilson
Attorney General

Tammie Wilson
Director

Finance operations adhere to State and Federal rules and regulations.
Finance responsibilities include:

- Manages the agency's budget, cash, and all accounting transactions:
 - FY2020 Budget \$101,045,390
 - FY2019 Budget \$78,758,364
 - FY2018 Budget \$78,527,451 (CVS Transfer-nearly tripled budget)
 - FY2017 Budget \$27,740,697
- Manage financial operations of 8 direct grant programs:
 - 2 Federal CVS Grants (VOCA, VAWA) and 1 State (SVAP) Approx. \$19m-\$53m total
 - 142 CVS Sub-awards
 - 1 Federal Medicaid Provider Fraud Approx. \$2m
 - 1 Federal Internet Crimes Against Children Approx. \$900k
 - 3 Smaller Awards (other funds) \$50-\$100k
- Monitor CVS Compensation Budget for Claim Payments
- Prepares various financial reports including Accountability Report



Team:

Kimberly Buckley-Finance Director

Kelley Anderson-CVS Grants Manager transferred under Finance Jan 2020

- *CVS Grants Fiscal Analysts: Lynne Medlin, Laura Barnes, Emily Merritt, Austin Elsenheimer*

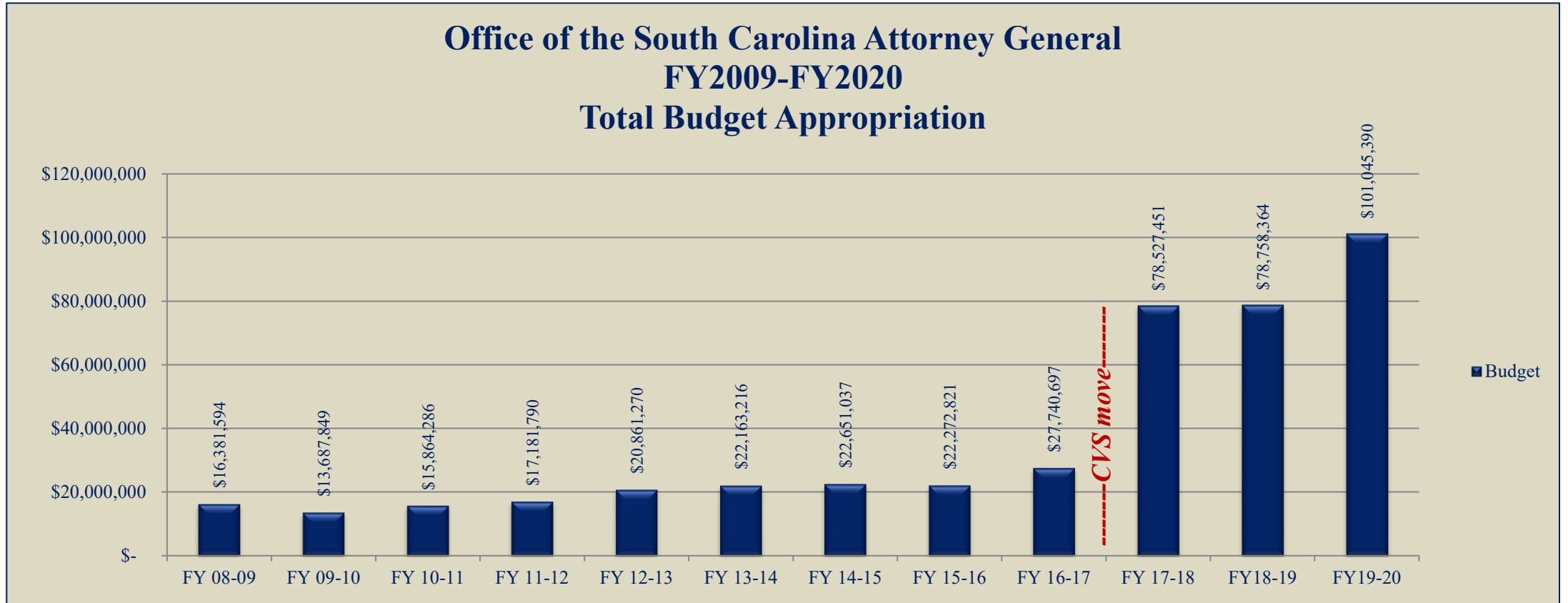
Keisha Brandyburg-DCVC Finance Manager

Joan Potts-Accounting Supervisor

Sandi Chamberlain-Grants Accountant

Madeline Ross-Fiscal Analyst

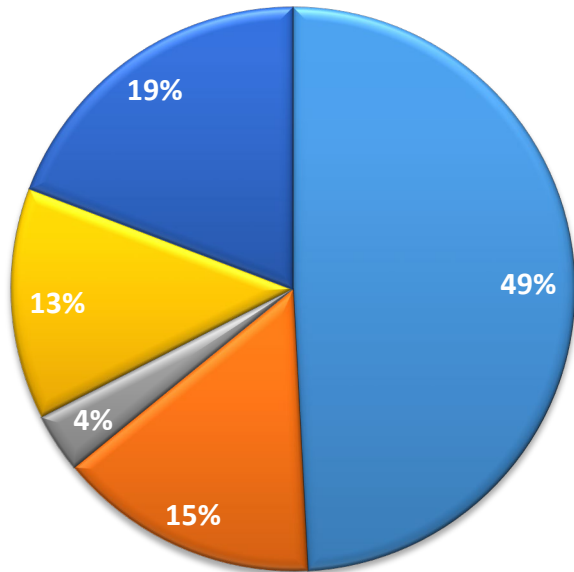
Finance



❖ **Total funds managed has increased 346% from FY2015 to FY2020.**

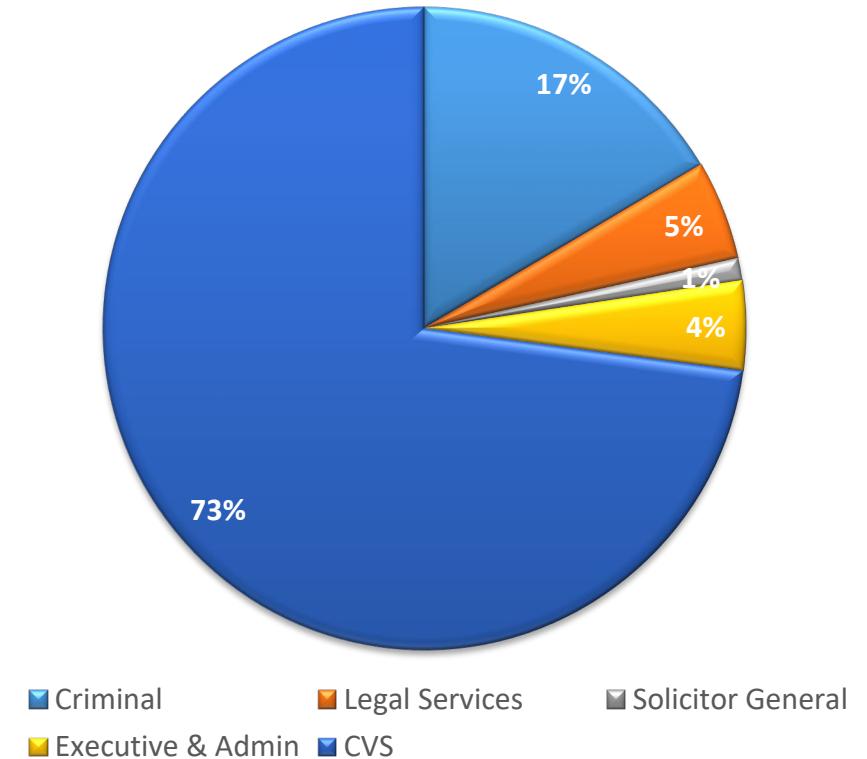
Finance

**FY20 Expense Breakdown by Division
Overhead Only**



Criminal	\$	12,994,316
Legal Services	\$	3,940,950
Solicitor General	\$	904,163
Executive & Admin	\$	3,510,758
CVS	\$	5,075,735
Total Expenses	\$	26,425,923

**FY20 Expense Breakdown by Division
Total Expenses**



Total Expenditures FY20 \$77,083,542



Alan Wilson
Attorney General

Finance: Successes

Tammie Wilson
Director

Crime Victim Subgrantee Community Relationship

AG

- Provided clear guidance on grant program operations by development of new comprehensive financial guide for subgrantees.
- All payments processed within 30 days or less.
- Improved grant administration for CVS subgrantees by implementing new procedures and lifting burdensome requirements.
- Acquisition of new grants management system.
- Improved cross-business area collaboration between grants financial team and programmatic team.

Prior to being at AG

As discussed during House Legislative Oversight study of a previous agency:

- Payments often exceeded 30 and even 60 or 90 days.
- Grant Programmatic and Financial relationship was strained.
- Often a negative view of CVS grants administration processes.
- Burdensome processes in place which often made it difficult for subgrantee reimbursements and grant administration.



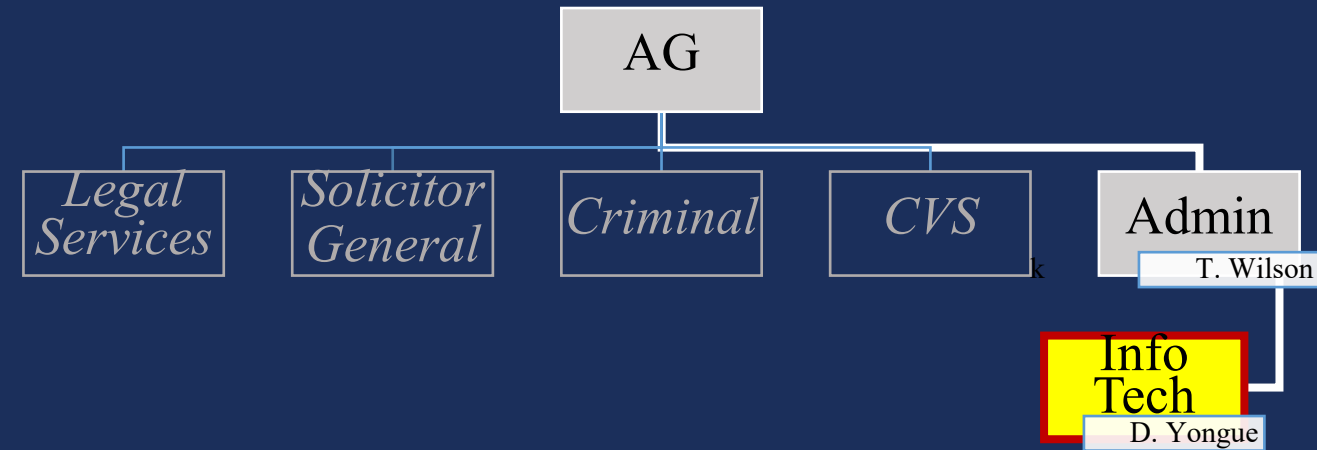
Information Technology

Alan Wilson
Attorney General

Tammie Wilson
Director

IT maintains the architecture, hardware, software and network of the Office while ensuring employees have full access to various operating systems. Additionally, IT maintains case management, document management, storage, remote access, while ensuring the security of systems.

Upgrading some IT capabilities has been a success (laptops, desktops, monitors). This focused on empowering staff with necessary resources. Many of the upgrades are a foundational for implementing new platforms.



Technology has a significant impact on work life, IT functions to ensure that employees have full access to ever changing tools for practicing law.

Evolving challenges include implementing platform systems. Increasing costs, and constant evolution of standards, maintaining security of systems and retaining talent remain a constant challenge.

IT Software v. Hardware v. Platform Systems

Hardware

- Computers
- Monitors
- Keyboards
- Speakers

Software

- What you install on your computer
- Programs (Word, Excel)

Platforms

- Type of software (Microsoft 365)
- Operating Systems (Windows 10)
- Document Management System
- Case Management System

IT Platform Systems (IQ Issues)

CVS

Training and Certification

- IQ is inherited CVS Case Management System
- Utilizing CeBroker for service providers to submit and review certifications
- Still addressing remaining IQ concerns

CVS

Victim Compensation

- RFP produced and provided
- Timeframe not yet established for implementation

IT Platform Systems (Non-IQ)

CVS Grants

- RFP Posted
- Procurement process completed
- Working with Selected Vendor

REI:

- Setup
- Migration

Expected Completion October 2022

All Legal Divisions: Case Management System

- Currently on **LawBase**
- Posting new RFP for assessment and new way forward

IT COVID Response

- Upgraded software to enable the following:
 - Remotely log in and access work files
 - Procured Virtual Private Network (Pulse Secure)
 - Provide security for telecommute capability
 - Still being utilized
 - Conduct Virtual Meetings
 - Purchase licenses for virtual meetings
- Upgraded hardware to allow working outside the office
 - Upgrade desktop to laptop computing (Crime Victim Services Division)
 - Upgrade mobile hardware (some)



Receptionist and Support Services

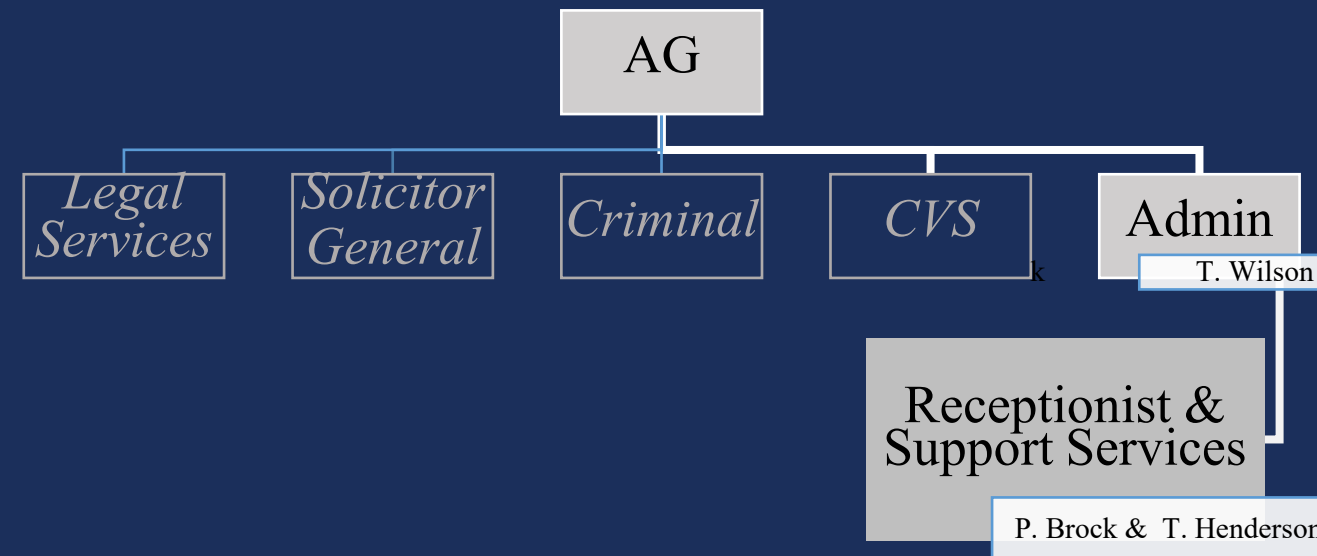
Alan Wilson
Attorney General

Tammie Wilson
Director

Receptionist Services serves as the voice and the face of the Attorney General's Office; greets and welcomes visitors to the Office.

Support Services assists with:

- printing and binding legal documents according to court requirements and other printing needs;
- handles deliveries,
- court errands,
- mail processing, and
- fleet request and other general operational needs.





Procurement and Records

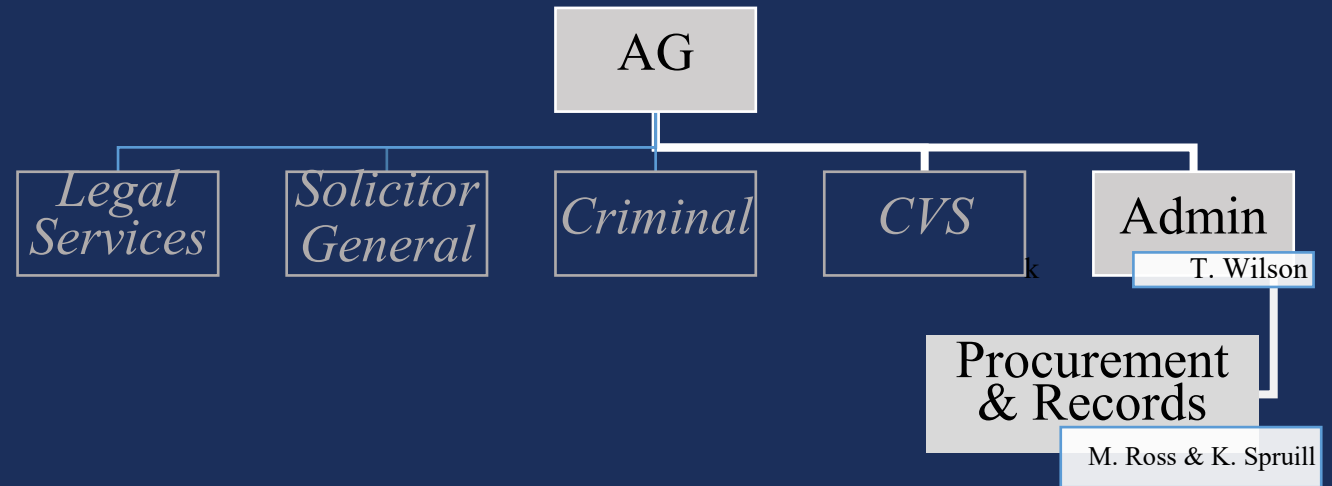
Alan Wilson
Attorney General

Tammie Wilson
Director

Procurement handles all purchasing, to include goods and services for the Office according to the S.C. Procurement Code and Regulations.

This includes:

- billing,
- inventory control,
- surplus property, and
- processing purchase orders.



Records works closely with S.C. Archives and History to facilitate the proper storage and retention of case files. Records maintains and manages case file records handled by the legal divisions.