

**Legislative Oversight Committee**

South Carolina House of Representatives

Post Office Box 11867

Columbia, South Carolina 29211

Telephone: (803) 212-6810 • Email: HCommLegOv@schouse.gov

*Word Template*

**Program Evaluation Report**

July 2018

Program Evaluation Report

July 2018

**The contents of this report are considered sworn testimony from the Agency Director.**

*Insert Agency Name*

Date of Submission: *Insert Date*

**Agency Director**

Name:

Start Date:

Number of Years as Agency Head:

Number of Years at Agency:

Email:

**Primary Agency Staff Contact for Oversight Study**

Name:

Phone:

Email:

**Main Agency Contact Information**

Phone:

Email:

Mailing Address:

**Agency Online Resources**

Website address:

Online Quick Links:

Please provide any links to the agency website agency representatives would like listed in the report for the benefit of the public.

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Please type responses to each question directly below the question. For the questions which ask agency representatives to complete an Excel chart, please complete the chart and attach it to the end of this document when submitting the Adobe (.pdf) version.

# I. Agency Snapshot

## Introduction: Glossary of Terms

**Please submit a Word document that includes a glossary of terms, including, but not limited to, acronyms used by the agency.**

## A. Successes and Issues

1. **What are 3-4 agency successes?**
2. **What are 3-4 agency challenges? These may include items agency representatives already have a plan to improve.**
3. **What are 3-4 emerging issues agency representatives anticipate having an impact on agency operations in the upcoming five years?**

## B. Records Management

1. **Is the agency current with transferring records, including electronic ones, to the Department of Archives and History? If not, why?**
2. **Please provide the Committee a copy of the agency’s records management policy. If the agency does not have a records management policy, what is the agency’s plan to create one?**

# II. Agency Legal Directives, Plan & Resources (Study Step 1: Agency Legal Directives, Plan and Resources)

## A. History

1. **Please provide the major events history of the agency by year, from its origin to the present, in a bulleted list. Include the names of each director with the year the director started and major events (e.g., programs added, cut, departments/divisions changed, etc.).**

## B. Governing Body

1. **Please provide information about the body that governs the agency, if any, and to whom the agency head reports. Explain what the agency’s enabling statute outlines about the agency’s governing body (e.g., board, commission, etc.), including, but not limited to: total number of individuals in the body; whether the individuals are elected or appointed; who elects or appoints the individuals; the length of term for each individual; whether there are any limitations on the total number of terms an individual can serve; whether there are any limitations on the number of consecutive terms an individual can serve; the names of the individuals currently on the governing body, date elected/appointed, and term number; duties of the governing body and any other requirements or nuances about the body which the agency believes is relevant to understanding how it and the agency operate. If the governing body operates differently than outlined in statute, please describe the differences.**

## C. Internal Audit and/or Other Risk Mitigation Practices

1. **Please provide information about the agency's internal audit process and/or other risk mitigation positions or practices, including: applicable agency positions; a copy of the policy or charter; the date the agency first started performing audits or other risk mitigation practices; the general subject matters audited or for which there are risk mitigation practices; the position of the person who makes the decision of when an internal audit or risk mitigation review is conducted; whether internal auditors or other agency personnel conduct an agency-wide risk assessment routinely; whether internal auditors or other agency personnel routinely evaluate the agency’s performance measurement and improvement systems; the total number of audits or reviews performed in the last five fiscal years; and the date of the most recent Peer Review or Self-Assessment by the SC State Internal Auditors Association or other entity (if other entity, name of that entity), if any.**

## D. Laws

**The Committee may reference the Legal Standards Chart from the Accountability Report during the study.**

## E. Deliverables

1. **Please complete the Deliverables Chart tab in the attached Excel document.**
2. **Please complete the Deliverables - Potential Harm Chart tab in the attached Excel document.**

## F. Organizational Units

1. **Please complete the Organizational Units Chart tab in the attached Excel document.**

# III. Agency Resources and Strategic Plan

1. **Please complete the Comprehensive Strategic Finances Chart tab in the attached Excel document to provide the Committee information on agency finances in 2017-18 and 2018-19.**

# IV. Performance (Study Step 2: Performance)

1. **Please complete the Performance Measures Chart tab in the attached Excel document.**

# V. Strategic Plan Summary

1. **Please complete the Comprehensive Strategic Plan Summary Chart tab in the attached Excel document.**

# VI. Agency Ideas/Recommendations (Study Step 3: Recommendations)

## A. Internal Changes

1. **Please list any ideas agency representatives have for internal changes at the agency that may improve the agency’s efficiency and outcomes. These can be ideas that are still forming, things agency representatives are analyzing the feasibility of implementing, or things agency representatives already have plans for implementing. For each, include as many of the following details as available:** 
   1. **Stage of analysis;**
   2. **Board/Commission approval;**
   3. **Performance measures impacted and predicted impact;**
   4. **Impact on amount spent to accomplish the strateg(ies); and**
   5. **Anticipated implementation date.**

## B. Law Changes

1. **Please review the Legal Standards Chart in the Accountability Report and Deliverables Chart in this report to determine (a) if changes to any of the laws may lower costs or improve outcomes; or (b) if any of the laws are archaic or no longer reflect agency practices, and thus need to be updated. Afterward, list any laws the agency recommends the Committee further evaluate. For each one, include the information below.** 
   1. **Law number and title;**
   2. **Summary of current law;**
   3. **Recommendation (eliminate, modify, or add new law) and rationale for recommendation;**
   4. **Law recommendation number;**
   5. **Wording of law, with recommended change provided in strike through and underline;**
   6. **Presented and approved by Board/Commission; and**
   7. **Other agencies that may be impacted by revising, eliminating, or adding the law.**

# VII. Additional Documents to Submit

## A. Reports

1. **Please provide an updated version of the Reports and External Review Template from the Accountability Report. In the updated version, please do the following:**
   1. **Add any reports necessary so the chart is current as of the date of submission of the Program Evaluation Report and include:**
      1. **Audits performed on the agency by external entities, other than Legislative Audit Council, State Inspector General, or State Auditor’s Office, during the last five years;**
      2. **Audits performed by internal auditors at the agency during the last five years;**
      3. **Other reports, reviews or publications of the agency, during the last five years, including fact sheets, reports required by provisos, reports required by the federal government, etc.; and**
   2. **Include the website link for each document in the “Method to Access the Report” column, if website link is available. If website link is not available, enter the method by which someone from the public could access the report. If the method is to call or send a request to the agency, please specify to whom the request must be sent and any details the individual must include in the request.**
   3. **Submit an electronic copy of any internal audits that are not posted online.**

## B. Organizational Charts

1. **Please submit the most recent agency organization chart, if the chart has changed since the agency submitted it with the Accountability Report.**

# VIII. Feedback (Optional)

After completing the Program Evaluation, please provide feedback to the Committee by answering the following questions:

1. **What other questions may help the Committee and public understand how the agency operates, budgets, and performs?**
2. **What are the best ways for the Committee to compare the specific results the agency obtained with the resources the agency invested?**
3. **What changes to the report questions, format, etc., would agency representatives recommend?**
4. **What benefits do agency representatives see in the public having access to the information in the report?**
5. **What are two-three things agency representatives could do differently next time (or it could advise other agencies to do) to complete the report in less time and at a lower cost to the agency?**
6. **Please provide any other comments or suggestions the agency would like to provide.**