

April 16, 2021

The Honorable John Taliaferro “Jay” West, IV
South Carolina House of Representatives
Post Office Box 11867
Columbia, South Carolina 29211

RE: Follow-up from March 8, 2021 Subcommittee Meeting

Dear Representative West:

Please see below in response to your follow-up questions from the March 8, 2021 Healthcare and Regulatory Subcommittee meeting.

Medicaid State Plan

1. Please elaborate on what flexibility South Carolina has from the federal Centers for Medicaid and Medicare Services (CMS) with developing the state plan.

The State Plan is a formal, written agreement between the state and federal government, submitted by the single state agency to CMS for approval, describing how the state administers its Medicaid program. The federal government mandates coverage of certain services, programs and populations while leaving some optional. CMS issues various forms of guidance to explain how laws will be implemented and what states need to do to be in compliance. States, including South Carolina, have the flexibility to submit state plan amendments (SPAs) for optional services and populations to CMS for review and approval. These SPAs include program policies, operational approaches, or other permissible program changes. They can also include updates or corrections as deemed necessary for eligibility coverage, service provisions, provider reimbursement and administrative activities. In addition, states can further tailor services to people who might not otherwise be eligible under Medicaid through various waiver program authorities. An overview of SCDHHS waiver programs will be provided in a later presentation in this series.

Medicaid Data and Demographics

2. During the meeting, agency leadership mentioned that the Department of Health and Human Services (DHHS) is a source of population data.
 - a. Who is permitted to access this data?

Population data is available to the public on SCDHHS' website. The agency also regularly shares appropriate data upon request with other organizations including partner state agencies, community-based organizations, academic and research partners, CMS and the media.

- b. What type of data can be shared?

De-identified aggregate data can be shared and is available on SCDHHS' website.

3. Does South Carolina's Medicaid population look similar to other states in the southeast? Please provide data to support your response.

Using data from Medicaid.gov and state population data from the U.S. Census Bureau, about 20% of the population in each state in the southeast is enrolled in Medicaid. Using the same data source, children represent anywhere from 57-70% of the Medicaid population in southeastern states. The numbers in the table below are in millions.

Percentage of State's Population Enrolled in Medicaid

	Medicaid Enrollment	State Population	% of State's Population Enrolled in Medicaid	% of Medicaid Enrollment that is Children/CHIP
SC	1.09 million	5.15 million	21.2%	61.8%
NC	1.92 million	10.49 million	18.3%	64.8%
GA	2.00 million	10.62 million	18.8%	69.8%
AL	0.98 million	4.90 million	20.0%	69.9%
MS	0.66 million	2.98 million	22.1%	67.8%
TN	1.54 million	6.83 million	22.5%	56.4%
FL	4.00 million	21.48 million	18.6%	65.4%

*Sources: Centers for Medicare and Medicaid Services; U.S. Census Bureau
Medicaid data as of September 2020*

4. Please provide the total number of residents per county and total number of Medicaid beneficiaries by county.

The attached table includes a breakdown of Healthy Connections Medicaid members by county and U.S. Census Bureau estimates for population by county.

5. Testimony was received indicating the South Carolina Medicaid program has approximately 1.1 million full benefit beneficiaries (20% of population).
- a. What percentage of South Carolinians will likely qualify for Medicaid benefits at some point in their life?

In any given month, approximately 20% of South Carolina's population is enrolled in the Healthy Connections Medicaid program as a full-benefit Medicaid member. This number increases to approximately 25% of the state's population when looking at South Carolinians who were enrolled for at least one month throughout the fiscal year.

While uncertainty in economic conditions, demographic changes and other extenuating factors makes it hard to predict how many may qualify for Medicaid benefits at some point during their lifetime, SCDHHS does track what percent of those who are eligible for full-benefit Medicaid coverage are enrolled in the program. Over the past several years, approximately 90% of children who meet income limits for Medicaid in South Carolina have been enrolled in any given month. This percentage is in line with state Medicaid data across the country. Similarly, between 60-70% of adults who are eligible for full-benefit Medicaid coverage are enrolled in any given month. This percentage is currently higher than its historical trend due to the suspension of annual reviews required by the Families First Coronavirus Response Act (FFCRA).

Organizational Structure and Processes

6. Agency leadership mentioned the organizational structure of Eligibility, Enrollment, and Member Services (EEMS) could be improved. What initiatives will the agency implement to improve the organizational structure of EEMS?

Changes to EEMS' organizational structure have been designed to create a seamless continuum through the Medicaid application and enrollment process for Healthy Connections Medicaid applicants. This begins with application submission and extends through the financial determination, completion of a medical determination and enrollment in services for those who are determined eligible for Medicaid. This improved organizational structure and collaboration across EEMS functional areas allows for the coordination of policies and procedures and helps to promote a positive customer experience.

The agency is constantly evaluating workloads at both a regional and statewide level to identify potential efficiencies that support the goal mentioned above. This includes identifying work, such as case assignments and application processing, that can be performed at a statewide level and does not require increased staffing or resources in an individual county or area office; and work, such as level-of-care assessments, that do need to be performed at a local level but may be able to be performed by staff located in a neighboring area office.

In addition, the agency is continuing to post and backfill positions and explore other incentives, such as flexible work schedules to hire for hard-to-fill positions.

7. Please provide a staff allocation plan for the division of EEMS.

The agency utilizes a dynamic approach to hiring and staff allocation, that allows it to maximize staffing resources, based on the volume of statewide work regardless of work type or geographical location. This approach helps to minimize hiring challenges as the agency must compete for similarly skilled candidates with large regional health care providers in some counties. This more centralized approach also allows for resources to be shifted as needed, based on demand.

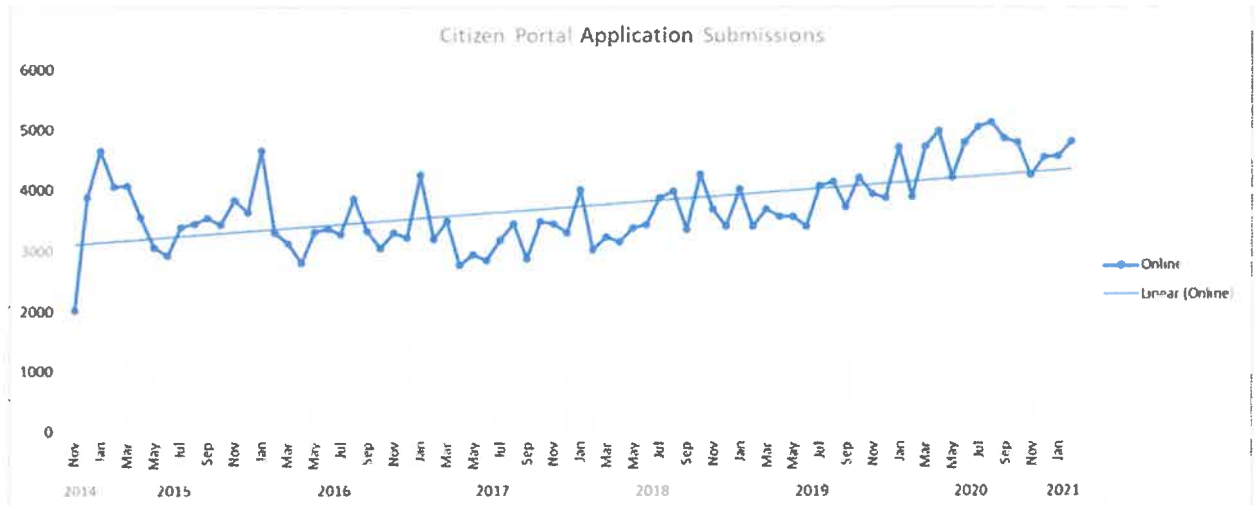
8. Has online acceptance of applications, which began in 2014, improved the efficiency and timeliness of processing applications?

Through SCDHHS' online Citizen Portal (CP), the agency has been able to reduce the amount of time it takes for a member to receive a Medicaid determination while also reducing the effort required by SCDHHS staff to make accurate eligibility determinations.

The CP was launched Oct. 1, 2013, allowing citizens to apply for Medicaid benefits online. Since that time, SCDHHS has implemented several enhancements to offer increased functionality to CP users. Features of these enhancements include:

- Automating several types of modified adjusted gross income (MAGI) eligibility determinations;*
- Enabling "straight-through" processing when an applicant's information can be automatically verified through other state or federal data sources. When needed information can be verified through this process, applications can be processed the same day they were received without any action required by an EEMS staff member;*
- Automatically generating and mailing request for information notices to Healthy Connections Medicaid members who could not be processed straight-through, as well as automatically denying applications where requested information was not returned by the applicant;*
- Allowing Healthy Connections Medicaid members to securely update their own information online;*
- Allowing Healthy Connections Medicaid members to add household members to their case online;*
- Allowing Healthy Connections Medicaid members and applicants to view eligibility notices and other communications online;*
- Improving ability to automatically ingest and process applications received from the Federally Facilitated Marketplace (FFM) to reduce data entry and associated staff and eligibility determination time; and,*
- Updating the online application process to gather additional information needed for non-MAGI determinations.*

In addition, SCDHHS is currently planning two major enhancements for the CP. These enhancements will improve the agency's document upload and identity management capabilities. These enhancements will further improve the CP user experience and help the agency increase efficiency by encouraging greater utilization of the CP.



9. Please create an appeals process flow chart explaining what occurs at each step.

Please see attached chart.

Employee Engagement

10. Please provide the results and findings from the agency's FY2018-19 employee satisfaction survey.

Please see attached report.

a. Does the agency have a strategy for improving employee satisfaction?

Yes, a key component of this strategy is the launch of the agency's Office of Training and Development. This team was established in 2019 and offers a variety of training and professional development opportunities in support of the agency's commitment to employee engagement and success. In addition, over the last year as the pandemic changed agency operations, the agency re-focused several resources on ensuring agency employees remained engaged as many moved to a full-time remote work environment. This included regular all-staff calls and more frequent and engaging employee communication with an emphasis on employee wellness. As the agency has returned to normal operations, it has surveyed employees and maintained and adapted several of these resources, which are still in operation.

b. Has the agency ever surveyed employees to determine if they are confident in the reporting process for workplace concerns? (e.g., harassment, bullying, discrimination, interpersonal conflict, gossip, communication problems, etc.)?

Yes, the agency's annual employee satisfaction survey includes opportunities for employees to report these and any other concerns. Employees can either report these concerns anonymously or by name. SCDHHS distributed its 2021 Employee Engagement Survey on April 5, 2021.

Member Services

11. Does the agency assist eligible enrollees with the selection of optional benefits that may best meet their specific healthcare needs?

The agency assists applicants in determining the eligibility category that best meets their needs for which they qualify. This is based, in part, on the information the applicant provides on their application, telephone calls and their financial and medical circumstances. Individuals eligible for full-coverage Medicaid receive the full array of covered services or benefits as laid out in the State Plan. Healthy Connections-enrolled providers work directly with Healthy Connections Medicaid members to determine medically necessary services. Healthy Connections Medicaid members can contact the member contact center or their managed care organization, if they are enrolled in a managed care plan, for questions about whether a service is covered.

Eligibility Verification

12. Explain how the agency tracks the eligibility of beneficiaries.

The SCDHHS eligibility system maintains beneficiary eligibility including tracking to allow for an annual review of continued eligibility. The agency incorporates electronic data sources to process applications and reviews and to discover and verify a change in circumstances. Some of the agencies and data sources SCDHHS has access to includes the Social Security Administration, the U.S. Department of Homeland Security, South Carolina Department of Employment and Workforce, South Carolina Department of Health and Environmental Control, South Carolina Department of Social Services and South Carolina Public Employee Benefit Authority. These data sources are incorporated into the agency's eligibility systems to automatically update information. They can also be used by agency staff to verify and record information in the eligibility system. The eligibility system can utilize rules to make Medicaid determinations for an initial application, an annual redetermination or to respond to a change in circumstances.

13. How does the agency determine or validate an applicant's personal assets? Is the information received from the applicant available to be shared with other entities? (e.g., judicial department)?

The agency uses the Asset Verification System (AVS), self-reporting and request for documentation. SCDHHS uses the applicant's attestation of assets and verifies the information using documents supplied by the applicant, third-party sources and by checking electronic data sources. Additionally, electronic data sources may discover assets not reported by the applicant, such as utilizing online property searches or AVS for bank accounts.

Generally, information cannot be shared with other entities such as a judicial department. Federal regulations (including 42 CFR §431.300, §431.302, §431.305 and §431.306) prevent disclosure or use of information and records of a beneficiary unless it is related to administration of the State Plan for Medicaid, or unless the beneficiary consents to the release of their information. However, if a court of adequate jurisdiction issues a court order for records after being advised of Medicaid confidentiality but finding there is still a need for records, then the agency will release the records upon the issuance of a court order.

14. Does the agency require a beneficiary to obtain a Social Security Card?

With certain exceptions as outlined in 45 CFR §435.910(a), an individual is required to provide a Social Security number—or have applied for one—to receive Medicaid benefits.

15. Does the agency assist beneficiaries in obtaining a Social Security Card?

Consistent with federal law, the agency assists beneficiaries who need a Social Security card by directing them to the U.S. Social Security Administration.

Public Health Emergency

16. If the Public Health Emergency (PHE), as a result of the continued consequences of the COVID-19 pandemic, continues until the end of the calendar year:

a. Approximately how many pending reviews will the agency have?

As of March 22, 2021, SCDHHS had the following number of pending reviews by application type:

- *MAGI = 74,496, no pending reviews will be older than Jan. 1, 2020*
- *Non-MAGI = 1,904, no pending review is older than March 1, 2020*
- *Long term care= 901, no pending is older than March 1, 2020*
- *Total = 77,301*

SCDHHS is continuing to engage with and review updated guidance issued by CMS regarding annual reviews and the impact of the PHE. As such, the number of pending reviews is subject to change.

b. How long will it take to work those reviews?

CMS has provided guidance for resuming normal review processing operations at the end of the PHE. The plan the agency has submitted to CMS calls for the pending reviews to be addressed during the year-long period beginning after the end of the PHE.

17. Will the agency, once annual reviews resume, “clawback” payments to providers if it is found that certain beneficiaries no longer qualified for services?

No, SCDHHS will continue to follow CMS guidance related to the FFCRA’s continuous enrollment requirement. Section 6008 (b)(3) of the FFCRA prevents states seeking to claim the temporary Federal Medicaid Assistance Percentage (FMAP) increase from terminating eligibility for individuals enrolled as of or after March 1, 2020, through the end of the month in which the PHE ends, even if the individual no longer meets eligibility requirements, unless the person voluntarily disenrolls or is no longer a state resident.

18. Will the agency continue to provide COVID-19 testing, treatment, and vaccination for full benefit members after the PHE is lifted?

The agency will continue to cover the services needed to diagnose and treat COVID-19 after the PHE, consistent with CMS guidance.

19. Will the agency continue to provide the COVID-19 limited benefit coverage after the PHE is lifted?

Coverage of the optional group that was established in July 2020 will end with the conclusion of the federally declared PHE.

20. Will the agency continue to provide telehealth services implemented during the pandemic after the PHE is lifted?

Telehealth is a valuable tool to be used in appropriate situations that can be used to address issues faced by the state's Medicaid members related to access to care and social determinants of health, most notably transportation concerns, that often lead to missed or rescheduled appointments or emergency department visits. The South Carolina General Assembly's previous investment in telehealth infrastructure and technology and SCDHHS' existing telehealth benefit put the state in a tremendous position to respond to the COVID-19 pandemic.

Throughout the period of preparation and response to the COVID-19 pandemic, SCDHHS has committed to modifying the state's existing Medicaid telehealth benefit to align with social distancing principles while maintaining clinically appropriate levels of care. During the first six weeks of the PHE, SCDHHS implemented dozens of targeted, temporary telehealth policy flexibilities. These flexibilities are outlined at www.scdhhs.gov/covid19 and were issued after coordinating with the South Carolina Department of Labor, Licensing and Regulation, CMS and commercial healthcare payors in the state in order to create similar flexibilities and processes to reduce administrative and regulatory burden on providers.

During the pandemic, the agency has consistently communicated to providers that while some of the COVID-19 related flexibilities will be temporary, any changes to the temporary policy flexibilities will be announced in a manner that allows ample notice for providers and Healthy Connections Medicaid members to plan and ensure continuity of care. The temporary COVID-19-related policy flexibilities and corresponding data have given SCDHHS a loose idea of what continued extended telehealth coverage may resemble. Some procedure codes have seen heavy utilization, while others have seen limited use. For example, the agency has received feedback from the provider community that pediatric sick visits have been extremely beneficial as providers have been able to diagnose and treat without the threat of unnecessary exposure. However, pediatric well-visits performed using telehealth do not allow for the personal touch most providers prefer. As SCDHHS considers each of the flexibilities it has issued during the pandemic, it will continue to evaluate utilization data, clinical data, provider and stakeholder feedback and the actions of other health care payors when deciding which telehealth flexibilities will be extended permanently. Using this measured, data-driven approach will ensure continued access to care for Healthy Connections Medicaid members, clinically sound guidance for healthcare providers and proper stewardship of taxpayer funds through the administration of the state's Medicaid benefit.

Information Technology

21. How will the Cúram Global Income Support (CGIS) project improve the processing of non-Modified Adjusted Gross Income (MAGI) and long-term care applications?

With the CGIS implementation in November 2020, the online Medicaid application has been enhanced to gather additional information needed for Non-MAGI and long-term care (LTC) eligibility. This enhancement decreases the need for applicants to provide additional required information for Non-MAGI determination after application receipt.

CGIS implementation also reduces the work required by SCDHHS eligibility specialists by performing automated eligibility determinations using defined business rules and eligibility criteria. Online applications are automatically loaded into CGIS, removing the need for SCDHHS staff to manually enter those applications into the eligibility determination system. Additionally, some verification items, such as citizenship and identity, can often be verified in real-time without action required by an SCDHHS staff member. CGIS also allows SCDHHS staff members to generate and mail Request for Information (RFI) notices from within the system. This improves efficiency from the previous system, which required each RFI to be manually produced and mailed by an SCDHHS eligibility specialist.

Optional State Supplementation (OSS)

22. The legislature establishes the Community Residential Care Facility (CRCF) fee each year.
- a. What is the process for amending the CRCF fee and does the agency provide an opinion regarding the fee?

The South Carolina Code of Regulations Chapter 126 Article 9, section 126-940 E states: "Cost-of-living adjustments in benefit programs made by the federal government will result in adjustments to the OSS program as directed by the South Carolina General Assembly in the legislative budgetary process." Further this subsection states: "In the event that no specific direction is provided for the treatment of a federal cost-of-living adjustment, such adjustment will result in no change to the OSS net income limitation, the OSS facility rate, or the personal needs allowance; OSS benefit payment amounts will be adjusted to reflect the changes in recipients' countable income."

SCDHHS establishes the maximum number of OSS recipients that can be funded with the appropriations made available through the South Carolina legislative budgetary process and provides information annually to CRCFs on cost-of-living adjustments for OSS participants. The facility maximum billing amount is the maximum payment rate minus the personal needs allowance amount.

The Senate Finance Committee introduced and adopted a proviso that would allow the agency to adjust the OSS net income limitation, the OSS facility rate or the personal needs allowance to ensure that payment amounts are not reduced because of a federal cost-of-living adjustment in benefit payments. Such an adjustment will reflect the change in recipient's countable income.

- b. When was the CRCF fee last amended?
 i. *The CRCF fee was last amended in 2019.*

Material for Inclusion in Future Meetings

23. Identify any noncompliance issues the agency has experienced with CMS for the past three years.
 a. Explain what the agency has done to remedy or resolve these issues.

<i>Issue</i>	<i>Corrective Action Plan (CAP)</i>
<p>Annual Eligibility Reviews:</p> <p>The agency did not perform annual eligibility reviews for Medicaid and CHIP recipients in accordance with Section 101.10 of the South Carolina Medicaid Policies and Procedures Manual.</p>	<p>Prior to the PHE, the CAP in progress included:</p> <ul style="list-style-type: none"> • Stabilize and enhance eligibility system for streamlined processing and automated renewal processes • Build staff capacity by creating processing centers and hiring staff to meet workload demands • Improve accountability systems to measure and improve accuracy and timeliness of eligibility determinations <p>Progress related to the CAP continues but some processes have been put on pause based on CMS guidance related to annual reviews during the PHE.</p>
<p>CHIP Funding Allocation:</p> <p>Funds allocated for the CHIP program may only be used for individuals eligible for the CHIP program.</p>	<p>See CAP included under “Annual Eligibility Reviews.”</p>
<p>Discontinuation of Medicaid Benefits:</p> <p>The agency must, in a timely manner, discontinue benefits for ineligible beneficiaries.</p>	<p>See CAP included under “Annual Eligibility Reviews.”</p>

<p>Eligibility Condition - Documentation:</p> <p>SCDHHS did not maintain adequate documentation for a portion of sampled eligibility determination cases.</p>	<p>The electronic document management system implemented in 2014 has partially resolved this issue. This finding continues to be mitigated by SCDHHS' strategy of encouraging paperless determinations, improvements to the annual review process through automated reviews and accountability systems that promote accuracy of determinations, including presence of required documentation.</p>
<p>Family Planning:</p> <p>Incorrectly claimed enhanced 90/10 Federal Participation for services/diagnoses identified as Family Planning related.</p>	<p>System coding errors were identified as the root cause and modification efforts are being conducted to correct system logic along with claim adjustments.</p> <p>Modifications and adjustments are in process with regular updates to CMS.</p>
<p>837 EDI Transaction:</p> <p>Inappropriate editing of electronic data interchange (EDI) transactions for redundant provider codes in loop 2310 and 2420.</p>	<p>An editing correction was completed and monitoring was performed to ensure appropriate results.</p> <p>The correction was completed on Nov. 18, 2019, and the agency is now compliant.</p>
<p>Health Insurance Portability and Accountability Act 277 EDI Transaction:</p> <p>Failure to provide EDI 277 Health Care Claim Response transaction (ASC X12 Version 00501 OX212), which potentially violates 45 CFR 162.1402(c) – Standards for Health Care claim status transaction.</p>	<p>Technical analysis is under review by the agency's fiscal agent, Clemson University, to identify why the system is providing more status information to providers than is requested.</p> <p>The correction was completed on March 30, 2021 and the agency is now compliant.</p>
<p>Electronic Notices:</p> <p>CMS mandates that individuals receive electronic notices and alerts as applicable via their preferred mode of communication (42 CFR</p>	<p>SCDHHS remedied this issue prior to the issuance of a formal CAP.</p>

<p>431.210-214, 42 CFR 435.917-918). In September 2020, CMS raised a concern that SCDHHS was not compliant in this regard and that failure to remedy the issue could result in the issuance of a CAP following the HCR Certification Review.</p>	
<p>Health Care Reform Eligibility & Enrollment System - Reasonable Opportunity (#1) Terminating Eligibility:</p> <p>Potential retention of enrollment/eligibility of beneficiaries beyond the Reasonable Opportunity Period (ROP) allowed by regulation 42 CFR 435.956.</p>	<p>SCDHHS is working to ensure enrollment is terminated appropriately for individuals whose citizenship and immigration status cannot be ascertained within the 90-day ROP.</p> <p>A correction is in progress with estimated completion mid-2021.</p>
<p>Healthcare Reform Eligibility & Enrollment System - Reasonable Opportunity (#2) Notice Dates:</p> <p>SCDHHS system showed functionality to generate notices for the ROP. However, the date on notices informing applicants of the ROP provides only 75 days for the applicant to respond, as opposed to the 90 days stated in 42 CFR 435.956.</p>	<p>SCDHHS is working to ensure notices are updated to allow the full 90 days for applicants to respond in accordance with 42 CFR 435.956.</p> <p>Correction in progress with implementation expected mid-2021.</p>
<p>Fingerprint-based Criminal Background Check:</p> <p>Failure to require “high-risk” providers to consent to criminal background checks, including fingerprinting in accordance with 42 CFR455.434.</p>	<p>A CAP was developed and submitted to CMS on March 4, 2021, with completion timelines.</p> <p>A correction is in progress with estimated completion date of Oct. 1, 2021.</p>
<p>Electronic Visit Verification:</p> <p>Failure to require/implement the use of an Electronic Visit Verification (EVV) system for Personnel Care Services that require in-home visits by providers in accordance with section 12006 of the 21st Century Cures Act.</p>	<p>The agency is working to expand the legacy EVV solution to meet all EVV requirements.</p> <p>A correction is in progress with anticipated implementation by July 1, 2021.</p>

<p>Dental Administrative Service Organization (DASO):</p> <p>Failure to receive Prior Written Approval (PWA) to draw down enhanced matching funds from the federal government (Federal Financial Participation [FFP]) for the DASO project after the contract went into legal dispute and reverted to Operational from implementation status.</p> <p>With the original award, SCDHHS did initially receive PWA of the Advance Planning Document (APD) and approved budgets through Federal Fiscal Year (FFY) 2021.</p> <p>As a result of the reversion to Operational status, CMS issued another budget approval letter for only FFY 2019. SCDHHS failed to recognize and communicate internally that the subsequent approval letter negated the previously approved funding for FFYs 2020 and 2021 and continued to draw enhanced FFP as previously approved during FFY 2020.</p>	<p>When the mistake was identified in FFY 2021, SCDHHS worked with CMS to retroactively adjust the funding received from the enhanced 75% FFP rate to the appropriate 50% FFP rate, which is the appropriate rate for a system in operations that has not achieved CMS certification.</p> <p>The adjustment amounted to approximately \$500,000 dollars in remanded FFP. SCDHHS subsequently sought and received approval of continued funding at the correct, regular FFP rate for FFY 2021 and going forward.</p>
---	---

24. Explain the agency's process for monitoring and mitigating vendor fraud (e.g., providers, contractors, etc.).

Provider fraud is monitored and mitigated through SCDHHS' Division of Program Integrity function. When a credible allegation of fraud exists, the case is referred to the South Carolina Attorney General's Medicaid Fraud Control Unit for investigation and the provider is placed on payment suspension.

The agency's process for monitoring and mitigating vendor fraud includes oversight of vendor contracts by our Division of Federal Contracts and Vendor Management and program area contract owners. Vendor contracts are also subject to random audits conducted by our Internal Audit Division. Any fraud detected would be referred to the appropriate law enforcement agency for investigation.

25. Please note the subcommittee members have expressed an interest in agency leadership elaborating on the following topics during future meetings:
- a. Training and development
 - b. Marketing and communications
 - c. Employee recruitment and retention/compensation

- d. Medicaid provider network
 - i. Access to care across the state
 - ii. Primary and specialty services
- e. BabyNet
- f. Sickle Cell services
- g. Behavioral health services
- h. Medical contracts
- i. Disproportionate share
- j. Graduate Medical Education

Thank you for your feedback. Each of these topics will be incorporated into future presentations.

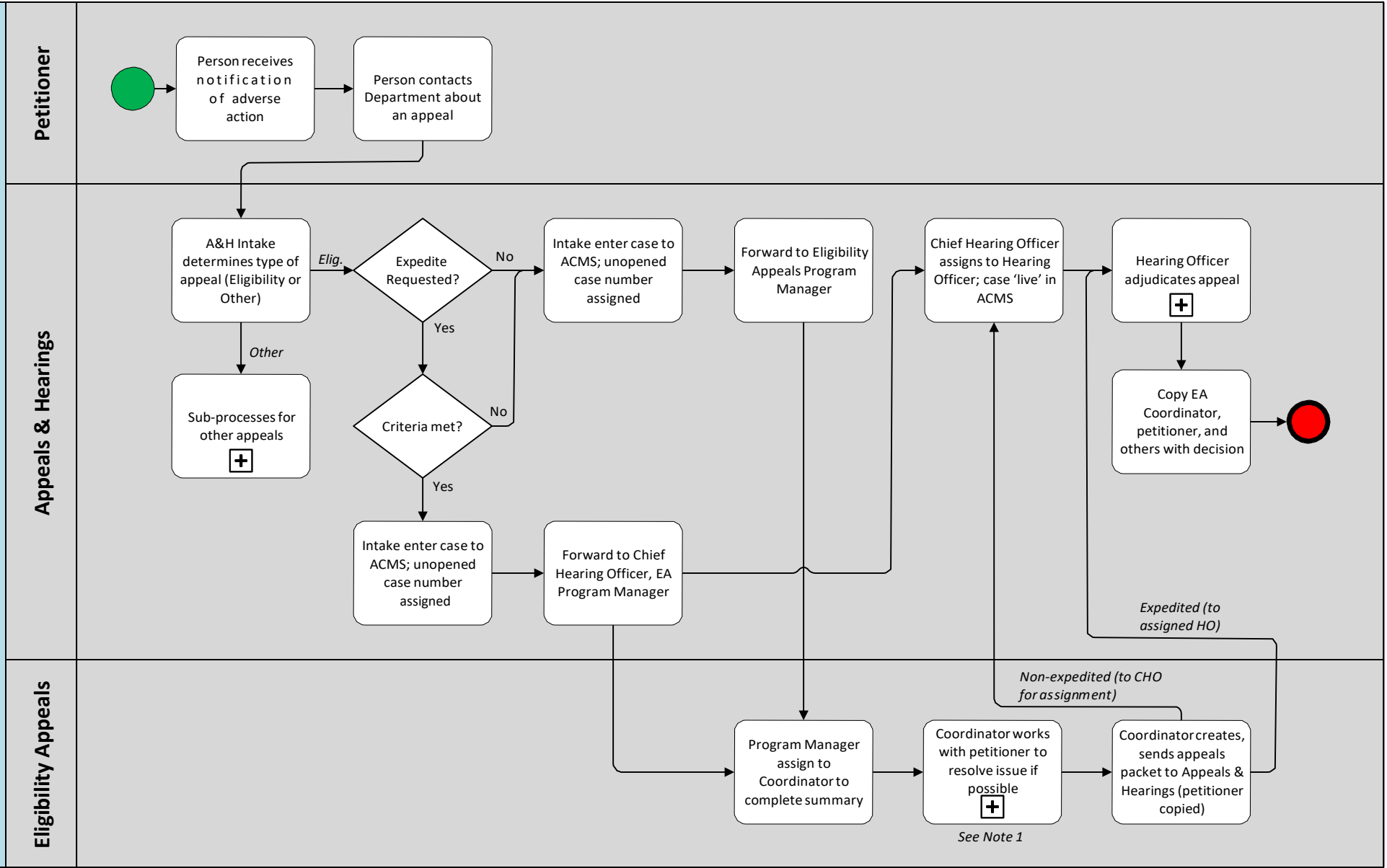
Sincerely,



T. Clark Phillip
Acting Director and Chief Financial Officer

cc: The Honorable Gil Gatch
The Honorable Rosalyn Henderson-Myers
The Honorable Timothy "Tim" McGinnis

SC DHHS Eligibility Appeals – A&H Intake Process



<u>Timeline</u>	<u>Business Days</u>
• A&H Intake Receives Appeal – A&H Intake Forwards to EA PM / CHO	2
• EA PM Assigns to EAC – EAC Sends Appeals Packet to CHO / Petitioner	5*
• CHO Assigns to HO	2
	Total 9

*Does NOT include the 15 calendar days allowed for the petitioner to respond to requests for more information

Note 1
The petitioner has 15 calendar days to provide information needed to resolve the case when requested by the EAC.

South Carolina Medicaid Members in January 2021

County Code	County Name	Total Estimated July 1, 2019 Population	Full Benefit Medicaid Membership	Limited Benefit Medicaid Membership	Total Medicaid Membership
01	ABBEVILLE	24,527	5,647	1,188	6,835
02	AIKEN	170,872	37,773	7,638	45,411
03	ALLENDALE	8,688	3,123	573	3,696
04	ANDERSON	202,558	44,807	8,740	53,547
05	BAMBERG	14,066	4,496	977	5,473
06	BARNWELL	20,866	7,650	1,302	8,952
07	BEAUFORT	192,122	27,963	5,775	33,738
08	BERKELEY	227,907	40,787	8,854	49,641
09	CALHOUN	14,553	3,361	759	4,120
10	CHARLESTON	411,406	71,739	15,547	87,286
11	CHEROKEE	57,300	15,546	2,989	18,535
12	CHESTER	32,244	10,352	1,943	12,295
13	CHESTERFIELD	45,650	13,182	2,535	15,717
14	CLARENDON	33,745	10,268	2,147	12,415
15	COLLETON	37,677	12,887	2,577	15,464
16	DARLINGTON	66,618	20,223	4,172	24,395
17	DILLON	30,479	11,961	2,386	14,347
18	DORCHESTER	162,809	30,558	6,444	37,002
19	EDGEFIELD	27,260	5,324	1,121	6,445
20	FAIRFIELD	22,347	6,229	1,407	7,636
21	FLORENCE	138,293	41,485	8,892	50,377
22	GEORGETOWN	62,680	14,687	3,209	17,896
23	GREENVILLE	523,542	100,356	20,734	121,090
24	GREENWOOD	70,811	18,206	3,135	21,341
25	HAMPTON	19,222	6,322	1,239	7,561
26	HORRY	354,081	73,668	18,802	92,470
27	JASPER	30,073	7,889	1,671	9,560
28	KERSHAW	66,551	15,616	3,021	18,637
29	LANCASTER	98,012	18,302	3,601	21,903
30	LAURENS	67,493	17,894	3,243	21,137
31	LEE	16,828	5,789	1,216	7,005
32	LEXINGTON	298,750	55,858	10,865	66,723
33	MCCORMICK	9,463	1,960	434	2,394
34	MARION	30,657	11,887	2,426	14,313
35	MARLBORO	26,118	9,216	1,972	11,188
36	NEWBERRY	38,440	9,979	1,832	11,811
37	OCONEE	79,546	16,508	4,193	20,701
38	ORANGEBURG	86,175	28,996	5,927	34,923
39	PICKENS	126,884	23,420	4,892	28,312
40	RICHLAND	415,759	90,329	19,034	109,363
41	SALUDA	20,473	5,213	1,173	6,386
42	SPARTANBURG	319,785	75,398	15,350	90,748
43	SUMTER	106,721	31,314	5,940	37,254
44	UNION	27,316	8,145	1,587	9,732

45	WILLIAMSBURG	30,368	10,544	2,201	12,745
46	YORK	280,979	47,938	9,340	57,278
UN	UNKNOWN		3	9,639	9,642
Grand Total			1,130,798	244,642	1,375,440

Note: Preliminary counts.

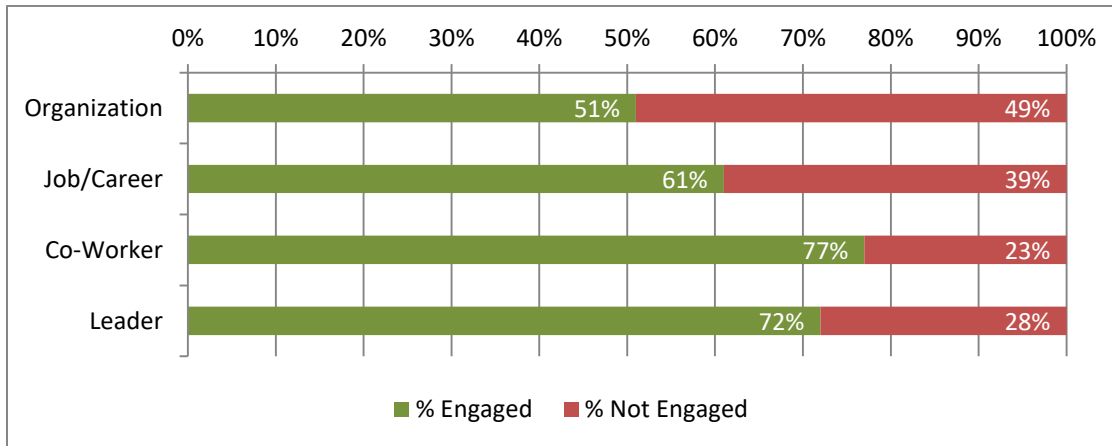
Source: Member month data table updated 3/10/2021, U.S. Census Bureau Data accessed 4/1/2021

Provided by: SCDHHS Data Analytics Division, ran on 3/26/2021



TalentKeepers TalentWatch® Survey SCDHHS Executive Summary

Engagement Index Scores



Key Metrics Summary

ENPS	Favorable Satisfaction	Intent to stay	Top Reasons for Joining	Top Reasons for Staying	Why Employees May Leave
-18	65%	> 10 years: 41% 5 to 10 years: 22% 3 to 5 years: 13% 1 to 3 years: 18% < 1 year: 6%	<ul style="list-style-type: none"> Type of work Hours and schedule Learn new skills 	<ul style="list-style-type: none"> Job duties 34% Career 13% Co-workers 12% 	<ul style="list-style-type: none"> Job duties 34% Career 13% Co-workers 12%
	Sat Change In last 6 months)				
	28% More Satisfied 26% less Satisfied				

Recommendations

Public Consulting Group, in partnership with TalentKeepers and Staffing Solutions Organization, are poised to assist and support your organization’s efforts to take action on engagement results. Through our partnership which includes leadership training programs offered bi-annually, taking action recommendations, and continuous consultative support for our Project Coaches, we are confident that appropriate action planning will result in improved scores across your organization.

Based on your organization’s results, below is a summary of our taking action recommendations. We are happy to discuss these in more detail at any time; Kim Backman and Boyd Shealy have been briefed as well.

1. Leverage Leader Relationships Through Training and Development
2. Build Trust and Engage Supervisors: “Share Down” to avoid “Blaming Up”
3. Individual Contributor Training and Development
4. Policies and Procedures Assessment
5. Compensation & Benefits Communication

TALENTKEEPERS®



TalentWatch® Report Group Results SCDHHS

Report Prepared on: Wednesday, January 16, 2019

Overall: SCDHHS

General Survey Respondents: 1023

Leader Survey Respondents: 986

Attachments: [TalentWatch Team Meeting Guide](#)

(double click the name to open)



TalentWatch® Engagement Survey Results

This report will help you understand the following:

- Organization, Job/Career, Co-Worker, and Leader factors that influence employee engagement
- Factors that influence employees to stay or consider leaving your organization
- Current employee satisfaction and satisfaction change
- Employee Net Promoter Score (ENPS), which measures employees' willingness to recommend (WTR) the organization as a good place to work and recommend products and services to others

Your survey results present a rare opportunity to learn exactly how your team members' feel about the organization, their jobs, co-workers and their leader - you. This information will enable you to improve your ability to engage, retain, and get the best performance from your team. You will benefit from these abilities throughout your leadership career.

How to use your results:

- Look for surprises:** The most valuable outcome of this and any survey is to learn something new. While reviewing your results you will come across data that will fall into one of the following categories:

Gifts: "Gifts" are results that are better than you anticipated. Use this data to leverage your strengths in engaging and retaining talent.

Affirmations: "Affirmations" are results that reflect exactly what you anticipated. Ask for additional feedback from your team on how you best improve in areas where you have the opportunity to do so.

Surprises: "Surprises" are results that unfortunately, are worse than you thought. Nobody likes these types of surprises, but the good news is that you're now aware of these areas and can focus on improving them. Surprises are the most valuable results you can receive, so do not rationalize or discount them. Without this knowledge, you would continue behaving in your normal way, unaware of the negative impact it was having on your team.

- Set Action Planning goals:** Complete the Action Planning items within the guide to help you incorporate what you've learned from the survey into your daily work experiences with employees.
- Meet with your leader:** Schedule a meeting with your leader to discuss your current results, your action plan and your goals. Be prepared to discuss (1) the factors influencing your current goals, (2) how you set your goals, and (3) what actions you will take to meet your goals. Share with your leader your plan for how you will review these results with your team and get his/her assistance in any areas you may be uncomfortable.

- **Use this guide to conduct a *Team Meeting*:** Meet with your team to discuss the results of this survey. This might seem intimidating, especially if you have a number of areas to improve. The great news is that you don't need to be prepared to tell your team how you're going to improve. You just need to be prepared to ask questions on how they would like you to change.

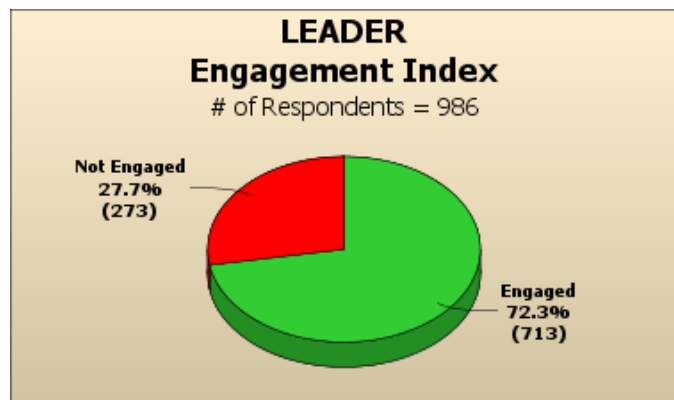
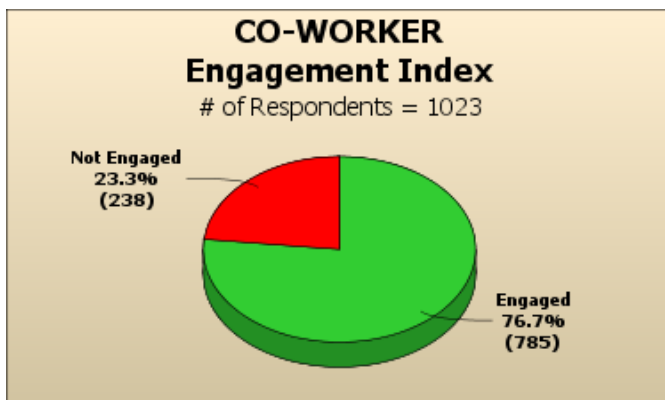
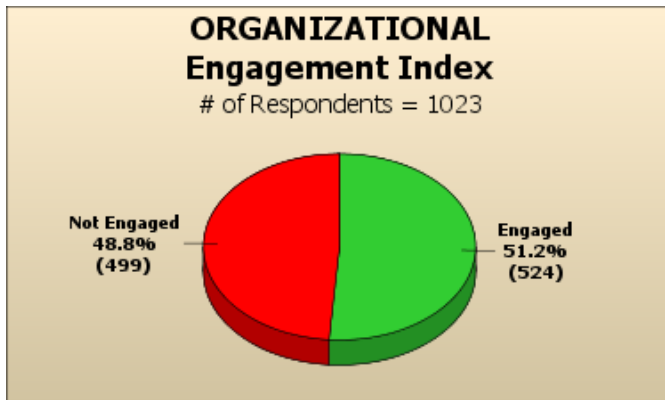
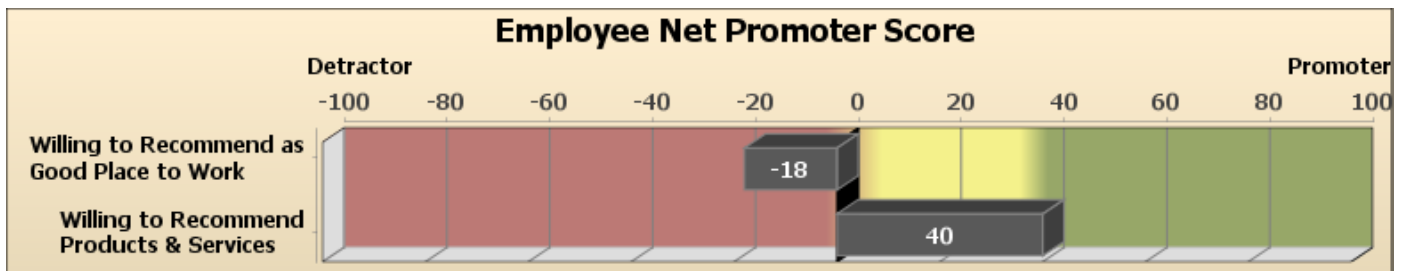
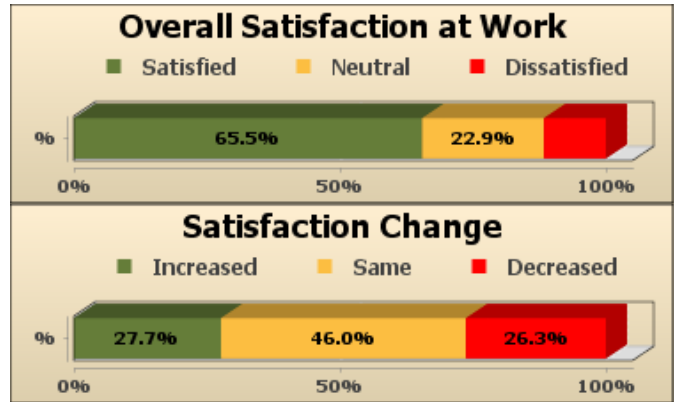
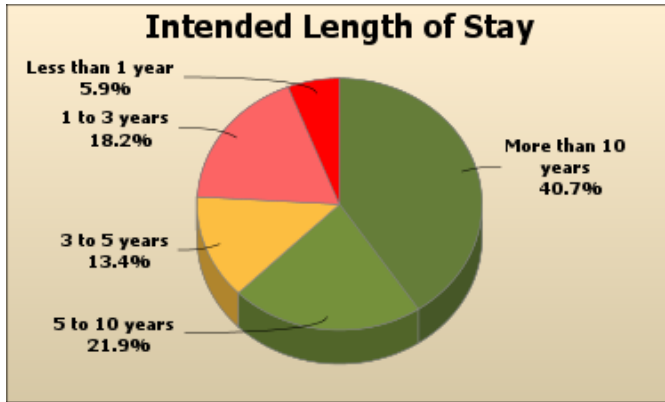
It is important to get feedback from all of your team members. If you have a team in which a few of the members tend to dominate discussions, it may be appropriate to meet individually with each team member to ensure every team member can provide you with feedback. Here are some tips for discussing your results with your team:

- Thank your team for their participation in taking the survey.
 - Review some positives and some areas for development.
 - **Ask questions.** For areas where your team has indicated you could improve, ask open-ended questions regarding how you could be more effective in the area. A powerful question sequence is **Start, Stop and Continue**. For each improvement area, you simply ask team members to tell you things/behaviors they would like you to start, stop and continue. Use these suggestions as part of your action plan.
 - Share some of the actions you will take based on the survey results.
 - Provide status to your team on next steps and follow through on your action plan.
- **Take Action on your results:** The true value of this survey is based on your ability to manage differently based on the survey results.

Table of Contents

- Summary of Key Metrics 5
- Factors which led employees to JOIN the organization 6
- Committed Employees, How long employees intend to stay 7
- Satisfaction at Work 8
- Employee Net Promoter Score (ENPS) 9
- Employee Engagement 10
 - What is Employee Engagement? 10
 - What is an Engagement Index? 10
 - Action Planning for Engagement Drivers 11
 - HIGH PERFORMING ORGANIZATION 12
 - JOB & CAREER SATISFACTION 14
 - SUPPORTIVE CO-WORKERS 16
 - CREDIBLE LEADERSHIP 18
- High Impact Leadership Development Opportunities 21
- Free Response 23
 - Free Response Stay and Leave Reasons
 - ENPS Free Responses

Summary of Key Metrics



Factors that led employees to JOIN the organization

Join Factors: Key factors that influence an individual's decision to join your organization.

Individuals typically join organizations first for Organizational factors (reputation, location, & benefits) followed by Job/Career factors (job duties, schedule, & opportunities) and then for Leader or Co-worker factors, because most new employees are unfamiliar with the people with whom they will be working with.

These results can be used to guide recruiting strategies and employment branding efforts. Leverage the factors that attract employees to your organization to improve employee engagement.



Circle the strong Join Factors that you can leverage with your team to improve employee engagement.

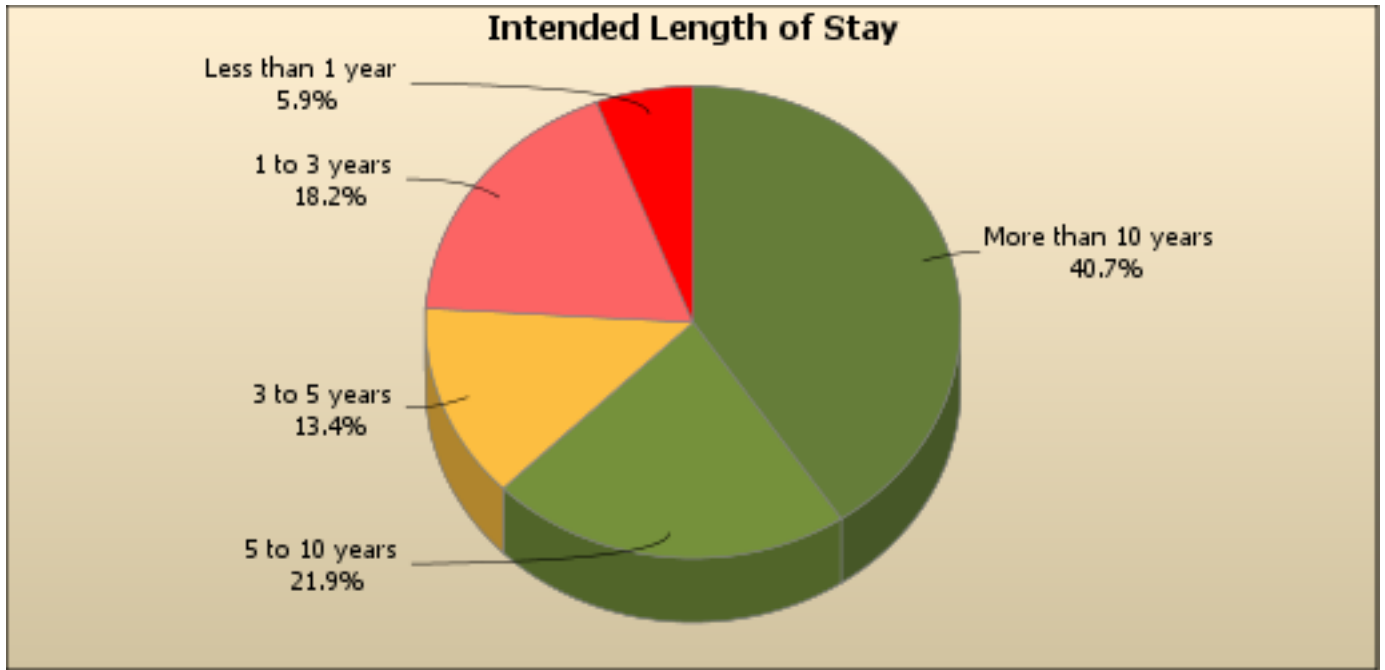
What specific activities will you use to emphasize these factors with your team?

Committed Employees, How long employees intend to stay

Committed Employees: The length of time employees say they intend to stay with the organization. A measure of overall risk of turnover.

Resist the urge to ask individual employees how they responded, instead use the results to understand the overall potential of turnover risk within your team. Your goal is to influence all of your well-performing employees to stay longer.

Review the timeframes that employees selected to describe the length of time they plan on staying with the organization. Use the information in the remainder of this report to understand what factors might be causing employees to consider leaving.



Intended Length of Stay	More than 10 years	5 to 10 years	3 to 5 years	1 to 3 years	Less than 1 year
Count	416	224	137	186	60
%	40.7%	21.9%	13.4%	18.2%	5.9%

How many employees are high risks because they do not intend to stay for "More than 10 years"?

What actions can you take to gain commitment from your employees and increase their intended length of stay with the organization? (Keep this question in mind as you review the results in this report.)

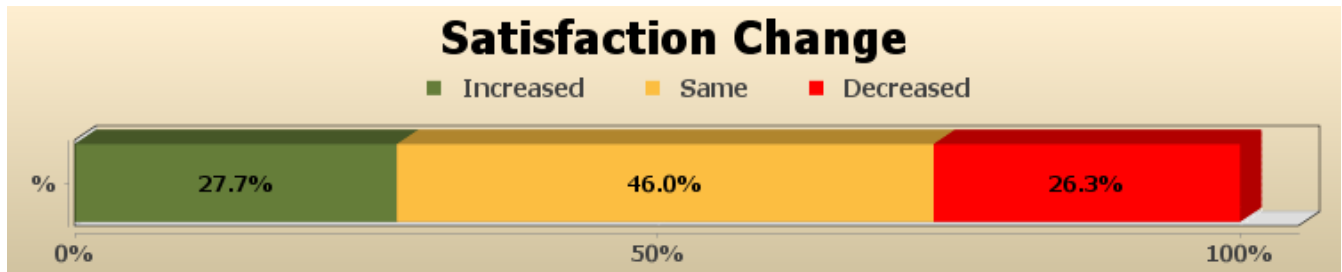
Satisfaction at Work

Overall Satisfaction: Level of overall satisfaction at work ranging from a favorable response indicating overall satisfaction to an unfavorable response indicating dissatisfaction.



Overall Satisfaction as Work	Favorable Satisfied	Neutral	Unfavorable Dissatisfied
Count	670	234	119
%	65.5%	22.9%	11.6%

Satisfaction change: These results should be viewed as a way to identify how overall satisfaction may be changing.



Satisfaction Change in the past 6 to 12 months	Increased	Same	Decreased
Count	283	471	269
%	27.7%	46.0%	26.3%

Review both the current level of Overall Satisfaction at Work and the direction of Satisfaction Change. Are these results surprising or expected?

What recent events, changes, or practices could account for the current trend in employees' satisfaction?

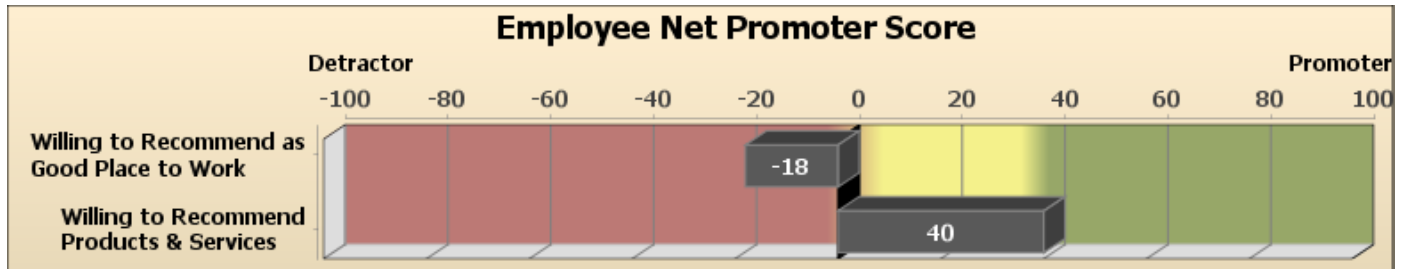
What can you do to influence your teams' perceptions of the factors that account for the current level and direction of change in satisfaction? (Keep this question in mind as you review the results in this report)

Employee Net Promoter Score (ENPS)

Employee Net Promoter Score (ENPS): Measures your employees' willingness to recommend the organization as a good place to work and recommend products and services to others.

Use the ENPS scores and free responses (listed at the end of this report) to understand how to enrich employee work experiences to create and maintain a workforce of "Promoters" who are loyal, enthusiastic, and proud to recommend.

How ENPS is calculated: When employees rated their willingness to recommend, a 10-point rating scale was used where a 1-6 rating is a "Detractor", a 7-8 rating is a "Passive", and a 9-10 rating is a "Promoter". The score displayed is on a (negative) -100 to (positive) +100 scale and is calculated by subtracting Detractors from Promoters, then dividing by the total number of respondents.



	ENPS	Detractor Count	Passive Count	Promoter Count
How likely are you to recommend, to a friend or colleague, the organization as a good place to work ?	-18	428	348	247
How likely are you to recommend the products and services we offer ?	40	178	262	583

Detractors tend to provide negative feedback, reduce employee motivation and pride; while Passives are passively satisfied with little enthusiasm or referrals. Review the count of Detractors and Passives. Are these results surprising or expected?

What are your initial thoughts on what you can do to improve your team members' willingness to recommend? (Keep this question in mind as you review the ENPS Free Responses and the remaining results in this report).

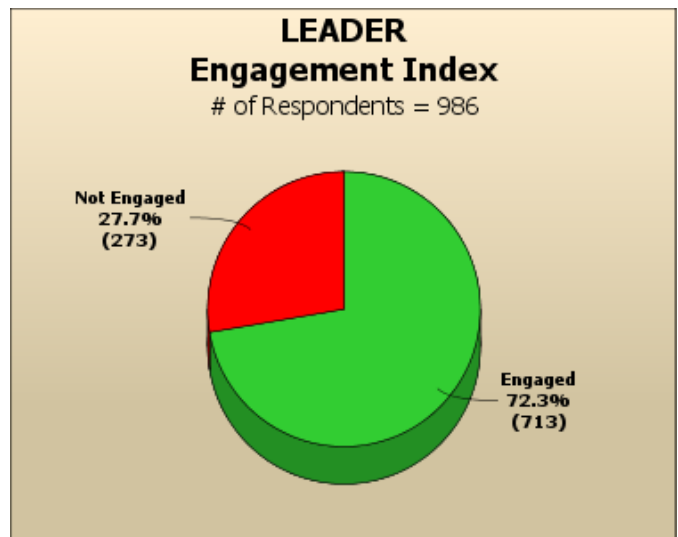
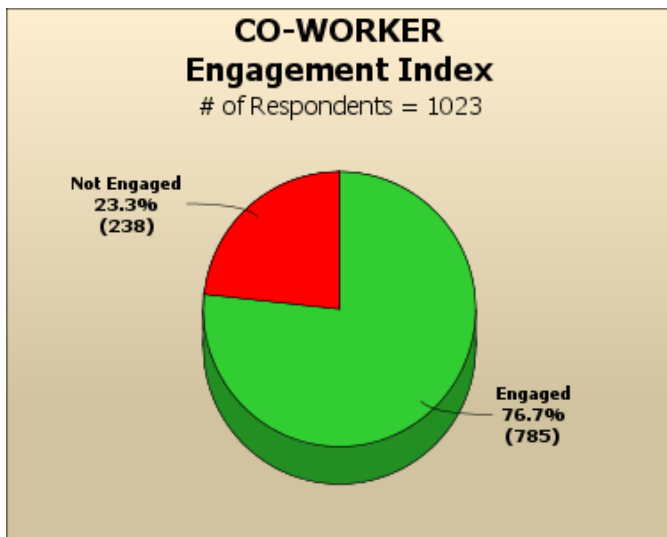
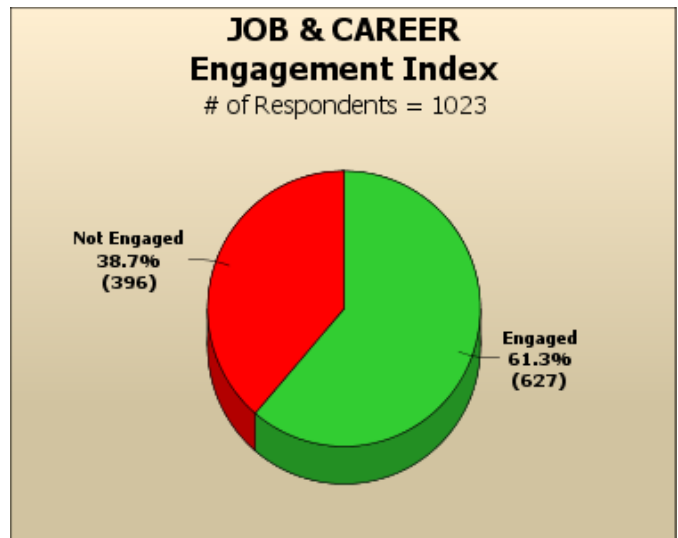
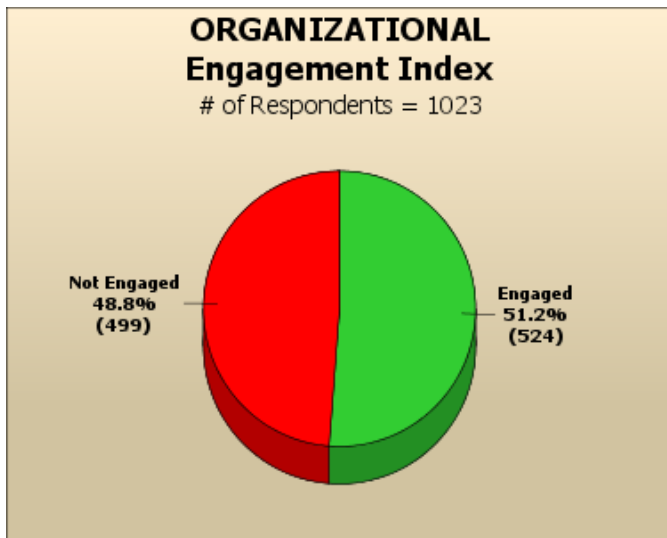
Employee Engagement

What is Employee Engagement?

Employee Engagement is your employees' ability and willingness to contribute to organizational success, especially their willingness to give "discretionary effort", going beyond what is typically required in their position to make the organization successful. Employee Engagement is an essential element of organizational health and is the goal of strategic initiatives designed to improve employee attitudes and retention. This can be accomplished through leadership, co-workers, job/career satisfaction, and a high performing organization. Higher levels of employee engagement are linked to employee commitment, a high performing workforce, satisfied and loyal customers, and a productive and profitable organization.

What is an Engagement Index?

An Engagement Index (EI) is the percentage of employees who are currently engaged by each driver: Organization, Job/Career, Co-Worker, and Leader. Employees rate each engagement question on a 5-point scale (where 5 = Strongly Agree through 1 = Strongly Disagree). An engagement index is calculated based on the average rating of all the questions within each engagement driver. For an employee to be **Engaged**, their average rating must be 3.65 or higher.



Action Planning for Engagement Drivers

Each driver is made up of specific survey items. Employees' responses to each of these items are displayed on the following pages.

How to use your results:

There are percentages shown next to each statement which indicate the percentage of your team members who Agreed or Strongly Agreed with the statement (**Favorable**), Neither Agreed Nor Disagreed (**Neutral**), and Disagreed or Strongly Disagreed (**Unfavorable**).

Pay attention to items marked with a star (*) which indicates less than 60% of your team had a **Favorable** rating or more than 30% of your team had an **Unfavorable** rating.

Focus your development efforts on those statements with low percentages of Favorable responses and high percentages of Unfavorable responses. Additionally, consider whether these results represent *Gifts, Affirmations or Surprises* and pay close attention to your surprises.

Set Action Planning goals: Complete the Action Planning items within the guide to help you incorporate what you've learned from the survey into your daily work experiences with employees.

Select at least two items for improvement within each driver. Pay attention to items with an asterisk (*) but feel free to select those items you think will most improve engagement on your team. Be prepared to discuss the reasons for your selections with your leader. Use the Action Planning section at the end of each driver to document your plan.

Use Start, Stop and Continue Questions: For areas where your team has indicated you could improve, ask open-ended questions regarding how you could be more effective in the area. A powerful question sequence is Start, Stop and Continue. For each improvement area, you simply ask team members to tell you things/behaviors they would like you to start, stop and continue. Use these suggestions as part of your action plan.

HIGH PERFORMING ORGANIZATION

A high performing organization is related to how employees perceive their tangible rewards and the fairness of processes and outcomes. The way in which you as a leader define, explain, and implement these elements will influence these perceptions.

* Items should receive priority for improvement		Average Rating	% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	I am satisfied with the location where I come to work on a daily basis/my commute to work.	4.04	78.10%	12.12%	9.78%
	My organization consistently demonstrates that delivering customer value is a high priority.	3.83	71.36%	17.40%	11.24%
	My organization supports a balance between work and personal life.	3.77	66.96%	23.85%	9.19%
	The organization's vision/mission/goals inspire me and help me be more productive.	3.77	65.69%	25.61%	8.70%
	Senior Management is accessible and approachable when necessary.	3.63	61.09%	23.95%	14.96%
*	I feel that I can question a policy or practice, without fear of being penalized.	3.59	59.63%	25.42%	14.96%
*	My organization shows respect for employees.	3.52	56.99%	27.47%	15.54%
*	My organization's policies and procedures help create an effective work environment.	3.46	54.15%	27.76%	18.08%
*	Senior Management in my organization is open, honest, and transparent in communication.	3.44	52.49%	28.45%	19.06%
*	My organization's process and procedures to evaluate and promote employees is fair.	2.98	33.92%	33.14%	32.94%

Action Planning - HIGH PERFORMING ORGANIZATION: Complete the action planning steps for at least two engagement items.

1st Engagement Item for improvement: _____

What are your initial thoughts on actions you could take to increase the percentage of team members rating this item favorably? _____

Suggestions from your team and leader on behaviors to:

START: _____

STOP: _____

CONTINUE: _____

How will you be able to measure the effectiveness of your actions?

Define the specific timeline in which you will begin and complete this action plan.

2nd Engagement Item for improvement: _____

What are your initial thoughts on actions you could take to increase the percentage of team members rating this item favorably? _____

Suggestions from your team and leader on behaviors to:

START: _____

STOP: _____

CONTINUE: _____

How will you be able to measure the effectiveness of your actions?

Define the specific timeline in which you will begin and complete this action plan.

JOB & CAREER SATISFACTION

Job and Career satisfaction are influenced by clarity of job roles, job responsibilities, accountability for goals, opportunities to utilize skills, and career growth. The way in which you as a leader define, explain, and enforce these elements will impact your employees' engagement.

* Items should receive priority for improvement		Average Rating	% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	I am satisfied with my current work schedule.	4.09	84.26%	8.99%	6.74%
	This is a career that I love and believe in.	4.06	78.79%	15.54%	5.67%
	My decision-making authority is sufficient for me to perform my job effectively.	4.01	80.84%	12.61%	6.55%
	I have the information and resources needed to effectively get my work done.	3.96	78.30%	14.76%	6.94%
	At work, I have the opportunity to utilize my skills and do what I do best.	3.94	77.91%	13.88%	8.21%
	My job is challenging and interesting.	3.93	76.74%	15.15%	8.11%
	I receive the training needed to perform my job effectively.	3.85	73.31%	17.50%	9.19%
	I am satisfied with the tasks and responsibilities associated with my job.	3.84	73.61%	16.91%	9.48%
	I fully understand my compensation plan.	3.67	65.49%	21.31%	13.20%
*	I am satisfied with the benefits my current job provides.	3.48	59.24%	20.72%	20.04%
*	At work, I have sufficient opportunities for personal and professional growth.	3.37	50.83%	26.98%	22.19%
*	My compensation is proportional to the contributions that I make.	2.77	30.11%	27.66%	42.23%

Action Planning - JOB & CAREER SATISFACTION: Complete the action planning steps for at least two engagement items.

1st Engagement Item for improvement: _____

What are your initial thoughts on actions you could take to increase the percentage of team members rating this item favorably? _____

Suggestions from your team and leader on behaviors to:

START: _____

STOP: _____

CONTINUE: _____

How will you be able to measure the effectiveness of your actions?

Define the specific timeline in which you will begin and complete this action plan.

2nd Engagement Item for improvement: _____

What are your initial thoughts on actions you could take to increase the percentage of team members rating this item favorably? _____

Suggestions from your team and leader on behaviors to:

START: _____

STOP: _____

CONTINUE: _____

How will you be able to measure the effectiveness of your actions?

Define the specific timeline in which you will begin and complete this action plan.

SUPPORTIVE CO-WORKERS

Supportive co-workers play an important role in enhancing workplace experiences through work relationships and interactions. As a leader you influence these elements through the support of a positive environment.

* Items should receive priority for improvement		Average Rating	% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	Most of my co-workers communicate effectively with me.	4.15	86.31%	8.31%	5.38%
	I receive the support I need to be able to succeed from most of my co-workers.	4.13	84.85%	10.65%	4.50%
	Most of my co-workers demonstrate interest and concern for my personal well being.	4.04	78.69%	15.84%	5.47%
	Most of my co-workers deliver quality work and put forth extra effort to help our organization succeed.	3.95	76.15%	15.44%	8.41%
	Most of my co-workers value and support my work and career goals.	3.89	69.60%	24.73%	5.67%
	While working on assigned tasks, most of my co-workers do not just participate; they seem engaged in their tasks.	3.86	70.87%	21.11%	8.02%

Action Planning - SUPPORTIVE CO-WORKERS: Complete the action planning steps for at least two engagement items.

1st Engagement Item for improvement: _____

What are your initial thoughts on actions you could take to increase the percentage of team members rating this item favorably? _____

Suggestions from your team and leader on behaviors to:

START: _____

STOP: _____

CONTINUE: _____

How will you be able to measure the effectiveness of your actions?

Define the specific timeline in which you will begin and complete this action plan.

2nd Engagement Item for improvement: _____

What are your initial thoughts on actions you could take to increase the percentage of team members rating this item favorably? _____

Suggestions from your team and leader on behaviors to:

START: _____

STOP: _____

CONTINUE: _____

How will you be able to measure the effectiveness of your actions?

Define the specific timeline in which you will begin and complete this action plan.

CREDIBLE LEADERSHIP

Credible leadership is driven by factors that you directly influence as a leader including communication, trust, coaching, and recognition. As a leader you can make the most impact on employee engagement by enhancing these leader-to-employee experiences and interactions.

* Items should receive priority for improvement		Average Rating	% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	My leader recognizes and takes into account my work/life balance needs.	4.25	84.79%	9.63%	5.58%
	My leader is caring and concerned for me as an individual.	4.25	83.27%	11.66%	5.07%
	My leader tells the truth and meets commitments. Does what he/she says he/she will do.	4.19	82.05%	10.65%	7.30%
	My leader recognizes my efforts and achievements and wants me to be successful.	4.18	80.32%	12.88%	6.80%
	My leader provides me flexibility and choice in how I do my work.	4.16	79.92%	14.71%	5.38%
	My leader listens when I have suggestions on how to do things better.	4.15	80.63%	12.07%	7.30%
	My leader believes an engaged and stable workforce is important for organizational success.	4.14	79.72%	16.02%	4.26%
	My leader is someone I can trust.	4.12	77.18%	14.50%	8.32%
	My leader is interested in having only the best qualified people added to the team.	4.09	76.47%	17.14%	6.39%
	My leader clearly communicates expectations and the reasons behind changing priorities.	4.07	78.80%	11.56%	9.63%
	The feedback my leader provides me helps me improve my performance.	4.07	77.28%	15.21%	7.51%
	My leader is concerned with a new team member's fit with the organization's values, goals, and practices, as well as how likely they are to stay with the organization.	4.06	75.76%	18.86%	5.38%
	My leader supports high goals, keeps me informed of progress, and emphasizes how my work contributes to organizational success.	4.04	76.77%	15.21%	8.01%
	My leader helps me feel empowered and creates an environment that encourages decision-making.	3.99	72.52%	17.85%	9.63%
	My leader is an effective coach and motivator who enables me to achieve the career and professional objectives I have set.	3.94	70.59%	18.76%	10.65%
	My leader holds team members appropriately accountable for performance.	3.94	72.31%	17.85%	9.84%
	My leader is sensitive to generational differences in the workplace and responds appropriately.	3.93	67.85%	25.15%	7.00%
	My leader increases my desire to come to work and do my best.	3.93	69.88%	19.57%	10.55%
	My leader makes work challenging and satisfying by encouraging fun and provides as much choice as possible regarding work activities.	3.92	69.47%	19.78%	10.75%
*	My leader adapts his/her communication and coaching style to effectively relate to younger workers.	3.79	58.62%	34.58%	6.80%
*	My leader identifies top performers and creates ways to engage and retain them.	3.64	55.07%	31.54%	13.39%

*	My leader is aware of team members who may be thinking of leaving and takes appropriate action to encourage them to stay.	3.47	41.68%	46.86%	11.46%
---	---	------	--------	--------	--------

Action Planning - CREDIBLE LEADERSHIP: Complete the action planning steps for at least two engagement items.

1st Engagement Item for improvement: _____

What are your initial thoughts on actions you could take to increase the percentage of team members rating this item favorably? _____

Suggestions from your team and leader on behaviors to:

START: _____

STOP: _____

CONTINUE: _____

How will you be able to measure the effectiveness of your actions?

Define the specific timeline in which you will begin and complete this action plan.

2nd Engagement Item for improvement: _____

What are your initial thoughts on actions you could take to increase the percentage of team members rating this item favorably? _____

Suggestions from your team and leader on behaviors to:

START: _____

STOP: _____

CONTINUE: _____

How will you be able to measure the effectiveness of your actions?

Define the specific timeline in which you will begin and complete this action plan.

High Impact Leadership Development Opportunities

Credible leadership is comprised of 11 talents. Leaders who demonstrate these talents are considered more engaging by their team and as a result their employees perform better.

Employees rated the extent to which they agree you are exhibiting these talents. The following table lists the credible leadership talents in order of developmental priority, starting with the talents you have the most opportunity to improve.

You are encouraged to use the *Representative Behaviors* listed next to each definition as a way to improve each talent. For further development TalentKeepers® offers web-based training modules for each leadership talent. If you are interested, ask your leader if your organization has access to these modules. Use the Action Planning section that follows to document what you will do to develop your skills for at least two credible leadership talents.

Credible Leadership Talents in order of Priority. The highest priority items are listed first.			
Developmental Priority	Leadership Talent	Definition	Representative Behaviors
1	Retention Monitor	Watch for signs that employees might be thinking of leaving and take the correct actions to keep talented employees	Be aware of employee retention statistics and related costs to the team. Monitor changes in employees' work patterns and be aware of employee retention practices Take action to increase employee retention: Anticipate turnover issues, encourage employee to discuss their concerns, make your retention expectations clear, and develop a plan to engage and retain your top performers
2	Engaging & Retaining Generation Y	Understand how Generation Y traits impact job-related experiences, expectations and work styles	Be flexible to generational differences in your leadership approach: Identify key traits to break down barriers and adjust to new ways of working and communicating to bring the best in employees across generations Learn how generational traits impact job-related experiences and work styles and adapt to new ways of coaching and developing others to drive engagement and productivity
3	Climate Builder	Build an environment that makes work more challenging and fulfilling and the workplace enjoyable and satisfying	Make work more challenging and fulfilling: Observe, ask, and provide choices as possible. Make the workplace more enjoyable and satisfying: Create an environment employees want to work in, create achievable short-term goals, and encourage fun as appropriate.
4	High Performance Builder	Create conditions that encourage and reinforce high levels of team member performance	Value high performance: Communicate the value of high performance, recognize and reward, high performers, make employees feel valued and engaged to drive results Achieve high performance: Establish expectations, link team wins to organizational results, reinforce top performers, be an example and provide respect
5	Talent Developer & Coach	Uncover learning styles to effectively help employees grow in their role resulting in a greater commitment to the organization	Partner with team members to determine and achieve career development goals: Ask about growth needs and career aspirations, create development plans, utilize goals to coach on performance, and provide frequent and meaningful feedback Provide opportunities for career growth and development compatible with an employee's desires
6	Talent Finder	Be an effective resource when selecting and recruiting high performing candidates	Find and select the right talent to drive organizational success: Become a subject matter expert on job requirements to seek out talent Apply sourcing and selection practices: Gauge candidates' job stability, understand the importance of realistic job previews, and engage employees in the job referral process
7	Esteem Builder	Give employees responsibility and freedom to act to drive productivity and be a part of a winning team	Encourage and reinforce team member responsibility and initiative: Motivate decision-making, don't micromanage, and allow responsibility for work Value and make visible team member inputs and accomplishments: Give credit for work, share ownership and visibility, and identify skills and abilities that motivate and reinforce employees
8	Communicator	Practice two-way communication by sharing and asking for information	Encourage information sharing: Be approachable, listen effectively, ensure two-way communication, & proactively share information. Demonstrate the value of input and feedback. Value accomplishments by communicating wins and recognition.
9	Trust Builder	Create a sense of respect and dedication with employees	Demonstrate Personal Trustworthiness: Keep commitments, tell the truth, own mistakes, build non-blaming environment, & prevent misrepresentation. Create an accepting, fair, and open work environment.

Credible Leadership Talents in order of Priority. The highest priority items are listed first.			
Developmental Priority	Leadership Talent	Definition	Representative Behaviors
10	Retention Expert	Believe in the importance of employee retention and have the knowledge and expertise necessary to retain high performing team members	Understand the value of employee engagement and retention and the impact if not addressed: Understand cost, causes, and consequences of employee turnover and how it effects the customer experience and perceptions on your organization Build behaviors that influence employee engagement and retention: Link individual contributions to the organization's success and create a sense of belonging
11	Flexibility Expert	Recognize and take into account the needs and views of each employee	Respond to work and job needs of your team: Rotate job activities, encourage different points of views, recognize stress, modify physical environment to stimulate employees Recognize and respond proactively to employees' circumstances: Respond in a timely manner and be cognizant of work-life balance concerns and manage request accordingly

Action Planning - Leadership Development

What are the leadership talents most in need of development? You may select the leadership talents listed toward the top of the list or other talents which you think would most improve engagement on your team.

- _____
- _____

For each of the talents you selected, describe the leadership behaviors you can modify to improve that leadership talent. Consider using the *Representative Behaviors* listed for each talent as part of your plan.

- _____
- _____

Are there any barriers to carrying out these leadership behaviors on the job? If so, what ideas do you have to help overcome these barriers?

Free Response Stay and Leave Reasons

Team members were asked open-ended questions to describe, in their own words, 1) The one thing that MOST influences them to **STAY** with SCDHHS, and 2) The one thing that could cause them to **LEAVE** SCDHHS if not corrected. Each team member's verbatim response is listed below.

Please remember that this survey is anonymous and under no circumstances should you attempt to personally or publicly link a response to a particular person regardless of whether or not the response is positive or negative. This information gives you visibility into many of the issues that are top-of-mind for your team or organization.

Free Response Stay Reasons

Free Responses: What has the greatest influence on team members to stay?

I honestly enjoy my work and co-workers.
overcoming different challenges I may occur with my stimulating job tasks. I enjoy learning new things and expanding my knowledge base.
the services that is given to clients.
working hours
.
A change with training; and after completion of Leadership Development training and other managerial courses there such be an incentive.
A pay increase will influence me to stay.
a paycheck
A steady pay check.
Ability to be independent in managing.
ability to influence important decisions and work with good people
ability to move up and increase salary
ability to retire
Ability to telecommute
Ability to use my skills and benefits.
Accepted a new position.
Additional project are being added to enhance our ability to serve the public. I am have an important role of some of those projects and that energizes me. In addition I enjoy my job and the ability I have to make a positive difference for our staff and clients across the state. I have been here 15 years.
Agency continue to recognize and value me as an employee.
All of the years that I have already invested in this agency and the fact that I love the position that I now have
Allowing my skills of growth to be used.

As I get older, interviews are fewer and farther between. Even if you are selected for an interview the position will usually go to a younger person who requires less income. I am thankful for a job because I need insurance for my family's health issues.
Assisting clients
At this point the years of service that I have with the agency is what most influential.
At this point, I am only staying within the organization as I will retire in December 2018. If I had many more years to work, I would be seeking employment elsewhere.
Balance between professional life and family life
Because of the location and the flexibility for my family needs.
been here too long to quit now. / benefits
Being able to assist someone and making sure the customers are receiving the benefits they may be eligible for.
Being able to do the work without all the stress
Being able to help children and families get the services they need.
Being able to help clients in need for assistance
Being able to help individuals with health coverage
being able to help people
Being able to help people
Being able to help people get the coverage they need, and when they ask for a call as soon as their case is processed. You can hear the "thank you," and their gratitude, it makes it all much more rewarding.
Being able to help people that need it the most.
Being able to help the citizens because of my knowledge of the program that I've learned over the years, and also because I know that I have children that I must be able to take care of.
Being able to know that I have helped someone or their loved one get the services/information that they need.
Being able to provide assistance to our Participants, great Co-Workers, and flexible schedule/telecommuting that encourages work-life balance. Also thankful for new insurance coverage that will begin annual pap smears that usually costs approximately \$200 at private Gyn MD!
Being able to telecommute. Took position with telecommuting being an option four days a week, concerned with the changes to telecommuting.
Being assigned a new direct supervisor.
being to grow within the organization
Benefit package
Benefit to constituents
Benefit/retirement package
benefits
Benefits
BENEFITS
Benefits
Benefits
Benefits
benefits
benefits
Benefits
Benefits
Benefits
Benefits
benefits
benefits

Benefits
benefits
Benefits and steady salary.
Benefits as far as Insurance .
Benefits for family.
Benefits(holidays, sick leave, annual leave, retirement).
Benefits.
Benefits. The mission of the agency. Flexibility in different work settings. Great Leadership and Team approach.
Benefits; work ethics
Best program director and a great group of team members that keep the environment welcoming, friendly and stress-free!
Better Pay
Bills
boss and co-workers
Caring coworker/current supervisor
Chance for advancement.
Chances to advance. I am enjoying what I do been on board for about 6 months.
change in management so I feel more appreciated
Changes
Clients
clients that are in need
close to retirement
Close to retirement.
Co-workers
Co-workers are great
co-workers are great.
Co-workers, supportive team.
Comfortable in my role here; good benefits.
Comfortable setting with clear goals and requirements. Also knowing what is expected of me and goals to exceed and accomplish.
Commitment to finishing the project.
Commitment to the agency mission
Communication
Compensation
comraderie among co-workers
Connecting stakeholders (providers, beneficiaries, general citizens) with information and services.
Consistency.
Consistent work and pay and a comfortable commute and working environment.
Constant change in management.
Continue to grow in profession with training.
Continued interest in the main role of the agency.
Cooperation among peers and support of Supervisors.
Coworkers
Coworkers
Currently right now it's the new staff that has come on board in the last 6 months. There has been a great change in Morale with staff and it's been refreshing.
Currently with my home life I can not afford to change jobs and start over.
Customer Satisfaction
Decisions seem to be made in a more reactive fashion than proactive. Also, there are times some providers aren't held to the same guidelines as others and this makes it challenging when reviewing various providers.

Decrease in telecommuting for nurses. Increased Productivity and decreased telecommuting? Why hire additional nurses if we have to meet productivity but do not have the cases and then force us to stay at the office all day and get no work done when we could be handling the extra cases.
Dedication to my supervisor and my team.
Definitely NOT the income! I like helping people who need the services Medicaid provides. I have invested a lot of years with the agency.
Duty, Mission and Purpose. What this agency delivers matters.
Effective communication amongst peers, and all systems run effectively
Enjoy my job
Enjoy the work that the organization promotes.
Enjoy working for Medicaid and I enjoyed working with public and helping families.
Enjoy working with the public
established and continue to learn- it's not the same mundane task every day- each day brings something new
Every day is an opportunity to learn something new and to expand my knowledge base.
Everyone within the organization has been helpful
Excellent work environment.
Experience
Experience is the only thing keeping me at this organization.
feeling that my job makes a positive affect on others
Finally getting an interview in a different area of EEMS.
Finding a job that pays at least what I am making now.
Flexibility
flexibility
Flexibility
Flexibility of hours and Telecommuting.
flexibility with our time and paid days off(holidays)
Flexibility, co-workers
Flexible
Flexible work hours and authority to make executive decisions based on my knowledge and experience. My Director and Deputy's appreciation and belief in me motivates me.
Friendly and familiar faces. I don't feel and have never felt inferior to my supervisors at DHHS. My current supervisor treats us as if we are co-workers rather than peasants beneath her. I have felt this way about all of the supervisors I have had with this agency. I am treated as a valuable individual rather than a simple space-holder in this agency.
Gifted and talented co-worker
Good people
good Team to work for
Good work environment and good co-workers
Great co-workers and managers with whom I work everyday. We all work hard to get the job done.
Great co-workers!
great people to work with
Great people with good attitudes
Great relationship with coworkers.
Great supervisor
Great work environment and atmosphere, great co worker and supervisors.
Great work environment and support of Leadership
growth
Growth and increase in pay. I would also like to see the agency invest in employees education with tuition assistance.
Growth opportunities.

Growth within the agency
Hard to say
Haven't been able to find something else.
Having a flexible schedule.
Having a job.
Having insurance
Having Insurance
Having the opportunity to assist others.
Having to do a lot re-work after new co-work did the work.
Having trust
health insurance and dental insurance coverage - - pension amount when I retire -
Health insurance benefits, pay, but only slightly
help the needed
Helping clients
Helping clients
Helping clients
Helping clients successful received service eligibility .
Helping individuals try to get the help they need.
Helping my community
Helping others
Helping others
Helping others
Helping others
Helping others
Helping others be it applicant or coworkers.
Helping others.
Helping our clients
Helping out the applicants.
helping people
Helping people
Helping people in the communities who really need it.
Helping people.
Helping the aging and disable get coverage they need.
Helping the citizens of South Carolina.
Helping the citizens of the community.
Helping the citizens of this state.
Helping the clients influences me to stay with the agency.
Helping the clients receive their Medicaid.
Helping the Community with healthcare Insurance if they are eligible financially
Helping the community.
helping the elderly
Helping the family's in need.
Helping the less fortunate.
helping the people of SC get health insurance
Helping those that need the benefits the agency provides. I also look towards continued growth in my skills in the role that I am currently serving in.
Hmmmm, not much..
Hope for change in the vision of leadership. Meaning, that more attention and priority will be provided for FTE and Grant funded employees.
Hope that things will improve
Hopefully I am making life a little better for someone by completing my tasks well
Hopes of advancement into management.

Hours
hours and location
Hours/benefits
How it feels when you know that you have helped someone receive health insurance. It is a stressful circumstance when you or a loved one is sick and there is no way to pay for the medical bill, but being able to help people have that peace of mind is very rewarding to me in itself.
How supportive my supervisors are.
I love the work that we are doing and helping people.
I absolutely LOVE helping others and this organization allows me to do so.
I absolutely love helping people. It is a very rewarding job. The leave SI/AI is also another reason I stay. It sure helps when you have a child.
I accepted the position despite the extreme salary decrease from my previous job primarily because of the flexible schedule and the ability to telecommute and work independently. This benefit has been severely challenged in recent months due to change in management at our area office. The primary reason that I stay at this point is for the loan forgiveness program that I am participating in for my student loans. This benefit far exceeds the direct benefits through SCDHHS.
I already have about 30 years in with the State.
I am a few years away from retirement.
I am a new employee.
I am a single mother so the hours of my job and the opportunity to take leave when needed is important for me.
I am a state temp. Only get health coverage. This is why I stay.
I am able to help families and individuals in need.
I am able to voice my opinion without fear of retaliation.
I am bored, under utilized and under challenged. My supervisor does not take/make the time to meet to work on my EPMS or more appropriate duties.
I am familiar with most of the staff and have developed a great working relationship with them.
I am in a new department with an understanding supervisor
I AM INFLUENCED TO STAY WITH THE ORGANIZATION BECAUSE IT ALLOWS ME TO PERFORM ONE OF MY PASSIONS ON A DAY TO DAY BASIS, HELPING PEOPLE AROUND THE STATE OF SOUTH CAROLINA.
I am more satisfied now than 6 months ago only because my duties have changed which breaks the monotony & keeps me motivated
I am now a state employee, the pay increase received and the working environment is great.
I am now doing the work that is most appealing to me. I now have less stress with my duties.
I am passionate and believe in the work I do helping others.
I am still with this organization due to the working relationships with co-workers and the belief I have in the importance of the services this organization provides.
I am very compassionate about my job. I enjoy helping our clients receive the health care that they need... Also, training my coworkers on a daily bases.
I became a full time employee and switch from a program assistant to a IT Tech II.
I believe in helping recipients receiving the benefits they need to stay healthy I a timely manner, and to ensure providers receive the reimbursement they need to continue providing services.
I believe in the importance of the work, serving SC
I believe in the job (not the organization for which my job fall under) that I do
I believe in the mission of this agency. The work that I do at SCDHHS has a positive impact on lives of many South Carolina citizens. I feel that I am making a difference.
I believe in the program that I work in and I know it helps families and kids grow and learn.
I believe in the work that I do and I believe in the mission of the agency to provide services to the people of our state.

I believe in what my division does in serving ordinary people in our community that has a need for the services we provide.
I can not comment on this because, I just have less than 6 month working here.
I care about People and their well being.
I care about the people who needs help at a very frustrating, often sad time in their lives.
I care deeply for my staff and I care deeply for the agency clients
I carry the health insurance for my husband and myself. The convenience of the travel to work.
I continue to enjoy the job tasks assigned to me and the individuals, both internally and outside of our organization, that my job allows me to interact with.
I don't get micromanaged.
I enjoy being able to help others.
I enjoy being able to help those in need. I have a true passion to help others and also to help others succeed in their goals.
I enjoy doing this job.
I enjoy helping people and I have a great group of people to work with.
I enjoy my coworkers and the mission of the agency
I enjoy my coworkers.
I enjoy my job
I enjoy my job and actually look forward to doing it daily.
I enjoy my job and feel that I am making a difference.
I enjoy my job. I enjoy helping others.
I enjoy my job. I like working with people and I don't mind change.
I enjoy processing my assign tasks and communicating with participants. I realize that our jobs are a public servant and it is very important to follow policy and procedures while being professional.
I enjoy seeing people get the help they need.
I enjoy serving the citizens of South Carolina.
I enjoy serving the clients of South Carolina
I enjoy talking to families and helping them get services for their children.
I enjoy the actual work that I do and the people that I work with. Working conditions have been deteriorating though.
I enjoy the atmosphere of co workers and the conversations with the participants.
I enjoy the interaction with the public and I enjoy the job I am assigned to do.
I enjoy the Medicaid program but is actively looking to pursue other opportunities.
I enjoy the positive work environment.
I enjoy the work at hand. It's rewarding that I get to help people who needs the assistance, whether it be in a nursing home, care at home, or residential care.
I enjoy the work I do & helping our clients.
I enjoy the work I do and the ability to help provide support to workers in serving the families in need.
I enjoy the work I do each day. I learn something new each day.
I enjoy the work that I do and I enjoy having a supervisor who does not micro-manage and instead allows you to move at your pace and is always willing to help as needed.
I enjoy the work that I do and I enjoy my environment.
I enjoy what I do helping our clients
I enjoy what I do to help the citizens of SC
I enjoy what I do, I enjoy working with this client population. I must feed my children.
I enjoy what I do,im happy with the agency
I enjoy what I do.
I enjoy what I do. Regular office hours.
I enjoy working with a lot of my coworkers.

I enjoy working with and helping families with children with delays and established risk conditions obtain services to help them on a path for success. I enjoy working with a team who feel the same way and who are able to work in a cohesive and supportive manner with team members, clients, other professionals, and agency leaders.
I enjoy working with my direct supervisor. We work well together as a team.
I enjoy working with my team.
I feel like we do not have support like we should. And I should get a raise every year. (which we do not get.)
I feel more challenged and busier. I like that. I would rather be busy than have a lot a free time.
I feel that the agency help participant remain at home at aa healthier rate
I have a co-worker who believes in me, is supportive, open to ideas, looks at the bigger picture, is willing to go across region lines to help others and wants to make the jobs of our supervisors, leaders and workers more efficient, effective and successful. We have each other's back and work as a team!
I have a desire to help people.
I have a fantastic supervisor.
I have a great supervisor and coworkers. Also, I get to meet and help many people across the state.
I have a knowledgeable manager who keeps us engaged through training and meetings.
I have a wonderful supervisor.
I have already been here 20 years that should court for something.
I have already invested several years and feel stuck here due to retirement options.
I have approximately 5 years to reach my full retirement and that is my motivation to continue working here.
I have been able to use my talents and develop new ones. The team is supportive.
I have been at this job a long time, I enjoy the work mostly and do not want to have to start over somewhere else.
I have been engaged in this type of work since I was 25 years old when I lived in the Northeast. I enjoy helping other people for services who are less fortunate than myself. My motner use to do this work so you can say it runs in the family. The reason why I stay cause I get satisfaction from a person just saying thank you for helping them with assistance.
I have been given the opportunity to increase my leadership skills by being put in a leadership position.
I have been here a long time and there are many changes. I enjoy the work that I do.
I have been with the agency for almost 17 years and with the State for almost 25 years.
I have been with the agency for so long and almost ready to retire. I enjoy what I do. I can truly say that I look forward to coming into work every day and serving the customers of South Carolina. I just think it is so wrong that we don't get raises on a regular basis but upper management income seems to go up. The eligibility works and supervisors have worked hard for the last 4 years with the new system and different policies to not be compensated for what we do a daily basis is sad.
I have been with this company for over 3year, and have not receive a pay increase; but I have receive MORE work. Take your timer and put it where...
I have not been able to secure a BETTER job yet.
I have not been in this position for 6 months. The job and the work that I do through Babynet is the number one reason for staying with this organization.
I have only been here 2 months. Most influenced my honesty of co-workers and my manager and my administrator.
I have only been here since September 2018. I have satisfied
I have only been in my position since April 2018. With that said, I am self motivated and being satisfied with my job to me means that I love what I do and would like to effect change in the office I manage to more efficiently, productively and accurately serve our community and state. That is what satisfies me. To put into place practices that assist our community with excellent service from the beginning to the end of the Lobby visit.

I have to pay bills and support my family.
I have to work to care for my family. So I work, and do the best that I can while I'm here.
I have to work to survive. I had been in One area for over 10 years and without input from me I was pulled out of that job which I was very good at and put into another position, no raise or promotion incentive. I am most thankful I still have a job at all but this was a shock and somewhat a slap in the face. Most of my previous answers are middle of the road because at this point I don't know what to expect. Most of my new team members seem nice, my Supervisor is giving me positive reinforcement that I am doing well in the 3 weeks I have been in this area. I would like to retire from here, even come back part-time if needed.
I have transitioned into a new role and area, which uses my talent and skills, and creates opportunities for me to succeed.
I have worked at SCDHHS for 25 years and am approaching retirement age. I am not interested in another career, in leaving the state system or in learning another state agency's processes/protocols.
I haven't been on the job for six months at this point. I do understand better each day, but my initial training was beneficiary. After time, hands on it's starting to make more sense.
I just started.
I know my job and do it well. Currently, I am just comfortable.
I know that the people that I feel are holding me back are older and will retire soon. I feel I will only grown once these individuals are gone.
I leave work everyday knowing that I helped to improve the lives of those that live in this state.
I like assisting people in general.
I like being able to help people to get what they need and don't know how to go about getting the things they need.
I like being here. I like the environment that I'm in. It's not stressful.
I like dealing with the public
I like helping people It was not always "decreased"--New Supervisor (May 2017) It is getting better but very slowly
I like helping people in the community and this is one way to do it.
I like helping the citizens of South Carolina
I like knowing my job and doing it well.
I like my job and my daily tasks that's involved with my job helping our Medicaid clients to get coverage that they are eligible for.
I like my job, helping people and it pays well.
I LIKE MY JOB. BEING IN A POSITION TO HELP PEOPLE. I LIKE PUBLIC SERVICE WORK.
I like my work
I like our mission and consider this a helping profession. I enjoy working and developing a business relationship with the provider network and providing technical assistance. Enjoy resolving claims issues when I'm successful. Enjoy learning something new all the time.
I like that I am able to learn new roles and that my director feels comfortable asking me to help out with other roles when we are short staffed or if a big project needs to be done.
I like the environment, co workers and the benefits as well.
I like the location I work at. I like my Supervisor and how she encourages everyone and how she takes the time to help you and encourages to ask for help.
I like the work and the people.
I like the work I do.
I like the work that I do and I like being able to assist recipients.
I like to finish what I start.
I like what I do
i love what i do i just need to have what i need to work with at all times
I love assisting the citizens of SC.

I love being a nurse for the elderly in the setting I am in now.
I love having the opportunity to serve others who need help.
I love helping eligibility workers with IBM Curam software
I love helping others and am committed to the Agency's mission statement.
I love helping people
I love helping people and making sure they get what they need. I love what I do for the people. I do love support of my supervisor and some managers. They are willing help me move forward.
I love helping people.
I love helping people.
I love helping to help clients
I love making a difference and helping people. Medicaid isn't perfect but it does help quite a few people. calling them to get info that we are needing to approve their coverage makes the job that much more satisfying.
I love my job
I love my job (just feel like an outsider since we got new staff and supervisor)
I love my job and job duties. I only wish that the job would pay more money.
I love my job and that it includes helping others.
I love my job and the people I work with. I feel I'm helping my community and state.
I love my job and truly believe that early intervention makes a difference.
I love my job because I can do what I love doing the most: helping someone. I also appreciate my immediate supervisor, Tiffany Brown. She is very supportive of me and the other staff. She goes above and beyond to make sure I am doing well and checking to see if I may need anything to enhance my work skills.
I love my job. I LOVE helping people and getting to know the clients.
I LOVE my position and my teammates. We have a great cohesive team and we make it work for us. The organization is a great organization to work for. 6 months ago, I was not here and was not satisfied which prompted me to apply here and fortunately granted the opportunity to work here.
I love my profession and I also love that I am indirectly helping the citizens of South Carolina.
I love my supervisor.
I love serving people
I love that I do not have to work weekends.
I love that organization is all about helping our community. I just want make sure they receive the proper health care if possible.
I love that we work as a team
I love the current job position I am in, which has been for 20 years. I love my boss and the co-workers. It is like an extended family.
I love the hours and the days off and I love working in my community.
I love the job we do, helping others, I always strive to be positive
I love the people that I work with and my supervisor. They are what makes me come in everyday and the fact that I do have to pay bills.
I love the program I work in.
I love the staff I serve. I love working with my staff while building a TEAM. I love how we all work together to make our office shine and becoming an effective part of Region 3 and the State Agency as a whole.
I love the SUPPORT that I get from my coworkers and upper management
I love the work I do and I have develop a relationship with people in the agency
I love the work I do on a daily basis.
I love the work that I do.
I love the work that I do. I enjoy helping the recipients and being a part of providing them with something that they need.
I love the work.
I love the wrok environment and the countless opportunities to learn.

I love this change and I am able to assist seniors/disabled population where most of my background is based on. I am working with an excellent team.
I love this job and being able to help people and provide them with Healthcare options.
I love what I do
I love what I do as an IT Technician. Doesn't matter which agency I'm in.
I love what I do.
I love what I do for the community. I believe my job positively affects the citizen's that apply for assistance with this agency.
I love what I do, and I need a job to provide for my family
I love what I do.
I love what I do.
I love what I do. It's very rewarding when you can help someone in need and they are truly grateful.
I love what I do; that is the strongest influence on my career.
I LOVE WHAT I'M DOING WHICH IS HELPING THE CITIZENS OF SOUTH CAROLINA
I love working with the population of birth to three.
I loved Serving families in South Carolina
I need a job
I need a job.
I need a job.
I need a stable paycheck and this job is providing me with that. I love my new location on the Mezzanine in the building (NO MORE ELEVATORS!). I am comfortable with my managers and the people I work with.
I need the job. I like helping people.
I need to work to support my family
I only recently joined the organization.
I really enjoy helping the participants. Improving their lives gives me such an awesome feeling.
I really enjoy my new team; type of work I do and the possibility for advancement and benefits.
I really enjoyed what I do. While attending college I've always known I wanted to work in social services
I really love my job. I love helping the clients with their needs.
I receive a pay check that I can live with and I feel like I have good insurance which is a plus. I have a few limitations that would keep me from doing some other types of work so this is great. My desk is set up perfectly for my limitations. I can succeed here. Mostly, I love my supervisor. I haven't ever had a better one.
I receive satisfaction in feeling that my efforts allow beneficiaries and providers to utilize their due process rights.
I retired July 2017 and came back to work part-time to help out.
I see the opportunity for growth and it is what I love to do.
I stay because I genuinely like what I do and the people I work with.
I stay because I get more opportunities to use my auditing skills to help the division and agency as a whole. I also like the benefits the agency supplies. I like my job.
I stay with the organization because I care if the people of my state get the services that they need. I'm here for them.
I the one thing that I love about my job is helping people.
I think knowing that I assist in making the eligibility process go a bit smoother for applicants and/or their representatives applying for LTC; treating families the way I would want someone to treat a family member of mine if long term care services were needed and just a general sense of helping someone else.
I thoroughly enjoy the people I work with and what I do in the organization.
I thoroughly enjoy the work that I am assigned to do. Working with contracts for my Division has given me a clearer understanding how our federal and state dollars are being utilized to assist certain populations in our state.

I truly believe that promotions are not part of outstation worker. I've been in the same position since I joined HHS even though I present strong work ethics and dedication to this agency.
I truly enjoy my job; however, I'm very discouraged with upper management and the direction of my program area.
I truly love what I do, when I got the training and really started to do the work I found out that this was one of the most enjoyable feeling that I had ever experienced on a job.
I value what the program offers to our participants.
I will be coming up on 13 years with the company and want to continue my work history here. This company gave me my first real job and I believe in the work that we do here at DHHS.
I work as an out station worker at a Nursing facility and I love the human aspect and contact that it gives me, I love helping families, that is why I started with the agency 17-18 years ago
I work in a good area, with good people.
I work in an productive environment that is supported by a great leader as well as upper leadership. I am confident in their guidance, and their gratitude for my efforts is very evident. I feel supported and valued in my role.
I work with an awesome supervisor and team.
I'm a very compassionate individual & truly care about the well being of those we serve.
I'm fully engaged in my work at DHHS.
I've only worked with DHHS for 2 months.
if I get the proper training that I've been asking for.
If salaries were comparable to other state agencies.
If the pay was better and everyone was paid equally.
If there was a consideration for the type of work we do and hazardous or increased pay.
In the beginning it was the love of helping others. Now it's just a job. The pay compare to other states sucks.
Income
increase in pay
Increase in pay and opportunity for growth
Insurance
Insurance
Interacting with executives and emulating their professional styles
Interactions I have with the families on a day to day basis.
Interesting work.
It is a good and fair working environment with good people.
It is enough to get by for now. It pays the bills. My commute to work is not long.
It is important for me to have longevity with an employer.
It would be better to ask for a list of things that would make me LEAVE DHHS-I could write a book!
It's a job that results in income, not much income, but it's better than nothing.
It's an easy commute to work.
It's more than just one thing really. I like helping people but I volunteer and could do that in other organizations as well. I would say my biggest is that I have a supervisor that is aware of what I do and knows that I work hard at my job and appreciates it.
Job diversity. I'm not strapped to a desk and enjoy the flexibility my job offers.
Job openings
job security
JOB SECURITY
job security
Job security and stable benefits.
Joy of helping individuals that are in need of healthcare and all the knowledge I've gained over the years at the agency

Knowing every day I'm here to help make someone day a lot better.
Knowing that I am helping others through my work. Knowing that I am making direct positive impact on the lives of the people in my community and state.
Knowing that I am helping others with my work, and working with great people.
Knowing that I am helping someone to the best of my abilities.
Knowing that I am helping the citizens of South Carolina.
Knowing that I am playing a role in assisting the residents of SC.
Knowing that I am the only person in the county that does what I do and has the ability to assist people in the community when they are in need of face to face assistance and that they know that if they come to my office they will receive accurate information that they can understand.
Knowing that I'm able to make a positive difference or influence in the life or lives of individuals that may have started out with a negative situation or fear that they will not receive the assistance that is needed. To know that you can make a positive impact as well as provide the assistance needed and put a smile on there face and joy back into there hearts, it's worth coming to work for.
Knowing that others depend on people like us to help them navigate through this difficult life that's already difficult enough for them and their families.
Knowing that people are being helped and that their quality of life is enhanced through the programs services.
Knowing that the community is being helped.
Knowing that the work we do is appreciated, I don't feel like we are looked at as a warm body in a chair.
Knowing that we can help make a difference in our participants lives.
Knowing the services provided makes a difference for the families we serve.
Knowing the work I perform matters and is important to the most vulnerable SC citizens is what keeps me motivated.
Knowledge of Resources available to help the customers that come through this office.
Lack of other positions within state government.
Learning more about the different programs the agency offers for advancement
Learning my skills and working effective everyday
learning new skills and system as they improve
Level or morale and the ability to be promoted.
Like the majority of my co-workers, I need my job and I do enjoy working with the public and what SCDHHS stands is suppose to stand for in servicing our clients. However, I have not been pleased with the way our processing system now focuses more on NUMBERS that caring for individuals.
like the purpose of my job...
Like working for boss and his boss
location
location
location
Location
location
Location
location
Location and hours
Location of facility.
Location of job
Location of my site to my house, benefits
Location of office to home.
location, work schedule
Location.

Long Term Job Security and Stability
Looking forward to retirement within 1 year.
love my job think it is important to the residents of SC
Love what I do.
Loving the feeling of helping families
Loyalty to staff and coworkers. Agency mission to help less fortunate.
Making a difference for the clients we see on a daily basis, and being able to help them.
making a difference in somebody else life
Management
Management and job opportunities
Management is very understanding and easy to work with. They motivate me to give my best effort.
Management supportive as it relates taking care of self and family.
Management team, helping the people of SC.
Mission
Monday through Friday schedule
Money
More added responsibility of having to correct mistakes/issues from other departments within the organization
More Money/higher salary
MORE PAY!!!!!!!!!!
More training so that I am able to understand and complete cases correctly
More work, same pay.
Most of them are being taken away.
Must have income.
My ability to assist the clients that we serve.
My ability to help the citizens of South Carolina. I enjoy seeing the look on a client's face when they are approved for benefits.
My age.
My belief in the program
My boss always takes the time to answer questions and provide direction, no matter how busy he is.
My boss fought for two years to get my name on the CPM list. It's been very rewarding and challenging. I have no college degree and honestly do not know where I would be if I hadn't accepted my position here at the agency and or here in the program area that I work in now. My boss is now asking me to take it to another level and enter back into college in August 2019 (I graduate CPM in May 2019) My previous managers all were great, but never pushed me like my current boss does. I sometimes find myself telling my boss (in my mind) "UNCLE," but in reality I love that my boss cares (truly cares!
My children
My clients are the reason I stay with the organization. I like being able to assist them and meet new people.
My co workers and the team work from my supervisor and the location.
My co workers make my job easy and make the day go by fast. I have a caring and positive team.
My Co-Workers
My co-workers
My co-workers
MY CO-WORKERS AND HELPING THE CLIENTS.
My Co-Workers and how we all work as a team and operate as an family unit
My co-workers. My co workers are awesome. I look forward to coming in and working with the people in my program area.
My commitment to see Replacement MMIS succeed.
My commute
My coworker (peers) in my current position are outstanding and a great pleasure to work with each and every day.

My Coworkers
my coworkers
My coworkers & retirement benefits. Have been applying elsewhere due to compensation not being satisfactory. Other states are well paid for this same job.
My coworkers and supervisor.
My coworkers and the environment.
My coworkers and the fact I have a job that I am comfortable with processing and showing all that I have learned. The fact that I work for the state of SC and my past job was with the state I was able to keep invested time.
My coworkers are more supportive and understanding than management.
My current position offers telecommuting as a privilege. However, changes has occurred in the last 30 days that decreased the number of telecommuting days allowed. Also, my working hours were changed without adequate notice.
My current supervisor and the unit that I am apart of. They both have open new opportunities for me to grow here within the agency and expand my skills.
My current supervisor, Melody Lucas, is the reason I stay with this position. She has provided support and guidance. She has made positive changes, and I feel my office is headed in the right direction. She is very honest and understanding.
My current work environment and co-workers.
My desire to help the citizens of SC
My desire to learn and I really want to help others.
My direct supervisor
My direct supervisor is a huge factor in me staying, if they were to leave, I would most likely search for employment elsewhere. I believe that my direct supervisor has my best interest at heart.
My direct Supervisor. She is always available to assist if needed, professional, flexible, inclusive, and very competent in her leadership role.
My enjoyment of the type work I do.
My family and needing the income to support them.
My family, and my career
My immediate manager, Sharon Mancuso
MY JOB
My job tasks.
My Job. I believe that I am helping my team and my agency be successful serving the state of SC.
My knowledge of how to do my job.
My long term investment with the organization and being comfortable with my job with the knowledge I know what is expected and how to do it efficiently.
My longevity in State Government.
My love for and belief in our program and the support from my immediate supervisor.
My management leadership, co-workers that work well together and support each other professionally and personally
My management team
My manager and staff.
My manager is encouraging and supportive
My number of years already with the agency.
My passion for helping those in our community that need a hand up by providing families with the Healthcare and information about other agencies in our area that may be of help to their family.
My passion for what I do and assisting the clients we server most influences my stay with the organization.
My passion to help others influences me to stay with the organization.
My passion to help others. I can do this by helping them go through the steps of they need to so they can get the health insurance they need.

My passion to work or help others
My satisfaction level at work stayed the same and one thing that influences me to remain with the organization is being able to telecommute.
My satisfaction with what I do
My supervisor
My supervisor and co-worker's. I enjoy what I do!
My Supervisor and I enjoy working with my coworkers.
My supervisor and leadership for one. I also love what I do to help this agency and the citizens of SC.
My supervisor is fantastic. She is kind, caring, and always encouraging us to do our best and be our best.
My supervisor is one of the best.
My supervisor is very encouraging and ensures any information that is useful to help gain a better understanding of the the work that is done is given and understood.
My Supervisor is very helpful
My Supervisor supports and defends me
My supervisor.
My supervisor.
My team and supervisor are some of the best people I have worked with/for in all my years of employment. These ladies are like another family! I have never had a problem with ANY lady in this office. We need more people like them everywhere! They are always there to help when called upon and ready to answer any questions I have.
My team of co-workers and supervisors mostly influences my long term commitment to this organization.
My team that comes in and work hard everyday to achieve a common goal.
my willingness to help the citizens of South Carolina receive medical assistance.
My work
My work schedule.
My work schedule. My benefits.
My years of service and I feel like I am a assest to the company
My years of service.
N/A
N/A
N/A
n/a
N/A
N/A
n/A
N/A
n/a
na
NA
NA
NA, haven't been here for 6 months.
Need a job
Need employment to pay bills.
Need to have income and the benefits like health insurance.
Need to provide for my child
Needing a income and knowing that I am helping clients.
No comment.
No comment.
No other opportunities currently open with another state agency. I am actively looking to gain employment elsewhere.
Not being stressed and having to take work home.

Not only do I feel that what we do here is vitally important to the health and well being of our members, but I also feel that my input is valuable and desired to help the agency move forward.
Nothing
Nothing. Horrible pay, no training, no organization, management always has attitudes.
Office location
One of the things that most influences me to stay with the organization is the benefit package, and also the desire to help the citizens of South Carolina
One quality that most influences me to stay and come to work everyday is the populations in which I am serving and the fact that my job has purpose.
One thing influence me to stay with the organization is having the ability to work independently making daily decisions in processing cases and having my own office; besides the benefits.
One thing that influences me is providing assistances to the constituents of South Carolina.
One thing that influences me to stay with the organization is knowing that I make a difference in the lives of our citizens. No job in the organization is too big or too small. It is imperative to know and see the big picture with the organization, it is not about us as workers but it's about making a difference in the lives of the people that we serve.
One thing that most influence me to stay with the organization is that I enjoy the job that I do.
One thing that most influences me to stay here is that I am a people's person. love helping people and being able to help and support all of my clients makes me feel really good and job well done.
One thing that most influences me to stay with the organization is becoming more diverse within the organization. There are a lot of areas within the organization that are to be learned and can be learned.
One thing that most influences me to stay with the organization is the flexibility I have in my current position. I not sure if I'd have the same flexibility in another organization.
One thing that Most influences me to stay with this organization most of all is the Customers that comes into my office each day.
only been here a month
Opportunities for advancement
Opportunity for advancement
Opportunity for growth and career advancement
Opportunity for growth, promotion, benefits
Opportunity for personal and professional growth.
Opportunity for promotion within this organization.
Opportunity to assist clients in obtaining health care
Opportunity to be promoted.
opportunity to contribute
Opportunity to drastically improve our program.
Opportunity to learn new skills and work on interesting projects.
Our agency's mission to serve and provide medical benefits to our citizens of South Carolina. My daily goal is to make a difference in at least one persons life - being how small or big of an impact that might be. My credited years with SC State Retirement.
Our goal is one that is simultaneously altruistic and fiscally responsible. I believe in what the agency is set up to accomplish.
Our mission
Our new Program Manager is implementing changes that are very beneficial to the agency.
passion for helping people.
Pay
Pay increase
Pay increase and benefit change from BSBC.

PAY INCREASE: BONUS , MORE INCENTATIVES. GIVE EMPLOYEES MORE OPPORTUNTIES , TO GO ANY TRAINING THAT WILL ADVANCE THEM. EXAMPLE , YOU CAN ONLY GO TO TRAINING FOR NURSING HOME ,IF YOU HAVE TO ALREADY BE A NURSING HOME WORKER, BUT EVERY DAY YOU HAVE OUR LOCAL CUSTOMER NEEDING HELP OR ASKIING QUESTION ABOUT INFORMATION THAT ARE REQUESTED FOR WAVIER SERVICE FOR THEIR LOVE ONES. ONLY CERTAIN COUNTIES HAVE NURSING HOME WORKER. I FEEL IF YOU DESIRE THE TRAIN FOR NURSING HOME SERVICE, WHY NO HAVE CORRECT KNOWLEDGE TO ASSIST OUR CUSTOMERS AND FAMILIES. MOST OF THAT CUSTOMER WILL STATE THIS IS THE FIRST TIME FOR ME AND I DONT UNDERSTAND WHAT I NEED TO DO! WE MUST REMEMBER THESE OR OUR MOTHER AND FATHER OUR CLOSES LOVE ONE WE ARE TRYING TO GET THE BEST OF CARE.
pay increases for merit work
paycheck
Pension and health insurance
People
Positive working environment and great relationship with my direct supervisor.
Potential for positive impacts on the citizens over the long-term.
potential for professional growth
Potential growth, opportunity and strong leadership
Potential to learn about Medicaid operation.
Processing long term care applications for the residents of the state of South Carolina who are eligible.
Professional development
Professional development. I would like to get financial aids to enroll in certification courses to develop my skills.
Providing educational support and professional customer service for families in need of Medicaid and CLTC services.
Qualified, productive and positive staff.
Receiving training to gain more skills on the job and also having new tasks each day.
Recent move to another area office.
Recent promotion
Relaxed work environment, holidays and weekends off
Retirement
retirement
Retirement
Retirement
Retirement
Retirement benefit
retirement, years invested.
Room for career growth.
salary
Salary
salary and no increases and sometimes work environment
Satisfaction of helping people get services they need. Dissatisfied due to nursing shortage and ridiculous long process to hire nurses, which causes applicants to accept other jobs while waiting to hear from DHHS. SCDHHS is a great agency that look at the many things that their employees do within and outside the agency. The agency has now move to promoting people more than before.
SCDHHS is one of the best departments to work in.
SCDHHS is the agency I want to retire from. I am hoping to be promoted so I can better utilize my skills, knowledge and experience.
Schedule and benefits package
Schedule and Benefits.
Secure job

serve family
Serving families that are in need of Medicaid.
Serving the citizens the of South Carolina
short commute time and length of time with state.
Some of my co-workers and the fact that at this time I am the only investigator on staff
stability
stability, growth
Stability, I enjoy serving the public
Stability. Adequate healthcare for SC's Medicaid population will continue to be a need for the foreseeable future.
Stable employment
State benefit package and I enjoy the job that I perform with the interaction with co-workers providing services for the population we serve.
State benefits
State Benefits
Staying the organization the flexibility of being able to be off with my children.
Steady income for survival.
steady paycheck
Student loan forgiveness
Student Loan Forgiveness Program for serving as Public Servant
Supervisors - They listen and advise me in the right path.
Support of my supervisor and team mates.
Supporting co-workers during on-going changes.
Supporting my team
Team work
Team members
Team staff members, hours, pay
Team work
Teamwork
Teamwork within my division
Telecommunicating ability and work schedule.
Telecommuting
Telecommuting
telecommuting
Telecommuting ability.
Telecommuting and SC PEBA Retirement/Insurance
Telecommuting is why I stay in this position. If this is removed or decreased, I will not stay.
telecommuting schedule

Telecommuting was the main influence for me to take this position. As a nurse we all know the salary here is not comparable to other nursing positions but the telecommuting and flexibility to work in a quiet environment at home, to handle phone assessments in a private setting, to have the ability to concentrate in an environment without multiple interruptions from staff or others on their phone, allows the ability to key assessments and handle the calls needed with accuracy, this has been an important asset to this position. It helped with not having to utilize as much sick pay due to being able to work from home on days I wouldn't necessarily feel well enough to be at the office, I could make it work from home. I completely understand accountability needed with Telecommuting but for the ones that have been utilizing this system as it was designed, it is extremely disappointing when the main asset of this position that makes it stand out from other nursing positions is in the process of being eliminated. Telecommuting offset the salary, however taking that asset away, especially when it has been utilized well by some of us, no longer allows this position to hold the value it once had, especially when there is no change with the salary. I have had the same salary for 2 years now, yet the cost of living rises daily. Now I am placed in an office 2 or more days a week with a total of 3 nurses in the same little room, together trying to complete phone assessments, and key assessments with accuracy, dealing with multiple interruptions from other staff, phone calls. I feel this has a major impact of productivity as well as creates stress that didn't use to be there. I love what I do here, I love talking to and working with these families. I don't just do assessments, I do my best to listen to them and provide them resources they need, as so many of them are desperate for help and to be heard.

telecommuting, flexibility

Telecommuting/family friendly work

That I have a state job and can more easily find work with other departments.

The 15 days holiday off given to us.

the ability to adapt to changes and improve

The ability to advance.

The ability to grow within the organization.

The ability to help and assist with others whom are less fortunate than we are.

The ability to help one of the most vulnerable populations to receive the healthcare coverage they need in order to take care of themselves.

The ability to help others, my co workers.

The ability to help people in need.

The ability to help people.

The ability to help someone in need.

The ability to help the citizens of SC with having healthcare that they need.

The ability to help the people of this state.

The ability to influence and the couple of co-workers that put in the same level of effort for us to move forward.

The ability to lead a team whose sole responsibility is to assist the workers on the front line for our citizens.

The ability to make a difference in the lives and wellbeing of others.

The ability to make a positive difference in people's lives.

The ability to move up within the agency due to the diversity within the organization.

The ability to provide a service to our clients.

The ability to provide help for those that truly need it.

The ability to serve SC citizens and the opportunities to move up within the company.

The ability to work directly with patients and families and continue to supervise a great group of people

The ability to work with technology (one of my passions) while simultaneously helping the citizens of SC with that technology.

The agency values and mission statement.

The agency's mission.

The amount of leave time and holidays.

The annual and sick time and work schedule
The benefit package.
The benefit's.
The benefits
The benefits
The benefits and pay.
The benefits of working for the state.
The benefits that are offered.
The benefits that come along with working as a State employee.
The benefits that provide health insurance for my family.
The Benefits.
the benefits.
the benifits
The challenge of fixing the issues on the contracts I administer.
The challenges presented daily.
The chance for advancement.
The change in leadership in this office over the past year.
The Children
the citizens that we sever...I am helping somebody
The citizens we serve as an agency.
The clients
The clients I have had and the relationships that are built during the app/review process. I have client who still ask for me by name. That matters to me.
The clients that I've come in contact working in this community.
The clients.
The co-workers, people I work with.
The commute
the commute and independence in my position
The compassion have helping others in need.
The compensation is higher than similar jobs in the market zone.
The compensation. In my opinion we are not properly compensated for the work that we are required to do.
The convenient location in proportion to where I live and the insurance benefits.
The culture on my project and the purpose of that project.
The current economy
The dedication of my team members to our community despite frustrations
The degree to which I am able to assist people to meet objective of them remaining in their homes and safe.
The desire to provide a service to those in need. I will continue to do my part to make sure that SC continues to have a Medicaid program that works.
The director staying with the organization.
The distance that I travel to my job is what has influenced me to stay the most.
the environemt
The fact of helping people receive access to care.
The fact that I am helping others who are in need of assistance.
The fact that I need a job is the thing that influences me the most.
The fact that our work impacts the lives of so many South Carolina citizens in need.
The fact that there is a chance for mobility within the Organization.
The fact that we are helping others.
The feeling that my contribution is integral to the areas which I advise, and that I would be leaving those areas in the lurch if I left.
The flexibility and ability to work independently have influenced me to remain in this position in the past.
The flexibility and support that is provided within the organization.

The flexibility of my hours and being able to telecommute. I am the only parent who has a consistent schedule so that I can be available for my family when needed.
The flexibility of my position to work independently on tasks that I enjoy.
The flexibility of the schedule
The flexibility of the work schedule- telecommuting.
The flexibility within state government, and my immediate supervisor is what encourages me to stay with this organization.
The flexibility. As a wife and a mom, the flexibility in my schedule has been a life saver.
The flexibility/telecommuting.
The flexible schedule
The flexible work schedule with no working required on weekends and most importantly, I love my job.
The freedom in initiative that I have in planning my work.
The good that the agency does for economically disadvantaged citizens of the state.
The great program I'm working with.
The group of people I work with within my specific job.
The health benefits
The hopes that I'll one day be able to move into a new position with better pay.
the hours
The hours
The hours and commute has influenced me to stay with the organization. Being able to assist the families and help them get the services they need is very rewarding.
The hours that I work are very accommodating to my life due to the fact that I have kids
The impact i make on beneficiaries.
The importance of the work we do.
The individuals and families we serve.
The interaction with employees and the assistance I am able to provide to employees within the agency.
The job functions are interesting and I like to help others.
The job support that I received from my co-workers
the kids
The knowledge I can gain
The knowledge that I am providing needed services to the community
The knowledge that my division is providing daily services such as personal care and meals to our most vulnerable populations -- the elderly and disabled -- in their own homes for a fraction of the cost of institutionalization.
the leadership and team work
The leadership and work ethic of my program area
The Leave time that I earn monthly.
The location and work hours. The clients that I provide service to. Me fellow caseworkers get along really well.
The location of my job from my home because the pay isn't efficient enough for a longer commute
The location of the building relative to my family/friends
The love to help others is what influences me to stay with the organization.
The medical benefits
The mission of our agency, and the fact that I really do like what I do. At times it's challenging because outside area support is not always on the same page as me and my area is. Somehow we find that balance to get the job done.
The mission of the agency.
The mission of the organization and the people we help.
The most influential thing that keeps me with the organization is the job schedule.
The nature of the work
The nature of the work.

The number of years I already have invested.
The on thing that most influence my decision to stay with the organization is stability.
The one thing that I can describe is the hard work and effort put forth by Tammy Johnson towards training. Being placed under her leadership, has helped me grow as a person and I look forward to continue to grow with her.
The one thing that influences me is being able to help someone that is in need. If it is to complete an application or processing an application. My passion to help someone in need is the one of the things that influence me the most. Knowing that I am able to make someone feel better and having them leave with a smile on their faces.
The one thing that influences me to stay with the organization is my coworkers an management team.
The one thing that influences me to stay with the organization is that I am able to assist those who are in need of services. Knowing that I am helping someone else and putting their families at ease keeps me with the organization.
The one thing that influences me to stay with the organization is the ability to help individuals and families maintain good health.
The one thing that is a strong influence on me staying with the agency is the longevity and job commitment that I've invested into serving the citizens of SC.
The one thing that most influence me to stay is with the organization is the benefit of the paid time off.
The one thing that MOST influence me to stay with the organization, it allow me to assist individuals who may not have family to assist him/her in the process. It brings joy knowing that I am making a difference.
The one thing that most influence me to stay would be the work that I do and the work schedule.
The ONE thing that most influences me to stay is carefree work environment.
The one thing that most influences me to stay with the organization are the people that are in need of the services that we provide. To know that you have helped a person get what they so desperately need is very rewarding.
The one thing that most influences me to stay with the organization is that I find enjoyment in helping and assisting the citizens of South Carolina meet their health care needs. Also, the organization has great benefits.
The one thing that most influences me to stay with the organization is the ability to help people whenever possible. This organization allows me to deal with the public and assist them with any concerns with Medicaid in any way possible as long as it is within the practices of policy and procedure.
The one thing that most influences me to stay with the organization is the fact that our business hours are Monday-Friday, 8:30 am to 5:00 pm.
The one thing that most influences me to stay with the organization is the opportunity to help the members each day.
The one thing that most influences me to stay with the organization is the possibility of career growth.
The one thing that most influences me to stay with the organization is working with families and making a difference in the lives of the children.
The one thing that most influences me to stay with this organization is the work hours and schedule. I have paid time off for holidays and it works best with my children's schedule.
The one thing that would influence me to stay is the possibility of promotion without being stagnant in one position too long
The open communication in my department.
The opportunities for growth and professional development. When I first arrived with the organization, I had no idea how broad the spectrum was and how many different positions are available within the organization. After discovering how much room there is for growth and promotion, I could then see myself with the organization long-term.

The opportunities for professional growth. There is always a training available if you need it and if you need someone to come sit with you that is also available whenever you need it.
The opportunities to advance.
The opportunities to learn and share new information and tasks
The opportunity for advancement and growth.
The opportunity for advancement.
The opportunity for advancement.
The opportunity for career advancement and the benefits that are provided within the organization
The opportunity for growth.
The opportunity for longevity with the organization.
The opportunity to advance and build something that I can be proud of and that will help individuals who cannot help themselves.
The opportunity to advance into a senior level position.
The opportunity to apply for new positions within the organization
The opportunity to assist someone in need of service.
The opportunity to help people
The opportunity to help within the community. There is such a great need for healthcare that people need.
The opportunity to make a positive difference with our participants in the various programs.
The opportunity to retire and hopefully get promoted to make better money.
The opportunity to serve the citizens of SC and the great working relationship with my co-workers/supervisor
The opportunity to serve the community.
The opportunity to serve those in need.
The opportunity to telecommute
The opportunity to telecommute.
The opportunity to work with the population serve and to see the program reach its full potential
The option to telecommute.
The organization provides the opportunity for growth and development.
The organizations support and passion for the BabyNet program.
The participants that are served.
The participants.
the pay
The people
The people
The people I serve and speak to who need help. They speak about many things and need referrals, emotional support, and care.
the people I work with
The people I work with are the best.
The people I work with which includes: my customers, co-workers, and the supervisor directly over me are all great people to work with. Without support from management and co-workers, it would be difficult to do my job. Moral is important for all at a work-place and aside from the people and retention practices, there isn't any other sources of moral here. Most things that would bolster moral gets squashed by upper management.
The people I work with.
The people I work with.
The people I work with. The support from them is great.
The people I work with/Supervisor.
The people that I meet!
The people that I work with
The people that I work with and the people that I work for are very easy to get along with and make coming to work everyday enjoyable.
The people that I work with.

The people that I work with.
The people that we serve is the one thing that most influences me to stay.
The pleasant disposition of a lot of the employees. Also, the willingness of different departments to come together to better serve the participants when necessary.
The population I help
The population I serve.
The population we serve keeps me at this organization. I believe we have the ability to influence change and work everyday to hope to see it.
The position I am in.
The positive environment that work in and positive relationships with coworkers and supervisors.
The possibility that I could have the option to work from home 1 day a week.
The potential for a more effective and efficient organization post-implementation of new vendor systems.
The potential new work location.
The program and services provided.
The program I work with.
The projects I am working on are essential for the future success of the Agency and I am providing much needed support and knowledge to these projects.
The proximity to my childs school, and the proximity to my house because my grandmother is sick and lives with me.
The quality of health benefits is important to me and my family.
The relationship and interaction with my co-workers.
The retirement and health insurance benefit and working Monday-Friday and nice holiday, annual and sick leave.
The retirement plan
The satisfaction of helping people and the community
The schedule and demand of the job works with the demand of my life outside of work. I enjoy helping clients and I fill that in a small way I am helping them and being a good example of my agency
The services we provide are critical to the people we serve. I am committed to the mission of the agency and serving the most vulnerable citizens of our state in helping them get the healthcare services they need.
The services we provide to the participants in their home.
The stability and schedule the job provides.
the state benefits
The State benefits; insurance, leave & retirement
The supervisor and the management staff are great to work for. They have a great knowledge of the manuals and policies, and are always willing to help.
The supervisor trainings that I was offered have helped me learn to manage the office as well as my own work load in a much more productive way.
The support and assistance I receive from my supervisor and co-workers.
The team work and the benefits
The teamwork shown at my county office. We are a family, and I know if I need anything, work related or personal, my co-workers are there to offer friendly faces and help when I need it.
The thing that influences me to stay with the organization is the work I provide to help our community. This agency plays a huge role in helping our community get their needs met.
The time I have been with them.
The time I have invested in the agency and the state.
the type of work
The type of work I do, how I do it and the people I work with.
The type of work that I do and the population that I am helping
The type of work we do and the benefits package

The way my supervisor Mrs. Carol is so helpful and other seasonal workers like Renea and Latara helps when we need help. They provide the best support to us because they want us to grow also.
The way our department works as a team. Whenever issues arrive, everyone is so helpful in getting them resolved.
The wonderful people here in this agency. The opportunities that I'm provided to advance in my career here.
The work challenges me. There is never a dull or boring moment. I am often engaged in difficult but doable tasks.
The work environment and the opportunities for growth and development.
The work environment is great! I like working for DHHS we help low income eligible families and individuals pay medical cost of necessary medical services.
The work environment is what influences me most to stay with the organization. It is flexible and allows for work/life balance.
the work environment. Helping others
The work hours.
the work I do
The work I do and my co-workers.
The work it self is ok I love what I do, but I am unable to advance into other positions, but I am at times called upon to train and work with others when we have a new hire, or new system. There is not room for advancement. I also believe we should have a pay raise for all that we do.
THE WORK SCHEDULE
the work schedule
The work schedule allows me to balance work and home life.
The work schedule.
The work that I do for my community, and the love of my people.
The work that I do is interesting and important.
The work that I perform and my co-workers are very supportive.
The work we do for the people of South Carolina, I am very passionate about people being able to access health coverage for their selves and their families.
The work-life balance. I am able to come to work and do my job and then go home to my family. I do not have to take work home or think about work while at home.
The work/life balance. I love my schedule and that when I walk out of the door, I'm not taking work home with me and I'm not stressed about what's happening at work.
The workers in this office cares about each other.
The working relationships that I have developed with my supervisor and coworkers.
The years of service with SCDHHS hat I have.
thee ability to telecommute and do my Home visits assessments adequately
There are a number of meaningful projects that I would like to see to completion
There are no other local opportunities.
There are some staff members/coworkers that will encourage you and acknowledge you on your abilities. And that give you some strength to hang on in there and keep on going.
There is nothing influencing me to stay with the organization at this time.
there nothing
This is a really good team of workers including the supervisors.
This jobs allows me the most possible time available with my kids.
time invested
Time off and retirement plan
Time that I have with state employment.
to be able to help the LTC customers receive assistance that is needed by the families
To know that what I do for a living is in a sincere effort to improve the quality of people's lives by satisfying a basic human need...healthcare.

To see the smiles on my client face knowing that I help them understand health coverage... Knowing that each day I'm here I'm helping someone who In need of benefits... I value my clients!!! :-)
Too many years of service to start over somewhere new
Training opportunities for growth.
Unable to locate another job at this time.
Very happy with the direction the agency is going and with the current leadership. Director Baker is not just coming up with new ideas but is implementing them.
Want to help co-workers and our beneficiaries.
Was able to relocate to an office closer to my home.
We have a new manager Melody Lucas, who is phenomenal. Her experience and compassion for children as well as coworkers is very valuable to BabyNet. Last year was awful due to the hardship of the manager who is no longer with us. I was considering leaving my job and find other employment. Melody has increase the moral in our office, as well as the organization as a whole.
We have received new management that is more supportive. Previous supervisor was very abrasive, negative, and berating.
We work with a population that is unique to the rest of the organization. Knowing that we have helped that population is rewarding.
Well I finally got hired on as a case worker so that was a PLUS!!!
What I do
What the job does for the kids and my coworkers.
When I leave work each day, I've made a difference in workers' lives, clients' lives, and to the State of South Carolina.
Will be able to retire soon.
Wonderful coworkers
Wonderful coworkers and supervisors!
Work atmosphere is harmonious within our team.
work hours
Work hours
work hours and the ability to help others
Work hours.
Work life balance
work schedule
Work schedule
work schedule
Work schedule
Work schedule
work schedule , health insurance
Work schedule , hours and leave time
Work schedule and location
work schedule, time off
work schedule/location.
work team and coworkers
work that I do.
Working for a state agency that is helping people. Also, opportunity for advancement within the agency and build state retirement.
Working for such a strong agency is satisfying to me.
working hours.
working Monday- Friday 8:30-5:00
Working w/a good supervisor.
working with people and giving back to society
Working with the children and providing servies

Years invested, but even that is getting to be not enough.
Years of service
years of service with the organization
Years of service, ability to assist the public.
Years on the job

Action Planning - Free Response Stay Reasons:

Review the Stay free responses to determine what influences team members to stay. Summarize the three most frequently cited themes or reasons to stay based on all the responses.

1. _____

2. _____

3. _____

List actions you can take, as an individual leader, to reinforce the most frequently cited reasons to **stay**:

List suggested actions your organization can take to reinforce the most frequently cited reasons to **stay**:

Free Response Leave Reasons

Free Responses: What could cause team members to leave?

"drama" and unnecessary changes in office - too much micro managing I just want to come in and do my job. Let me know if and when there are changes or when I make an error so that I can correct it. Constructive criticism should be about something that needs to change - or has changed by upper management - not just "this is how I would do it" type of attitude. change is not good for just the sake of change - change is only good when it makes the process more effective
*I have nothing that I dislike at this point.
-

a
a better job opportunity
A better job outside of this organization.
A better opportunity to advance myself and income
A better opportunity to serve our community and it's constituents in a different position, would be a reason to leave the organization.
A better paying job with better benefits
A bigger salary
A chance to advance financially.
A few weeks ago, I would have said that I am very satisfied with my job and have no plans to leave. If telecommuting changes, I will not stay with this organization. I accepted this position mostly because of the flexibility and the ability to telecommute and self schedule appointments that are required of me to get my job done.
A higher paying job with better benefits.
A job offer with a significant pay raise.
A job offering that pays more money.
a lack of cohesiveness within the organization.
A more Lucrative position.
A opportunity to advance my career in due time.
a pay raise for all even if it's twenty dollars each
A recent change brought new leadership to our area and at the present, there is not one thing that could cause me to leave if it does not change.
A sense of apathy in regards to employee concerns and/or questions.
Ability to earn a higher salary.
ability to work remotely
Accountability
Actually their are several things that will get me to leave for one I feel like some supervisors or managers used people seniority that been here longer give them opportunities before they look at people that been here over few years. The pay can get better but they should give bonus people that deserve it. I also feel like manage forget where they come from and don't fight for us some time.
Added stress from doing more meeting and tracking paperwork than actually doing my job. Lack of pay increases.
Additional compensation
Adequate compensation for education and experience, even if it is outside of DHHS or the State.
Advancement
Advancement and growth. I would like to be appreciated for just the small things that are unseen. I liked a promotion within the agency or outside this agency.
Advancement, perks from the agency, the agency doesn't show the employees that they appreciate us & compensate us
Advancement. It is almost impossible in State Government to have a path for advancement unless you apply or go to another state agency.
Advancement. Stress in reference to always hearing need numbers, need numbers.
after I reach 28 years of service and could retire I could see myself leaving to find work in the private sector where the pay is better
After many years with the agency and not receiving any promotions or pay increases, this would make be chose to leave the agency.
agency focuses on statistics than quality of work and helping citizens of SC.
Although I do not plan on leaving, I do wish that we were compensated more for our job responsibilities and have the opportunity to receive annual raises for our contributions.
An inability to continue progress on essential projects.

An increase in pay would be nice.
Another job opportunity
Anytime a person tries to quantify work done in the healthcare system, the morale of the staff goes down. We do this work because we love it, not to meet a certain quota each week. Productivity is not the end all, be all. Recently, there has been an apparent "crack down" on the nurses of this organization and I do not feel it is fair.
As a single mother, working for this agency has lots of advantages: excellent insurance at an affordable price, substantial leave, flexible work schedules, understanding supervision. With that being said, it is hard at times to make ends meet on a state salary.
As long as we continue to be true to our mission and serve the most vulnerable citizens of our state, I will remain loyal to this agency.
As of now I really can not think of anything that would cause me to leave.
As of right now, the only thing that comes to mind would be if hours changed and I had to work longer or on another shift. I feel like these hours are good and it would be a burden to work longer or another shift. I have 3 children and I feel this organization is family oriented and perfect the way it is!
At the moment, I cannot give a good reason to leave the agency. I wish to retire from here.
At this time I can't say that anything will influence me to leave this organization I absolutely love my job and my clients...
At this time there isn't anything that would force me to leave the organization. I am please with leadership and opportunities to assist on different projects. I am content with my place of employment. Being accurately compensated for you educational background, work ethics and knowledge would cause me to apply for various positions, but not leave the organization.
At this time, I don't see anything that could make me leave the organization
At this time, there is nothing that would cause me to leave. While I am currently pleased with my financial status, the only thing that would cause me to consider leaving is being offered a similar position or role with a higher pay band.
atmopshere
BabyNet Coordinators have been given a quota to meet weekly regarding # of client seen. Now added to that, is the imposed increase in the # of home visits which lengthens the time spent on each client. This increases stress and becomes a numbers game which does not necessarily correlate with serving families effectively and efficiently.
Bad Management which hasn't been a problem.
Because I only have about 4 more years before I can retire, I continue to stay; however,once my 28 years have been reached unless my pay changes, I an leaving.
Being able to advance based on ability instead of a bachelor degree.
being able to retire with full benefits.
being confined to a desk and not being able to get out in the community and see the members of the community we serve
Being hired at a similar job that offers more money or making a total career change.
Being micro-managed by supervisor.
Being over worked and under paid.
Being stagnant in one position for a great length of time
Being under payed for my position.
Benefits
Benefits decrease
Better benefits and compensation
Better communication
Better compensation and Benefits.
Better opportunity from another organization

Better opportunity somewhere else
Better opportunity to share my experience and skill set
Better pay
Better pay
Better pay
better pay
Better pay for same position
Better salary
Break down in communication.
Burnout due to lack of resources (i.e. staff).
can't think of anything
Can't think of anything
Can't think of anything at this time that would cause me to leave.
Caseworkers need an increase, bonus, or some type of incentive to stay with the agency. I have worked Magi since I started in 2007 and stuck with it through the rollover to Curam. I truly believe workers who stayed with the agency through that transition should have received a significant raise or bonus as much turnover as we had at that time. I have been here going on 12 years & have only had maybe 2 cost of living raises and one very small bonus. I make the same thing 12 years later that workers coming in to the agency brand new make & the state of SC should be ashamed of that. It is very discouraging to work for an organization that rewards everyone but their caseworkers. I value my job & take pride in my work and my reviews & work I put out reflects this but I have never been compensated or rewarded for it. I work with people who only do X amount of cases a day because they know it doesn't matter if they do 4 or 20, there is no reward for going above and beyond when doing case work. I don't feel that way because I know there is a family on the other side of that application who needs help but not everyone looks at it that way.
CGIS
Change in duties
Change in focus from service to stakeholders to focus on productivity.
Changes to the Telecommuting policy could influence my decision to remain with SCDHHS or to find new employment.
changes to working location requirements
Clear direction for the agency is important to the beneficiaries and staff.
Closer to my location of resident
Co-workers bad attitudes.
Co-workers, the cliques between managers and Program Director and a few of the employees. There are a few issues within our department that need to be talked about, rules should go for everyone instead of certain people. People in our department have gone to HR to speak on the issues that go on within the department and nothing has been done and will not be done.
Communication
communication
Communication across all levels, and inadequate office space.
CONSISTENCY
Communication is a huge issue within this agency. There needs to be more joint meetings between management, supervisors, policy, and training so that everyone is on the same page.
Compensation
Compensation
Compensation
compensation
compensation
Compensation

compensation
compensation
Compensation
Compensation
compensation as it relates to my experience
Compensation and advancement opportunities
Compensation and benefits compared to what other organization pay
Compensation and location.
compensation and micromanagement that negatively effects office moral. Most of us would like to do our jobs and help the ppl of south Carolina without the extra strees of being micromanaged. Would like to see the supervisor given the power to supervise instead of just being a figure head.
Compensation for FTE state employees is lacking in this agency. I could make much more money working in the private sector or even for one of the vendors the agency works with.
Compensation for level of work done.
Compensation or not being able to advance will cause me to leave the organization.
Compensation packages. I would like to see more bonuses being offered, more opportunity for local county office advancement, and higher base salaries for caseworkers.
Compensation plan, opportunities for job/educational advancement and flexible schedule.
Compensation should be more in line with private sector jobs with similar roles and responsibilities.
Compensation should increase.
Compensation too low
Compensation would be the only reason I would leave employment.
Compensation(equal and fair).
Compensation, Direct Supervisor
compensation, going into these prisons not only the physical/health risks/diseases involved the travel involved and overall workload we have is worth more than we are all currently compensated for
Compensation.
Compensation. Much work, low pay.
compensation. we should be able to get an annual raise.
compensation/bonus
Compensation/salary
compensation:the salary...no bonuses...
Competitive salary and equity of salaries amongst employees
Condition of the building that we work in.
conflict in new processing and system updates
constant change
Continued lack of manager involvement to discuss my EPMS and re-evaluate my job duties.
Continued mandating of limitations on telecommuting; mandating that we have to be at the office 2 days/week for full days and that we can't come the same days each week. My job responsibilities do not necessitate me being at the office that many hours. I only need to print and scan at the office. I am much more unproductive at the office because there are so many distractions because we share such a small working space. It is much easier to make phone calls, conduct telephone assessments, and input assessments when I telecommute.
Continued uncertainty and chaotic leadership.
Continuely increasing work load with no financial compensation or promotion.
Continuing to be overworked and understaffed.
Continuously being micro managed! My leader needs to be a coach & mentor, stop trying to control the daily operations of everything and trust that I can do the job I was hired to do.
Cost of living adjustments. Better health insurance.
Creating more jobs outside of Columbia for room to advance, if not wanting to travel to Columbia.

Current position - New PD's "Position Description" verses salary. If I find that my knowledge and skill set is no longer a benefit to our agency would be the #1 cause.
Currently there is no reason I can think of that would cause me to leave if the organization does not change. SCDHHS is making changes to insure the organization and the citizens of SC can be served(that meet the criteria for Medicaid).
Currently there is not anything that would cause me to leave the organization.
Decision making from executive management must be delegated to senior managers capable of making informed decisions that align with the agency's mission, goals and objectives.
decision making needs to be discussed for hours, days, months or longer before a decision is made and then it is usually forgotten about until brought up again. Somebody just make a decision and run with it.
decrease in pay
Decrease in pay or benefits
Decreased opportunities for career advancement
Direct management could be more clear with staff about managements' schedule.
Dishonesty
Do not feel there is fair treatment
dress code and pay
Due to my age it is difficult to really say that I would continue to work 5 - 10 years even through I'm enjoying what I do.
Early retirement within a few years.
Employee's not being addressed for their actions. Late every day and not using their time, being on cell phones constantly, taking longer lunch breaks than they are allowed, etc.
equal opportunities for promotions within based on the services you provide and the knowledge you possess.
Even though money is not everything, compensation is a big factor with keeping employees happy. Not ensuring that employees are adequately compensated is one thing that could cause departure.
Everything. Pay, the lack of training, the attitude management always has, certain managers act like they are better than others because they are managers. Currently looking for a new position
Exclusivity from Managers and/or Directors from opportunities for growth and education (Conferences, trainings, meetings,etc)
executive support
expectation to work or be available for work on days off
Failure to provide pay increase or pay crease incentives.
Failure to receive a pay increase
Fair Promotions
Fair/honest evaluations.
Fairness
Fairness among race and women.
Fairness in employee growth based on what you can contribute to the agency versus who you know
Fairness in salary
Favoritism
FAVORITISM, It is hard to work in an agency when favoritism is being shown in front of your face from higher authority.
Federal trend toward reducing Medicaid funding.
Financial compensation plan. Having a path/schedule to raises and bonuses 1-2 times a year. There should be a set annual raise based on hours worked and an additional bonus based on merit. These can be combined into one to be reviewed annually at individual review or separately with bonus based on merit done at individual review and the set annual raise done for all at a different time.
Financial compensation.
Financial Reasons due to being a single parent
Find another job paying more and flexible schedule

Finding a higher pay job within the state
finding a job with a higher salary and is in more of my career field
Finding a job with better compensation.
Flexibility
Flexibility in schedule; It is not consistent; some departments offer remote schedules or flexible schedules while other departments do not. Perhaps I may not leave the agency, but transition to another department. The work world and environment is changing as seniors/parents live longer, mother work longer hours away from the household. Although 9am-5p business hours are still needed, the catalyst is that not all employees want or need that schedule. Staff assigned to reporting, security, database, or any other IT Related job assignments do not have to ALL be available during that time to meet the business need. Recommend a Range of perhaps 6am to 2pm with overlap of 10am to 7p (at the least); Job Sharing should be promoted for those who may not need to work the entire day but need income or want to keep there skills. It can help reduce the job search for hard to fill positions
giving back to society
Greater Pay
Growth an development, classification/pay rates
Growth within the organization or compensation.
harassment over arbitrary goals.
Hard to say
Haven't been working long enough to answer this question
having to lose leave at the end of the year because you are just unable to use it all during the year (as a responsible employee)
Health and growing irrelevance of my contributions.
Health problems
Higher compensation
Higher paying job.
Higher ups not hearing what the workers are saying and not trying to do anything about fixing the problem.
I am a new employee.
I am currently satisfied with the organization and cannot think of anything that would cause me to leave at this moment.
I am dissatisfied with changing of policy without proper notice. The organization initiated a new telecommuting policy that affected my working hours. The new policy took effect two working days after notification of new policy. This was not an adequate amount of time to adjust or make arrangements. This has caused severe stress and anxiety.
I am having a hard time with my completed case rate percentage and I feel as though we are working on a lottery system. It can be difficult to process cases if the applicant does not provide all the information and it can be very difficult to get people on the phone to request information. Other than that, I absolutely love this job and I love the people I work with.
I am not going anywhere until I am old enough to retire.
I am pretty satisfied.
I am retired and only working part-time now.
I am retiring in July
I am satisfied at this point. I do not see anything specific that would make me leave in the future.
I am satisfied with my current position.
I am satisfied with my job.
I am satisfied with the organization
I am satisfied.
I am struggling financially to meet the needs of my family.

I am temporary grant right now, so I won't really have a choice if I want to leave or not if I don't find another job by the time the grant runs out.
I am too close to retirement to leave, but a cost of living raise would be nice or even a bonus
I at the retirement ages.
I basically would not leave the organization due to the pension plan unless offered a comparable job in another state agency but with a pay increase. Experience does not offer job benefits or promotions in this organization.
I believe people like to work in an environment where they are appreciated for their contributions. I have tried my best to be supportive, to encourage good work, and to make a contribution every day in one way or another in my many years of service to state government. At this time, I happen to have a father who is in his 90s and needs assistance that an only family can only provide.
I believe that the government should support an increase in compensation.
I believe we need a more consistent leadership team so that we can work towards the same goals and vision without having to change course every year or so due to a new Director. We need to have a better system in place for promoting and recognizing employees for their good work. Increased pay is part of that but there are other ways in which we can reward and recognize employees.
I can't express how much I miss the full flex day off. It helped me tremendously in my personal life for many reasons.(WORK/LIFE BALANCE)It was a major factor in my decision to join DHHS in spite of a salary cut to come here. When HR changed the flex day to be one half day it crushed me. To get up, drive to work, and leave work early is not the same at all as being able to get up and work on what I need to get done from the beginning of the day. This was the first time in my career where I was not considered an exempt professional.
I can't think of anything at the moment.
I cannot foresee anything. I love it and wish to continue growing with it.
I cannot think of anything.
I cant think of a reason to leave.
I currently have no intention of leaving the Agency.
I do not anticipate leaving DHHS given my anticipated length of service goal as presented above.
I do not believe the state or federal budget can continue to absorb the rising cost of providing Medicaid. Like Social Security and Medicare, longer life spans and increased population has been steadily increasing our costs. Our healthcare system needs a overhaul, without one, cutbacks in workforce as well as services provided will be an inevitability.
I do not currently have an answer for this question as I am happy with the work environment and challenges provided.
I do not feel like we are being compensated at a fair rate. I am grateful for the job and opportunity but personally I am struggling financially with what we bring home. I have been here almost 3 years and since then I have purchased a new home. I have had changes to personal things but no increase in income.
I do not have an answer for that.
I do not have any problems or concerns as of now.
I do not like being timed on cases. I would rather do a good job than a fast job. So If the time it takes me to do a case becomes a problem then That would be the one thing that would make me leave.
I do not receive a pay increase after taking on additional responsibilities and exceeding in my current job duties.
I don't know of any one thing that could cause me to leave at this time.
I don't see anything that could make me leave the organization. I am very satisfied with this agency.
I feel like everything is a secret. There seems to be a lot going on behind the scenes. I am nothing more than a robot and my opinion is not valued. When people leave or get fired, they aren't even mentioned. It is like they never existed. I am afraid that will be me some day.

I FEEL LIKE FOR THE WORK I DO AND AS IMPORTANT AS MY JOB IS, THERE SHOULD BE BETTER COMPENSATION OFFERED. I FEEL LIKE IF THERE IS NO RAISE OR MORE INTEREST IN MORE PAY I WOULD LEAVE THE AGENCY.
I feel that the people in the office with me would be the reason for leaving. My supervisor (sue Snyder/Melissa Swann) and most of the other BabNet coordinators are excellent. However some of the "senior" staff (roll over from first steps, not hired through dhhs) are more interested in cutting corners or making up in office policies that affect our day to day interactions between staff rather than the work that needs to be done. I often feel that I am told "well that's not how we use to do it" or "so and so does it this way". While almost all of these behaviors are trivial in the day to day, when you are spending 8 hours a day with unpleasantness it seems to compress and make each day harder than the last. Although I try to be positive and upbeat I feel that over time this would be my main concern for finding other opportunities. Also the ability to move up in compensation seems limited and not clear. When I attempted to negotiate pay before accepting this position I was ignored and it was never acknowledged.
I feel that the salaries need to be more competitive, we lose a lot of great caseworkers and supervisors each year due to our salaries, and our benefits package and insurance are no longer compensation for the salary.
I feel uncomfortable and stressed in my work environment.
I have been employed with SCDSS/SCDHHS for 21 YEARS so it would have to be either retirement or a better paying job with benefits that are just as good as or better than what I currently have. After 21 YEARS of being employed with these agencies, I'm STILL being paid at ENTRY LEVEL status. It just seems that I should have advanced in pay SOME by now. There are ENTRY LEVEL employees coming in making MORE money than I do.
I have been here almost 5 years. I am proud to say my job description expands regularly and I have added several certifications (CPC, CPIP and APM)since I started here. But I have no opportunities to move forward in my division. No new title, no pay band increase (promotion) or pay increase...nothing. I have a license in dental hygiene, certification as a Professional Medical Coder but yet two levels below my fellow peers. I have worked hard since the day I started and will continue to work hard because I believe in this organization.
I have been looked over for promotion on more than one occasion. I know for a fact I had more education, more experience and more professional development training and tenure. However, favoritism overruled.
I have been with the state for 24 years and had planned to work until 30 years of service, but with the recent telecommuting changes that has caused me to lose staff, it has changed my outlook on retirement or longevity with the agency. I now plan to work until I reach my 28 years of service and retire, or look at transferring to another state agency earlier if I continue to lose staff that I have worked hard to hire and train.
I have been with this organization for almost 28 years and I am thinking about retiring because being here all these years and your pay never changes and you see someone new come in making more than you. People are not paid fairly and are looked over for promotions. They are not being appreciated.
I have no reason for leaving.
I have not given that any thought.
I have only three more years
I have seen many ups and downs in the agency so I don't see any one thing making me abandon the Department.
I haven't had a salary increase in quite some time. My boss also, doesn't communicate very well with me, which makes it very hard to do my job. He is very unapproachable and most in the area are scared to go ask him a question.
I honestly can't think of anything specifically.

I hope to stay until my retirement, but one of the things that has made me sad is that the agency seems to have moved from the goal of helping and caring to being all about numbers & not so much about the personal aspect of assisting the people, they have lost the human touch, that is why I loved my job and started with the agency 18 years ago, it wasn't for the money, it was because I wanted to feel like I was helping others
I just want to be able to work in an environment that is pleasant and comfortable. When you feel like you are being left out and treated like you are not even there. It is hard to have good feelings and positive energy in the office setting.
I like working but I'm retirement age and going to retire.
I love customer service and the collaboration I have with my coworker which helped me to endure a lot. My family, friend and coworker are great support system which I talk about the environment so there is nothing.
I love the work that I do, but I only see myself staying for a few more years to gain experience. I will be looking for an advance her or for another career that has a salary that aligns with the duties. The advancements are limited without working in the Columbia area. In a county office it is very difficult to accept that as a supervisor your pay compensation is very similar to staff and you have much more responsibility. I think our pay should be similar to the DSS county directors.
I love working for CLTC Medicaid! However, my only concern is the pay/salary (which is already much less for Nurses than in other work settings, such as Hospitals or Case Managers). Now that CLTC Medicaid is under the same Division as Long-Term Living over year ago, our Nurse pay should be increased to match these Nurses' salaries. This is only fair and right thing to do, and would prevent many Nurses from seeking second jobs to meet family/financial responsibilities. Our Nurses cover assessments for more Adult/Children Programs, and require more home/facility visits. Thank you very much in advance for your consideration in this matter! Have a Blessed Day!
I may not be able to continue at this current salary. I haven't had a significant raise in some time. Also we are getting less from our healthcare plan than we used to. I have health insurance, but still can't afford to go to the doctor with all the copays and deductibles involved.
I personally bought service credit with the State so that I could retire early. This was done after numerous attempts to go through the agency channels and Human Resources in an attempt to have the serious problems in my agency resolved. In talking with my co-workers, it is my believe that most others are also very disappointed with the ineffective leadership and poor treatment by their supervisor.
I plan on retiring from the State in some capacity. I have worked for Social Services for many years in CA and now here. I absolutely love what I do. First as a front line Admin/Eligibility Worker/Lead Worker/Supervisor of different fashions. This job has been part of my life for many years and I want to be part of great change to make our systems, practices and customer experience the best it can be. We are the one that our community looks to for help. If I cannot effectuate great service and motivate my team to do the same I would want to find were I can.
I plan on retiring with DHHS, I love the work we do, my supervisor & co- workers
I plan to retire.
I realize it is not my responsibility but it bothers me to know that a few employees take advantage of leave time & stay out of the office only drop in maybe once or twice weekly and it's ok. And do not use leave time when late or have appointments.
I really hate cubicles.
I really have not thought about it. I'm not likely to leave.
I started at the bottom of the pay scale for the job title that I currently hold; a cost of living raise would be appreciated.

I think the thing that would most likely make me want to leave the company is a leader that does not care about his or her employees. Someone that does not keep his or her employees up to date on changes that need to be made. Someone that does not have an open door policy. Someone that doesn't take the time or want to be apart of the team.
I want to continue climbing up the ladder.
I will be retiring in 10 years - - I cannot foresee anything that will make me leave this job -
I will leave because of retirement. I would leave earlier if the agency becomes ineffective and items of importance are not allowed to move forward in a timely or reasonable manner.
I will leave once I am done with my Masters as this job will no longer be in line with what I want to do and accomplish.
I work hard every day and earn a decent wage. However, I can still hardly afford to provide for the basic needs of my family. I would leave for more income.
I would leave if telecommuting was no longer an option.
I would like to get a raise, I don't believe I would leave because I believe in the work that I do here.
I would love an increase in pay but I am not planning at the moment to leave the organization.
I would not leave because change does not occur. My focus is on Helping the People that have need.
I would say not being able to advance up.
I'm a firm believer in training(hands on training) not reading from policy and not actually showing how things should be done. My job task isn't easy and more hands on training is needed and not a quick course.
I'm all in. I will not leave the agency, unless I'm forced out. I enjoy my job.
I'm not able to advance and the salary doesn't change.
I'm not sure about this question
If my status does not change to Full time from GTE!!!
If a new job offers more money.
If an opportunity for growth isn't present in the near future I could see myself leaving the organization. The cost of living rises yearly and unfortunately the salary doesn't. I know with my supervisor experience I can do more for the organization or another organization if the opportunity doesn't arise to grow with my current organization.
If another investigator is not hired (I have been the only one for a year and a half. The previous investigator quit in June of 2017. My previous supervisor waited a really long time (6months) before they even posted the position then began to interview, then the one chosen ended up not coming)My work load has increased for various reasons and at this time there still does not seem to be any real hurry to hire another investigator. I also do not feel valued as an employee (except to certain co-workers)
If another organization were to offer me more money.
if another position offer more money and benefits.
If I am not able to further utilize my skills and prove my worth, I would need to find a job where I feel worthy.
If I am not needed
If I am not where I need to be in the next 5 years only will I leave this organization
If I am offered a job with more pay. If I am offered a job that pay based on my education level. If I am offered a job that looks at my past job skills. PAY
If I am told, I am no longer needed.
If I am unable to advance my career in a timely manner.
If I become self-employed
If I could get a higher salary from somewhere else.
If i couldn't help the constituents.
If I do leave, I would most likely leave for an increase in pay

If I do not have increased opportunities and professional development (internal and external), it would have an impact on if I would leave the agency.
If I do not need income.
If I do not receive the opportunity to move or a raise.
If I don't feel confident in my position and if my salary does not increase.
If I don't feel like the job is benefitting me.
If I find that I no longer feel that I am truly able to help the individuals that I am here to help which are the recipients.
If I found a job making more money and have more opportunities for advancement
If I have no room for advancement or growth. I want to grow and develop with the agency. I enjoy challenges and being able to learn. I would not want to become "stuck" in a position with no room for advancement.
If I no longer have the opportunity for salary increases as my work experience increases.
If I was in a position where I wasn't able to help others. Disorganization. Awful co workers.
If I was never able to move up in the organization, I might become disheartened.
If I was offered a similar position with a pay incentive that could not be matched by my current position, I would consider taking it.
If I was promoted or given a better opportunity with an organization doing the same work I currently do.
If I were not able to remain in my current position and were moved into supervision requiring extensive traveling then that would force me to seriously consider leaving the organization.
if I would to get sick and cannot work at all
If I'm offered a position serving family in another field with better pay.
If I'm relocated to another office
If I'm still working up excel worksheets.
If it became possible for me to retire, I would seriously consider it. Not sure that anything else would cause me to leave right now.
If my autonomy were taken away.
if my commute was any longer
If my compensation did not change over time with the organization.
If my office is relocated as I understand it will be in spring of 2019
If my work hours changed or if I were unable to telecommute. No pay increase.
If new management would let me perform my job the way I was before they came into office. I am speaking in my division only.
If Telecommuting is significantly diminished, I would look for other job opportunities where I am paid better.
If telecommuting keeps decreasing. We are coming to the office now 2 full days this leaves only 3 days to rush and make visits. This also takes a lot of flexibility out of your schedule if someone can see you a certain day but that is your office day it pushes the visits out farther. This will decrease productivity and increase timeliness. Instead of dealing with the stress you can go to the hospital and have a significant increase in pay per year and work only 3 days a week.
If the current systems continue to be dysfunctional I would consider leaving. You can process the same case the same way everyday & get a different result.
If the entire agency decision making process continues to be narrowed to a single or just a few voices it will make it more likely
If the opportunity to grow with the company changes I would probably leave.
If the organization gets more chaotic than it is now
If the pay does not increase or the room to grow in the organization does not increase
If the pay does not increase that could influence me to leave.
If the pay does not increase then I will be unable to stay with the department. I have not had a pay raise in 3 years. The cost of living has increased in the last 3 years, but the department fails to acknowledge this.
If the state has a cut back and forces me to leave the agency.

If the telecommuting policy is off the table.
If the work location required a lengthy commute or frequent travel.
If there are no opportunities for growth and under utilization of my experience and skills.
If there are no raises.
if there is a lack of potential for professional growth
If they did away with the job that I am currently in.
If they outsource the auditing division it will cause me to leave the agency. Also, if I do not get a promotion soon and get a auditor IV position I might leave.
If they show they do not care about me.
If they stop giving us cost of living increases
If wages continue to stay the same as the cost of living increases.
If we do not get a raise soon, and better benefits, We need more Insurance options to pick from not just one.
immediate supervision methods of trying to make workers feel less than. thank God for the new positions between supervisor and regional/someone else to witness and see that you are good employee
immediate supervisor
Inability to hire needed staff.
incentatives ,please or annual raises
INCOME
income
Income
income
Income
Income / vs poverty line
Incompetent and unresponsive leadership
Inconsistencies with processing by other eligibility workers and myself and a lack of policy clarification.
Inconsistency
Inconsistency among the supervisors. I heard a supervisor say something about numbers at a meeting, and one of the Change Agents said that numbers were never mentioned in the most recent call. I don't know what is coming down to our local supervisors from Columbia, but recently they seem to care more about scaring us into working harder. I don't feel supported. I feel like a number.
Inconsistent management practices
Inconsistent policy information. Everyone interprets policy differently because it is not written in a way that is cut and dry. One manager tells you one thing and another tells you the complete opposite. You have managers telling you information that is NOT in policy.
Increase in pay
Increase in pay
Increase in pay
Increase in pay.
INCREASE IN PAY; DENIAL TO GO TO TRAINING THAT WILL ADVANCE ME MORE TRAINING WHEN I FEEL THAT IT WILL HELP SCDHHS AS WHOLE. WE NEED TO BE THE BEST THAT WE CAN TO SERVE OUR COMMUNITY BECAUSE THAT IS WHO WE ARE.
increased job tasks with little or no compensation
increased salary/ low morale
Increased traveling
Increased workload with same pay.
Individuals have been recently looked over for promotions. Oftentimes, individuals are paid less depending on who they are and whether they are liked by certain levels of management. However, I cannot think of one specific thing that will cause me to leave the agency, other than me personally making a decision to move on.

Individuals not staying in their lanes
Inequity of pay. For instance, nurses should not receive another across the board pay increase (as occurred a few years ago) when social workers, administrative staff, and other workers receive no increase.
insurance dropped.
It feels as if the organization is struggling without much direction and focusing on minutia rather than the things that are necessary to move the organization forward. This causes much frustration for me and the areas with whom I work and advise. This level of frustration is such that if it continues and/or increases I will have no choice but to seek alternate employment.
It honestly feels like a "prison mentality" most days at this organization. I did not get two degrees, do teaching assistantships, and get published academically to be treated that way. I have worked with former prisoners at past jobs and they were not treated that way. It really affects workers' morale on a daily basis. On the bright side the work experience here could make a very interesting longitudinal study using naturalistic observation as the research method.
It is very hard living off of the salary I make. I have not received a pay raise in yrs and I think that is very unfair for ALL the work and continuing changes that take place. If I was offered a job that compensated me fairly I would consider leaving.
It wouldn't be leaving if the organization didn't change, it would be more because I just wanted a change of pace or a new adventure.
It's frustrating trying to move up in the agency as the hiring process is extremely long and confusing.
Job openings
Just having the desire to grow/advance
Keeping the talent within. I dislike it when new hires are in higher positions with no direct SC Medicaid experience.
Lack of ability or opportunities to move upwards and lack of feedback and communication on the barriers to other positions.
lack of ability to hire employees in critical areas of the agency
Lack of advancement.
Lack of being able to take leave for events in personal life.
Lack of career advancement
lack of communication within assigned unit
Lack of competitive pay.
lack of consideration for promotions and opportunity for career advancement.
Lack of future salary increases
Lack of job satisfaction, appreciation
Lack of leadership in the office & lack of accountability of my co-workers.
Lack of merit - based increases. For those of us that work very hard and efficiently, DHHS has a reputation for not financially providing merit based raises, compared to other departments within the State of SC. Example, my recent performance appraisal had several exceeds expectations and there is no monetary benefit for someone having this rating vs. a simple "average" or "meets expectations." I chose to relocate to Charleston Area 10 from Anderson 11 and did request any type of salary increase since cost of living is higher and moving costs were high, but this was not considered further since this was considered a lateral move. For other people, the opportunity to change locations is likely a not an incentive, if they consider the moving costs etc., compared to private sector employees. The State needs to consider training costs and being commensurate / competitive with other organizations in order to be competitive. Furthering / improving other incentives such as telecommuting could be enhanced to make job positions more appealing and competitive.
Lack of mobility within our program.
Lack of opportunity for professional growth

Lack of opportunity to reach management level.
lack of pay
Lack of pay increases.
LACK OF PAY INCREASES/BONUS/INCENTIVES
Lack of promotions and pay raises.
Lack of reasonable funds for what I do, and the pride I take in doing it.
Lack of respect for knowledge and skills
Lack of respect for the CLTC program and move away from personal involvement with participants.
Lack of support for Human Resources from Senior Management.
lack of support in my work
Lack of transparency and communication from leadership. Also the lack of opportunities for growth/advancement.
Lack of true respect within agency.
Lack on cost of living adjustments
Leadership at this organization
Leadership selection criteria. There is a lack of appreciation for "Earned Place Leadership", whereas more focus is spent on procuring from outside the organization instead of asset retention and career development of individuals with institutional experience and knowledge.
Legislature not taking the opportunity to increase state worker's wages over several years.
Level of respect displayed.
Limited communication across the organization...less than what it used to be.
Looking every day for a position where I can receive a pay increase... Milk, bread, gas goes up; not my PAY
Looking over good talent or employees for a position.
Loss of benefits.
Love the job but the job does not pay enough money which makes it hard to support myself and family.
Low moral. I don't think I can work with people who don't believe in bringing out the best in one another.
LTRN talks down to the nurses.Compares us to each other.Not professional. Not helpful to the nurses when we need her. Always on the phone with family.
Management
Management mishaps
Medical
micro managing
micromanage and increase in employee turnover
Micromanagement to the level that I cannot perform a function or make a decision on my own.
micromanaging
Micromanaging my working time and even leave time (when I can and cannot take it).
Monetary compensation does not keep up with cost of living.
Monetary compensation from time to time to show us that the organization cares and feel that we are worth a bonus or pay increase.
Monetary Compensation.
Money is the issue, I will we considering retirement. Hoping to be coming back part-time when I retire.
MONEY OR THE FEELING OF BEING OVERWHELMED WITH WORK
Money. I have been with the agency for 21 years & my paycheck doesn't reflect the years of service that I have provided. I applied for another position making a little bit more income but for me to accept the position I would have lost my sick leave that I carefully managed over the years so I turned it down. The increase in salary was not worth losing my sick time. The agency needs to work on this.
Money. I love working with this organization because or our family environment; however if I would find a job paying more money that gave me the satisfaction that I receive here, I would probably leave.

Money... The job description is written that one can reasonable beleive that they have a chance to receive raises and progress. After accepting employment I soon realized that the DHHS doesn't give raises, very rarely is COLA given and very little growth opportunity. I anticipate never receiving a raise and can not continue to live off of very little money.
More career advancements. I would like to advance more in my career at SCDHHS.
More guidance from HR when experiencing difficulty with problem worker(s)
more money
More Money
More money
More money
More money. Single mothers cannot make it off of 27,000 a year. I often find myself wanting to ask Joshua Baker if he could live off of the wages that an eligibility worker makes .
more opportunities and advancements
More opportunities for advancement not in Columbia
More pay
More receptivity to feedback. Also a welcoming atmosphere to ask questions without feeling like you could be penalized.
Moving
My 2 years that I could buy back being paid for by agency to help me retire sooner
My compensation (no raise).
My compensation, I really hope the salary increases for the work and extra effort that me and other members of the organization put in we should be compensated more.
My compensation. I struggle to make ends meet. The Legislature paid for a compensation comparison study which concluded we are paid around 15% less than our counterparts in surrounding States. With in increase in our pension plan due to bad investment (not by us) we are having to make up the difference in order for it to be solvent. This means we have had no raises in YEARS and for the most part our pay has gone down. I don't want to leave DHHS but I may be forced to.
my desire to move up with the training and classes I have taken to meet that requirement. I am currently in CPM and gaining the knowledge needed to lead a diverse group or team environment.
My Health
MY INCOME
My job ending and having to take something I'm not interested in to stay, I want to advice not go the other way.
My main complaint is the commute/traffic to get here and home again.
my management
My only reason to leave at this stage would be retirement.
My organization is stable in it's mission and our commitment to serve our clients. I would be concerned if that changed.
my own health and age
My pay
My pay
My pay !!!!!
My pay.
my retirement.
My salary is sufficient for my current lifestyle, but it probably won't be able to keep up with financial demands in the future.
My Salary should be based on my level of experience.
My supervisor
My supervisor is very rude. She does not know how to speak to people and she is not approachable person who you can rely on for help.

My treatment from upper management.
n/a
n/a
N/A
N/A
N/A
N/A
n/a
n/a
N/A
n/a
n/a
N/A
n/a
N/A
N/A
N/A
N/A
N/A
N/A
n/a
N/A
N/A
N/A
N/A
n/a
n/a
N/A
N/A
N/A
N/A
N/A
n/a
N/A
N/A
N/A
N/A
n/a
n/a
N/A
n/a
N/A
N/A
N/A
N/A
n/a
N/A
N/A
N/A
n/a
n/a
N/A
N/A
N/A
N/A
n/a
n/a
N/A
N/A

N/A
N/A
N/A I am in the process of finding a home and selling my home in the upstate so I pray the position remain years to come.
NA
NA
na
negative environment
nepotism
New employee training needs improvement.
New Technical skills
No be able to get the opportunity to increase skills and get better opportunity to serve in the company. I love to work in a place that a can help people and make a different in their lives.
No chance for fair advancement, or change.
no comment
No comment.
No cost of living adjustment.
No hope of receiving any salary increases
No incentives
no increase in pay
No increase in PAY.
It would be really nice to be actually paid what I am worth as an IT Technician.
No leadership whatsoever by my manager. NONE
No longer being able to telecommute. Due to chronic health problems, telecommuting allows me to work more productively and have fewer illness related absences.
no opportunities for advancement in current or other program areas
No opportunities for promotion or advancement.
No opportunity for career advancement. Most posted positions for career advancement are based out of DHHS in Columbia which eliminates opportunities for those in other areas of the state.
No pay increase
no pay increase and basically have taken away anything that brings team moral up.
no pay increase and new hires (caseworker) make the same pay as the average caseworker.
No Pay Increases
No pay increases.
no pay raise or cost of living adjustment
No pay raises, changes in telecommuting policy, cramming MORE staff into one building, taking away personal working space due to adding more staff, adding reports that need to be completed and decreasing time available for travel through the new telecommuting policy.
No pay raises, taking away the telecommuting ability.
No pay raises, would like to have yearly merit increases.
No raises. There is never enough money in the budget it seems for raises. Cost of living goes up, our pay does not.
No Response. Satisfied with my employment.
no room for advancements
No room for growth or no salary increase.
No Salary changes
No salary increase
No salary increase
No support from leadership.
No support from upper management.
Non-MAGI being processed in CURAM.

None
Not able to advance in my position.
Not allowing me to grow and climb the different levels in the organization.
Not applicable.
Not being able to apply my clinical skills as it relates to quality assurance.
Not being able to help the citizens of South Carolina, and the employees of South Carolina do there job more efficient.
Not being compensated for the work that I am doing.
Not being flexible with my family obligations. My family always comes first. If the made overtime mandatory that would be a factor that would make me want to leave
Not being given the opportunity to advance.
not being hired as an FTE
Not being included in office meetings/decisions.
Not being promoted; advancement
Not enough pay compared to other states doing the same job. Getting paid the same thing as someone next to you that you know is not working no where near as hard as you.
Not enough pay increases to afford my household changes on the increase of the cost of living. Cost of living increasing and pay seems to stay the same.
Not feeling heard as an employee.
not getting increase in salary especially with cost of living adjustments
Not getting pay increases to meet the demands of increasing cost of living. No being able to fairly be promoted.
Not getting positions applied for.
Not getting promoted into a management position in the next few years.
Not getting raises in pay
Not getting the help that is needed to process certain cases . Overload of work and the salary and title.
Not giving the proper training, support and time to learn about Medicaid operation.
Not having a raise again this year. Everything is going up in price in daily life except salaries here. Vacation days are good, retirement benefits are good, health insurance is good but those things do not pay the bills.
Not having room within the agency to advance without having to travel over 50 miles and an hour one way. If you're located in the rural county that's your only choice.
Not having the ability for growth unless you are willing to travel to Columbia and/or not be stationary in one office.
not offering pay increases for meeting job standards on EPMS.
Not planning on leaving...just never experienced such lack of trust in our organization.
NOT RECEIVING A PAY RAISE. I CANNOT FULLY SUPPORT MYSELF LET ALONE A FAMILY ON THIS SALARY.
Not receiving adequate pay
not receiving cost of living increases/pay. it makes it hard for a single person to live
Not sure
not sure
Not sure about this one.
Not sure. Have not pondered leaving under any circumstances.
Not very happy with some EW not completing cases the way that they are supposed to be completed. I feel that it is unfair for those of us who complete everything on a case the come across a case that is not completed and have to spend the additional time to complete which make completion time for cases longer that if we did the bare minimum on the case. Very frustrating
nothing
Nothing
nothing
Nothing

Nothing at the moment
nothing at the moment
nothing at this time
nothing at this time
nothing at this time
Nothing at this time
Nothing at this time.
Nothing at this time.
Nothing at this time.
nothing because i plan on retiring within the next 5 1/2 years or unless I get fired before then.
Nothing really specific with this organization; I just feel that it is always important to grow and learn and advance in different ways to help others. If an opportunity is presented, then take it
Nothing right now.
Nothing!!!
nothing, I need the insurance
Nothing.
Nothing.
Nothing.
Nothing. You will have to fire me. I feel blessed to work here.
Of course, the pay rate of government employees in SC is subpar to the pay of government employees in states around us. The 'powers that be' should consider increasing the pay of those who diligently serve the citizens of this state.
Oh that is a hard one...I think career compensation that is on the same level as other co-workers with the same title and talent as well as education. I believe in equal work for equal pay. That would be the only thing that would probably give me the opportunity to look elsewhere for career advancement.
On the job training and consistency
One major thing would be Benefits & Compensation. To me they are one in the same. In order to continue to do all I can possibly do within this organization I would need to have benefits that are not costing me more that what I take home in pay. Hence compensation going along with that. I believe worker's should be compensated sufficiently for the time and work that is put into the every day processes we are able to complete.
One of the main things that would cause me to leave is the compensation. Compensation is considerably low, especially when it comes to the net payment. I love assisting others but I also need to ensure I am stable as well.
One thing can cause me to leave the Organization is unprofessional management; especially the way they communicate and relay important info to the employees around this workplace.
One thing that could cause me to leave is to not receive adequate pay.
One thing that could cause me to leave the organization if it does not change is communication. Sometimes it is hard to stay at a job that you love when you are unable to assist your area because you are unaware of what is going on in your area.
One thing that could cause me to leave the organization if it does not change is salary increase.
One thing that could cause me to leave the organization is not having the opportunity to advance in my area. Also, not receiving any pay or cost of living increases. It seems that pay increases are available to managers and executive staff levels but not to other employees. If an employee is given additional duties they should receive a pay increase as well.
One thing that could cause me to leave the organization is professional growth.
One thing that could cause me to leave the organization would be lack of dedication, loyalty, and commitment to the overall mission from individuals in upper management/senior leadership.

One thing that could cause me to leave this organization is like of commutation and poor co-supervisor. In my office we have two supervisors and one team lead that all is not on the same page. There is NO co-supervisor here at all for an example if my supervisor is off then I can't go to the other supervisor I will have to wait until my supervisor comes back to work to get an answer/or help with something. We have a supervisor that can't be trust she goes to other co-workers to talk about her team lead and employee's. This has cause a BIG division in this office.
One thing that could cause you to leave the organization if it does not change would be the pay.
One thing that could or would cause me to leave would be a better paying job that utilize more of my skills.
One thing that would cause me to leave the organization if it does not change will have to be the organization not providing their employees with the monetary compensation needed to not only survive but also provide a monetary compensation due to the type of services and treatment the workers at all levels deal with but especially the treatment the workers at the local LEP office receive to try and better assist the citizens of South Carolina.
One thing that would cause me to leave the organization if there is no increase in pay. I have been with this organization over 15 years and there is no compensation.DSS awarded retention bonuses to their employees in December. I thought that showed there agency appreciated there employees. It was disheartening to know that DHHS does not have that same value for there employees. DHHS attitude has always been you have to do something to get something. Bonuses foster goodwill to employees. Even private sector award there employees bonuses When my supervisor came back from her regional meeting and informed her management opinion on the subject matter it really has altered my decision about considering leaving the organization. It makes me feel as and employee I am not appreciated or valued.
One thing that would make me leave is my income.
Opportunities and moving to another state
Opportunities and room for growth are somewhat limited.
Opportunity for advancement and higher salary.
Opportunity for advancement in each county
Opportunity for advancement/promotion, and salary commensurate with the duties; Agency does not have opportunities for advancement to those stationed remotely in the state. Salary is also far below that of private sector, yet agency demands superior knowledge and performance which is not fairly compensated.
Opportunity for increase in pay.
Opportunity out of the state of SC
Opportunity to advance and grow in this career.
Opportunity to make more money to take care of me and my family.
Opportunity to receive higher pay.
Opportunity with another State Agency that will be a higher level of positions.
Organization decides on hiring outsiders individuals without considering the staff that's within that has years experiences.
Organization structure and decision making autonomy.
Our pay is way below what it should be. Private sector employees in our same position make 3-4 times what we get paid.
Our pay. We are bringing home less than some of the clients we see. No worker should have to go look for a second job just to live.
Outside promotion or additional pay.
Over time the pay could cause me to leave. If I find a better paying job that could be a big factor in leaving.
Overall fairness.
Overall, upper management. MANY other factors play a part as well.

Pay
Better opportunity for advancement
Leadership Training
pay
PAY
Pay
Pay
Pay
pay
pay
Pay
Pay
Pay
Pay
Pay
Pay
Pay
Pay
Pay
PAY
pay
Pay
pay
Pay
PAY
pay
Pay
Pay
pay
pay
pay
Pay
Pay - I'm tired of living in poverty; I'm too old to still be struggling and feeling like there is no light at the end of the tunnel... it gets old trying to apologize to your kids when they can't participate in activities because the bills have to be paid.
Pay - no bonuses or additional compensation for experienced workers. If a person has a busy supervisor or a director who has other problems- then the worker is overlooked as in the past few years. It appears that system issues are front and center and all the money is going to that and not the employee who has to learn all the new systems, deal with the beneficiary whose case was messed up or not done, the workarounds & shortcomings of it all. Who is in charge here, the system or the people who created it? Where do the employees & management fit it? The only way to receive a pay raise is to have a caring manager and they do not have time for all that paperwork!!
pay ----- a bonus or increase in pay would would help your employees to feel appreciated
Pay and classification. My current classification and salary are significantly lower than some co-workers who are less knowledgeable and effective. My supervisor is supposed to be working on this. I'm optimistic she will be able to help.
Pay and Compensation, I love my job and helping the citizens of South Carolina however my numbers/performance and attendance is great but I do not get any bonuses or pay increase for my position. I understand that money shouldn't be a factor in a job that you love, but love don't pay any bills and it would feel nice to be appreciated with raises or a bonus.

Pay and promotion
Pay and promotion.
Pay and retirement
pay and the location room we are located in appeared to previously have mold and it just appear along with myself my coworkers are always complaining about allergies from the room, especially being in a close space.
Pay increase
pay increase
Pay increase
pay increase
Pay increase
pay increase
pay increase
Pay increase.
Pay increase.
pay increases
Pay is one reason I would leave if I found a job that paid more. I feel if the agency paid employees equitably based upon job duties, job satisfaction would increase.
Pay me for the job I do! Before I accepted additional responsibilities, I was managing 5 staff members. After accepting the responsibilities, I am now managing 33. I accepted June 2017 and was told I would be compensated July 2017 after that fiscal year started. I have done this for the past year and a half and have not been compensated at all for this.
PAY POPY PAY AND THE MULTIPLE RESTRICTIONS THAT COME TO THE EW IN REGARDS TO POSTIVE THINGS THAT THE AGENCY DOES NOT ALLOW TO HAPPEN. EXAMPLE-NOT ALLOWING THE EW TO PARTICIPATE WITH ANYTHING THAT DSS HAVE. SOMETIMES WE ARE TREATED A SCHILDREN THAN ADULTS. THE AGENCY AS A WHOLE DETERMINE THE DATE FOR THE CHRISTMAS GATHERING. AS A LOCAL OFFICE WE DO NOT HAVE A LOT OF VOICE ON A LOT OF THINGS WEATHER IT IS BEST FOR OUR INDIVIDUAL LOCAL OFFIC EOR NOT.
pay raises
Pay Rate
pay rate
Pay rate.
Pay rates
Pay scale compared to job description and expectations. Productivity and work quality among other workers not the same as some offices within the state. Frustrating to always be fixing others work
Pay scale for nurses is to low in general. Does not compare to what an RN can make in private setting. A new hire can come in making more than someone with 15 years experience with the organization.
Pay scale.
Pay should be increased.
Pay would be a factor to leave, but I almost have the years I need to retire.
Pay!! living from check to check is not where I thought I would be, when I stated this job.
Pay, being the cost of living increases
Pay, I have a four year degree and this is an entry level position.
Pay, No advancement
Pay- I took a pay cut to come here and it has been harder on me and my family than I realized.
Pay.
Pay.
Pay.
Pay. I've heard we do not get cost of living increases.
Pay. No opportunity for advancement or growth

Pay. There isn't any advancement, bonuses anymore, or room to grow to another position to receive a higher pay band. My work increases with more customers and things to oversee, but the pay does not.
Pay. We are not compensated well for the amount of effort we show each and every day to assist those in need. I stay here solely due to being able to assist others and due to my co-workers.
Pay/compensation
PAY/COMPENSATION-WE ARE UNDER PAYED, HORRIBLE HEALTHCARE BENEFITS.
People
Permanent workspace
Personally, I do not have any plans of leaving the agency; however, if the agency will provide or give a pay increase, it will be very helpful as the cost of living is continuously increasing.
poor cubicle etiquette
Poor leadership, lack of communication between managers and employees. Low pay for the amount of work required. Low employee morale. Feeling under appreciated. Favoritism.
poor management
Poor Management skills and not being fair to all employees.
Poor management. My current manager is AWESOME! However, I have worked in an unhealthy program area at the agency that had me stressed and cause my blood pressure to be high daily.
Poor management/Lack of organization
Poor staffing and pay
Poor working environment
Pressure to do more when I am working at maximum capacity.
Priority of production over human services.
Processing cases sometimes seems to be more about numbers than about the citizens of this State
Project ending
Promises to employees not kept.
Promotion and income
Provide incentive to stay
quantity over quality
Raises, bonuses, and incentives.
Raises- Most companies give raises, bonuses at least once a year.
rather not say
reason for me to leave would be inability to perform my job
Recent telecommuting policy changes
Recent trend of cutting training and travel.
Reduction in force or a pay decrease.
relocation of the office.
Removing telecommuting
Removing telecommuting and no cost of living increase.
Reorganization. Putting me under management that I am unhappy with. Hiring higher management that are not qualified to make the decisions they make.
retirement
Retirement
retirement
Retirement
Retirement
Retirement
retirement
Retirement
Retirement
retirement in the next year
Retirement will cause me to leave within 3 to 5 years.

retirement.
Retirement...otherwise I would stay longer.
Ridiculous expectations , no raises , health insurance gets higher & pays less for the persons insured .
right now nothing.
Room for advancement and growth.
Salaries
Salaries not keeping pace with the cost of living.
Salary
salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary
Salary and more benefits
Salary and phony people
salary increase
salary increase
Salary increase.
Salary increase.
Salary, that wont' change unless I pass an assessment which is not what I and others were made to believe would be the case when we accepted this job. Deceptive much?
Salary.
Salary.
Salary. I would consider another opportunity to increase my salary.
Salary. Front line staff is not paid the same salary as neighboring states. LEP workers and supervisors need a increase in pay.
Salary. I would like to be given more opportunities to get an increase in my salary.
Salary. It is unfair to senior staff members, dedicated to the Agency for years, not to be considered for merit raises or promotions. It is unfair that new staff are hired in above senior staff salaries. It is unfair to continually watch upper management salaries increase, or them receive bonuses, while salary increase justifications for all other staff are automatically denied.
Schedule
sickness
Since I like my current job so much, I would not leave. Nothing would need to change.
So far everything is fine. I enjoy my career.
so many different computer programs to work with

Some hiring practices.
Some of my co-workers with the same title/band make more than I do. If the Department does not give proper salary increases.
Some personnel not having the same opportunity for promotions as others seem to have been given.
Sometimes I feel pressured know and remember everything and have all the answers at my fingertips on demand.
Sometimes I feel that everyone else in my department is notified about lunches, secret Santa and other important things and I am left out every time, even after I ask about participating.
Stagnant salary
Starting my own business.
Staying stagnant at current job. I feel unhappy and stuck at my current position.
Stress level of work (performance plan. Pushing numbers is not the best way to have cases done correctly. Compensation is continues to not be proportional to the contributions that we make.
stress/frustration
Stressful work environment caused by not knowing who you can trust, and HR not taking complaints seriously because they are more loyal to a certain person than the agency.
Supervision
supervision, trouble making supervisors. supervisors who follow their own agendas, who spend more time causing trouble and spreading discontent among the workers make it hard to do your job.
Supervisor talking to coworkers and myself from her office instead of going to the worker she needs to talk to...Often asking from her office "what are you doing or what are you working on"
Switching to another profession.
Taking away telecommuting
Taking away telecommuting from state workers in the area offices.
Taking away the Telecommuting, no increase in salary changes this whole position. The office environment is not conducive to perform this job as it needs to be done. The cost of living rises daily and having no incentives or salary increases to accommodate this doesn't make it feasible for one to stay in the position.
Telecommuting is why I stay in this position. If this is removed or decreased, I will not stay.
Temperature in the office, it is freezing all year long, very difficult at times to function. I have health condition that is affected by the temperature.
That I get paid to do the same thing as other county workers who are not "performing" as well as I am. I am not saying that I am a better worker than other workers by any means (I know that I am not) but I am constantly going behind workers who do the same thing I do and are not giving clients the correct coverage or sending 1233's for things that can be verified using electronic verifications, collateral calls, etc. It seems as if they don't have the clients interests at heart at all.
That we do not get pay raises or cost of living pay raises
The agency director. He doesn't lead, he is a paper tiger who believes that intimidation is the best approach, which simply highlights his insecurity. He has created a toxic environment.
The agency's HR policies are not particularly suited to retaining employees. Annual raises based on job performance and more flexibility in work schedules would help to retain more employees, which makes it easier for me to do my duties as a manager.
The amount of money I am paid to do this job.
the assessment to get a raise. This was not expressed to me during interviewing and I think a person overall performance should determine if they should get a raise. A person can be punctual, work cases well and have a positive attitude but not get a raise because they fail a test is unfair. Taking a test might be a person weak point and should not be the determination of a person progression in a company.

The black people that do interview in this agency does not go on experience for promotion. They go off if they like you or not. I like to interview with white people only, they go by the best people for the job.
The burden of extra work which has persisted for multiple years, due to multiple nursing vacancies with no outside assistance provided to ease the burden on the existing nursing staff. The nurses in the area office are expected to handle the increased work load, with no form of compensation for the extra work and no end in sight to the increased work load due to limited applicants applying for nursing vacancies.
the change in telecommuting schedule and no raise
The company's ability to increase salary and give periodic raises is the driving force that would keep me with this organization. It's my goal to strive for better, and to be able to provide better for my family. I may not hold big positions within this organization, but I feel my work is just as important, if not more important than most. As a state worker, deciphering to apply for state assistance not only look bad on the organization in which I work, but belittles me as a state worker. So, salary is a big driving force that needs no consideration as to whether or not I would stay.
The compensation as it does not reflect the added tasks that we are faced with daily.
The compensation is not compatible with the cost of living. Forcing me to seek secondary employment although I have a Masters degree.
The compensation is very low and with no merit increases it brings down the want to do more. Definitely don't feel appreciated by senior level.
The compensation plan.
The compensation. While the compensation is not bad, as I continue to take on more tasks and responsibilities, I would like to be compensated accordingly.
The condescending attitudes of executive management.
The condition of my work location could cause me to leave. The building where I currently work is a health hazard (moldy, mildew smell) and safety hazard (shared space with clients and all workers-no central location, no metal detectors, or additional security beyond lobby).
The constant stress over needless drama. I would like to come into work and just work.
The continued lack of consideration and pay for what we do as far as the high risk environments we have to serve in
The continued micro management from the very top of the organization.
the control of senior management and how it is allowed for them to do unto workers as they PERSONALLY see fit
The cubicle environment makes it difficult to work on tasks that require a lot of concentration at times (due to noise and distractions)and having to find a different location to participate in conference calls can be frustrating.
The decreased ability to telecommute and requirement to work more from within the local office could cause me to leave the organization. I find myself to be much more efficient working in the home environment versus the office. At home, there are less distractions, making it easier to focus and work more productively. Now that the telecommuting policy has changed, I am concerned that my productivity will decrease due to the required office time increase. Since I share an office with a co-worker, I find it difficult to concentrate and maintain confidentiality while speaking with clients on the phone when completing evaluations. I do understand that some employees may take advantage of the telecommuting privilege, but I wish all did not have to suffer for the actions of a few. If the flexibility of telecommuting is taken away, I will not be able to remain in my current position because it will no longer be cost-effective due to the daily travel.
The disparity in pay that is not based on job performance.
the favoritism and work ethic of my supervisor

The focusing on NUMBERS performance in Pathos. I understand the importance of "touching" as many applications as possible each day...However, the focus on Quantity seems to have out weighed the Quality of a lot of employees casework.
The hours should be more flexible. Often times we have requests from parents to come in for a late intake, due to their work schedule. The flexibility will allow us to accommodate parents, and balance work and personal time.
The HR Director
The income as it concerns my 26 years of experience with human services.
The individuals I report to leave
The inflexibility of work schedules could cause me to leave the organization.
The lack of compassion and concern from management when it comes to their employees.
The lack of merit-based or inflation-based raises in compensation.
The lack of opportunities provided to me for upward mobility. I am continually overlook and denied opportunities that I apply for within the agency.
The lack of opportunity for promotion and advancement
The lack of opportunity to grow you career and the low pay .
The little to no encouragement from middle and upper management. Huddles are continually utilized as a means to fuss at worker. We are continually told we are not performing up to organizational standards. Supervisors are helping foster low morale in the office on a daily basis. They do no appreciate the hard efforts caseworker make to see a client has a pleasant experience when seen in the office.
the loss of telecommuting
The lousy pay compensation
The low pay and expectations to work 50 to 55 hours a week, because that's the only way I can get my overload of work done.
The low pay with no increase to assist with the increase in the employee's portion of paying for benefits. This is a financial hardship that causes undue stress and anxiety.
The management is sub-par at best. There is no transparency and the level of dishonesty that is displayed by managers is a disgrace. Some individuals that are in management positions should not be allowed to manage people. I would consider leaving for the aforementioned reasons, despite my desire to continue to serve the population.
The micro-management that is noticed but behind the scene. It's like brain washing you to believe one thing but let the record and reports reflect.
The money.
The need to bring in additional resources to be able to have staff focus on high priority projects and not get redirected to other tasks because of not having enough people to complete the work as it comes up.
The obvious reason would be salary. I would also feel compelled to leave if the mission of the agency changes to the point where the citizens and beneficiaries of our state are no longer going to benefit from the healthcare cost options and services that providers are rendering to them.
The one thing that can possible cause me to leave the organization would be pay, raises don't seem to come regularly and the incentives are few.
The ONE thing that could cause me to leave is pay and environmental working conditions (i.e. cold office and the future possibility of crowding)
The one thing that could cause me to leave the organization if it does not change is compensation.
The one thing that could cause me to leave the organization if it does not change is if the organization does not give me the opportunity to develop community relationships and serve families in the county in which they live.
The one thing that could cause me to leave the organization if it does not change is salary amount.

The one thing that could cause me to leave the organization if the pay is not increased. When quality work is performed it should be rewarded with an increase in pay due to the professionals are giving their best work and admire the work he or she does. The cost of living is steady increasing including food, housing, gas, etc and the pay should increase along with it for balance. When the pay does not increase and the cost of living is rising it makes it difficult to continue to maintain essential needs in life which could cause depression and other health issues when an individual worries about life needs to provide for self and family.

The one thing that could cause me to leave the organization is the lack of consistent and fair management practices.

The one thing that could cause me to leave the organization is the mandatory retirement. The salary was one of the pros to accepting this position but soon became a con due to the mandatory retirement percentage that has to be given. I feel like a person should be able to choose what percentage they would like to have go toward their retirement. The way it is now is great for the future, however, we have to live now and truth be told, my take home amount is not enough to survive on NOW.

The one thing that could cause me to leave would be if I wouldn't be compensated for what I do to help this agency/my area meet our goals.

The one thing that I believe that would cause me to leave is not being paid enough for the work that I do especially when it shows I work hard when looking at my performance. I believe that all workers need a pay increase for all the hard work they put into making sure the clients are satisfied. It has been said that some call center employees are paid more than office employees depending on locations as well and I believe that we all should be paid more especially when performance data confirms it.

The one thing that will cause me to leave this organization will be the not being paid for my worth

The one thing that would cause me to leave is that I do not agree that the increase in your pay is based solely on passing an assessment test. There is a significant amount of information to learn and it seems unfair to base a pay increase on that alone. There are workers who come into work and do their job each day, help others when needed, arrive to work timely and sometimes work through their lunch break. I feel this is something that would cause me to walk away from this organization if it does not change in the future.

The one think that could cause me to leave the organization if it does not change is the compensation plan. The compensation is not adequate for the level of stress that supervisors place on the workers to increase numbers and productivity. Workers are expected to process a certain number of cases daily but I don't feel I'm adequately paid. If I'm expected to produce a certain quota of cases then I feel I should be paid based on production and not salary.

The only factor that could influence me to leave would be if the professional growth factor was taken out completely. If I came to work one day and the option to move around with in the company was taken away and I was stuck with the pay that I have along with my current state of training I would begin looking for another job. I need to know that I can continue growing and learning and moving up within the organization that I love to work for.

The only things that would cause me to leave would be a promotion.

The opportunity for better medical and dental benefits. The plans are costly and the premium payment does not match the benefits received in return. We were just offered preventive coverage but deductible have to be met. Most companies in the area are providing preventive coverage without having the deductible met. This motivates people to go the doctor and also allows many preventable illnesses such as high blood pressure and diabetes to be caught early and treated. This saves everyone on all sides.

The opportunity to grow. I am currently stuck at the level that I am because of a lack of degree. However I am highly qualified to move up because of my specialized employment experience with the agency and department that I am in. I help train the new case workers coming in but I am not allowed to be promoted to one.
The organization and what it stands for is a great; helping the citizens in my community is a great reward but people work for pay. Had the organization continued with pay increases such as merit and cost of living raises yearly things would be a lot better. Better pay opportunity is the only reason I would ever consider leaving.
The organization not recognizing the unique skill set required for the job and not being compensated fairly for that knowledge.
the pay
The pay
The pay
The pay
The pay
The Pay
the pay
The Pay
The pay
the pay
The pay
The pay along with better Health Benefits.
The pay and better insurance
the pay and how much we have to contribute to retirement compared to other states.
The pay could be better, due to the economy.
The pay does not compete with other organizations and the benefits of working in this position are getting slimmer.
The pay has to go up. With the amount that gets pulled out for my benefits and retirement I almost have nothing to live on after bills. If the pay does not go up I will have to look for a different job that will be able to compensate me. I feel like we deserve more pay because we are held with a high expectation to get the job done in a very timely manner. Also with the amount of people we help everyday we are serving the community and should get higher compensation for our jobs. I know this is a big issue that is talked about quite frequently. The pay needs to be higher for people to be able to survive. I also have noticed that many of us are below the FPL and are able to receive Medicaid for ourselves and our children. I feel like we should atleast get paid enough that we would not qualify for the services that we provide.
The pay is horrible.
The pay is just depressing.
The pay is not adequate for what we do. This is a very challenging and stressful job and we aren't even afforded the cost of living increase.
The pay is not that great, while I love my job I also have bills, and children. I dont like all the favoritism in the workplace. T
The pay is okay but for the LEP's the pay is not equal to the amount of work and stress that is put into processing applications. If I were offered a position that paid enough to equal the amount I would spend in gas to travel farther, I would seriously consider that position.
The pay is woefully inadequate. Most single parents that work at DHHS meet the income guidelines to receive public benefits.
The pay not changing.
The pay rate
The pay rate

The Pay rate
The pay rate is extremely low. Especially for those with degrees who are paying off student loans.
The pay ratio and fairness.
The pay scale for this position is way way to low. We do not make the salary that goes along with the stressful work. We only make enough money to get us by and that is not incentive to do the best we can.
The pay we need a pay increase.
The pay would be one thing that can cause me to leave the organization.
The pay! It's not enough, especially for the difficult material that you have to learn and the situations that you encounter with some cases.
The pay.
The pay.
The pay.
the pay. My family is growing and bills are still coming. I thought I would be offered more money because I have a degree. But other than that and Oh! I don't want to be in the same position for 10 years. I want to move up within the company.
The pay. All bonuses & incentives are geared toward case workers. The admin staff gets left behind. I have been employed with this agency 18 years & people are being in from temp agencies making more money me. This is something that really needs to be looked at.
The pay. I can't afford to live on what I make.
The pay. If the pay does not increase I will have to leave.
The pay. It is very frustrating to work in an agency where you feel that you come to work everyday and work hard and put in all effort to end get paid the same as someone else who puts in zero effort and does the bare minimum.
The pay. Making 13 and some change an hour does not compensate for the hard work case workers do on a daily basis. I feel case workers should start at least at \$15/hour.
The primary reason that I would choose to leave my position is related to the lack of trust demonstrated by management in recent months. Morale is being damaged due to this management style of micro managing and continuous rule changes in regards to telecommuting. The low salary received at the agency has been tolerable due to the flexibility offered. Since this benefit is no longer a reality it is becoming increasingly difficult to justify acceptance of a salary below my worth. An increase in salary or a change in management style will be necessary for me to remain in the organization for an extended period of time.
The push for more and more numbers and less quality of the work I/we do as Eligibility workers. I have been a State employee for almost 35 years (since 12/12/83) and I make less that 32,000 per year. Had to work two sometimes three jobs (nights and weekends) to make sure my children had the things they needed.
The rate of pay I currently receive. I have to work 2 jobs to make ends meet. The hourly rate is not enough for the position.
the salary
The salary
The salary and depending on if I am still able to progress into higher positions.
THE SALARY AND OFFERING BONUSES
The salary is one thing that would cause me to leave the agency.
The salary of this job is horrible . I feel that the salary cap should start for individuals at 35,000 to 45,000.

The salary, it is very difficult to have a co-worker that get the same salary as you do and do less work. It is also hard to see the agency move programs from the county to state office and pay the state office worker more money to do less work and then move the programs back to the counties and everyone keep the same salaries. Most supervisors are willing to take on more responsibilities but they also want to be compensated for the work as well. It also hurts to know that in order to advance in the agency you have to apply for other jobs.
The salary, there has been no consideration put in place to compensate based on the level of education and/or years of service. I have been with the agency for 10 years and have received the same salary. A new worker coming in with no experience should not be making the same salary as a more seasoned worker.
The salary. It is below the national average income for the expectations of my position.
The salary/pay should be more than it is we are behind compared to other states/agencies. Pay raises each year seldom happen. We need to be able to keep up with the cost of living from year to year. It is very hard to make ends meet when you are very seldom getting a pay raise.
The strong culture of significant inefficiencies in bureaucracy, bullying and intimidation by personnel who have been at the agency their entire career, frequent practice of withholding information and misleading other team members by pettifogging and deception, common unwillingness to act as team players, resistance to change, high risk of delay and failure of projects, high change and turnover of management and senior leadership, ineffective internal communications, and poor mid-level management, processes and policies.
The supervisor
The supervisor that I have now.
The thing that would cause me to leave is not currently having anyone to back me when I doing the work associated with my position. I don't feel as if my supervisor or director care about the work that needs to be done or the lack of anyone doing it. I don't like that my supervisor sees/hears the things that aren't being done and refuses to step up and make sure that they're being done.
The way some of the workers job duties have several jobs incorporated into one while others that have the same job title do very little but get the same pay.
The way that certain issues are addressed. They should be handled on a more personal level, rather than handled in front of other co-workers. Respect is definitely a must have. If I show you respect, then I expect for you to show me respect as a common courtesy especially if you are in a position of authority.
The way the agency give pay raises, I am a devoted, accountable worker, and have been for over 19 years, still have not received a decent raise, I really enjoy what I do.
The way the company is run in a whole with how the policy has seemed to change and cause more issue with the clients causing issue's with the workers trying to work cases. The strain in the office.
The way the organization is trying to put every program in one box and not considering the people affected.
The work environment - Safety concerns (ie. angry patrons mostly due to location with DSS Adult/Child Protective Services with no adequate law enforcement or proper preventive measures like metal detectors etc.), Health risk (mold, mildew), and access to clean drinking water(fountains are extremely disgusting).
The work hours.
The work I do can be very difficult and complex. I was told my pay would increase. I am waiting on that to happen.
The work is very stress full.
The work isn't something I love and if I find something that I think will be a better fit for me I would pursue it.
The working environment could be much better. In cubicles there is limited space to work and it is very hard to concentrate with the noise. Offices were much better and easier to get work done.
The yearly salary increases.

There are many reason why I would leave. 1 money for the coast of living today we don't have scholarship for employee. those are some to started
there are no pay raises for us. When we get a tiny raise ,the health insurance increases & takes the little raise. We have not had a raise this year & I still have to pay bills. This job does not pay like teachers job. The state gave the teachers a raise & we were put under the bus. We did not get anything. We were promised \$ 500.00 bonus. The state does not like state employees. A lot is required of us.
There are perfumes, scents, cleansers, sprays and room deodorizers that are frequently used in my presence. I find it difficult to deal with on frequent occasions. Also, people here can be quite loud. I would love it to be quieter.
there are several factors that WOULD MAKE ME LEAVE THE AGENCY . MOST IMPORTANT BEING THE PAY . TWO THERE IS REALLY NO ROOM FOR GROWTH . THERE ARE EMPLOYEES WHO HAVE BEEN HERE FOR YEARS AND ARE STILL IN THE SAME POSITION AND NOT BECAUSE OF LACK OF ATTEMPTING TO MOVE UP .
There does not appear to be any appreciation for hourly state employees. In the three years I've worked as an hourly state employee, no raises, cost of live increases or bonuses have been given. I understand it was my choice to accept the position; however, my cost of living increases the same as FTE and TGE staff.
There is a total lack of trust in the current CFO office. As usual the CFO shows favoritism to certain employees and goes to great efforts to create obstacles for others. Positions are created for certain employees while others are told you will have to apply for a job. The things that are done indirectly by the CFO borders on discrimination and harassment. Some employees feel that there is nothing that can be done because no one seems to care. This has created a hostile working environment for the employees. This has created a lack of trust and division among co-workers.
There is little oppportunity for growth or career development within this organization.
There is no communication
There is no increase in compensation and no room for growth. I have been here almost 3 1/2 years, I hold a Master's Degree in Accounting, and I am making nearly the same amount I was making when I started here in July 2015. We are constantly told there are no funds available to give increases, however, increases are found for other employees.
There is not a current issue that would cause me leave the organization.
There is not one thing that would cause me to leave at this time.
There is nothing going on in the organization that would cause me to leave.
There is nothing I would change.
There is really nothing at this time that would cause me to leave
There isn't any one thing that would cause me leave to the organization if it didn't change.
There need to be A pay increase
There's nothing wrong with the organization. I love and appreciate what I do and the people I work with. If I left, it would be for personal growth and development.
They are slowing taking telecommuting away while still demanding that we complete the same amount of work. This work demands travel. They have not increase pay in the last 4 years for the nurses. All of us were hire with this as a benefit to keep the pay lower.
They pay would cause me to leave the agency.
This question does not make sense for me based on the way I have answered the other questions. Effectively, at this point something would have to change for me to want to leave. Although if I do not get a pay raise at some point I would consider leaving. Everything else is good. I am paid fair for a state worker, but not if I was in the corp world. My voice is heard and I am treated with respect and fairness.
to be under valued as an employee and no oppurtunities to advance.
To many changes that are not beneficial.
too many "chiefs" having to contact 3 people to call in sick is too much. I should have one contact person.

Too many things have already occurred to make me feel I will leave the agency when an opportunity arises.
Total disregard for the staff development/training as well as staffing level; and not fully funding these efforts as new policy, procedures and systems are implemented.
Transparency with job positions/extra duties and opportunities for a raise
Travel more than 25 miles to work
Uncertain
Unclear goals or objectives without proper leadership and guidance.
uncontrollable circumstance,
Undue Stress.
Unethical practices
Unfair compensation/Lack of growth opportunities
unfair treatment from senior management
Unfriendly policy towards the under privileged.
Unknown at this time.
Unrealistic expectations of upper, upper, management who never listens to the workers in the trenches, who want to blame everyone but themselves when things do not work, even after being told by the workers/supervisors that it isn't effective or won't work before they even implement things.
Unsure
Upcoming production numbers and home visit regulations that ultimately decrease productivity vs. enhancing productivity.
Upper management and their failure to identify and value those who consistently perform above / beyond their PD.
Upper Management(disrespectfulness, unfairness, the inability to be transparent)
We have to give our staff better pay, better reasons to stay. The service we give is much needed, so that we can be a state the strives among all other state. That means having the best workers, but when we get the best they will not stay for this salary. It is not all about the money, but for the service we give, it can be better.
we need more money
We need more pay.
We needed more advancement opportunity within the local offices. Workers should be compensated for their years of service and knowledge.
Well, at this moment I cannot think of anything that the organization does that would cause me to leave.
When I feel there is no more room for growth and I become unhappy coming to my place of employment.
will be older
Work environment
Workers wages.
Workers who do substandard work are more likely to be promoted or rewarded than those who do quality work. This job is all about the numbers and not about quality. Therefore a vast number of workers take short cuts to get that number. It appears they have high numbers but their quality of work defeats the purpose.

Action Planning - Free Response Leave Reasons:

Review the Leave free responses to determine what influences team members to consider leaving. Summarize the three most frequently cited themes or reasons to leave based on all the responses.

1. _____

- 2. _____

- 3. _____

List actions you can take, as an individual leader, to address the most frequently cited reasons to **leave**:

List suggested actions your organization can take to address the most frequently cited reasons to **leave**:

ENPS Free Responses

Survey participants were asked to describe what would increase their willingness to recommend. Review the free responses listed below to determine what you can start, stop, and continue doing to influence detractors and passives to become promoters as well as continue to increase promoters' willingness to recommend.

Please remember that this survey is anonymous and under no circumstances should you attempt to personally or publicly link a response to a particular person regardless of whether or not the response is positive or negative. This information gives you visibility into many of the issues that are top-of-mind for your team or organization.

Free Responses - Willing to Recommend as Good Place to Work

Free Responses: What would increase your willingness to recommend, to a friend or colleague, the organization as a good place to work?

Detractor	I would be more likely to recommend someone to work for DHHS if they were a little more flexible & not so consumed with the time it takes to do a case. I truly understand that some people may try to take advantage & not do much work if we were not timed but it just makes me feel like we are not trusted.
Detractor	.
Detractor	A change in leadership of the agency.
Detractor	a change in some of the management (some don't seem to have a lot of people skills to be working with the public), pay, a chance to move up in agency
Detractor	A change in the staff would increase my recommendation. There needs to be more willingness to work and communicate among staff. Also, once the program begins to function as planned I believe that would impact my recommendation. Right now there are a lot of changes which make it very difficult. Once clear guidelines are in place and BabyNet is running smoother I believe I would recommend the position to a friend or colleague. Another major influence over recommending the organization would be pay. The pay is not comparable to others. It is low pay for the position requirements. DHHS is unwilling to pay people based on experience and what they bring to the table.
Detractor	A competent and transparent management team
Detractor	A higher paying salary.
Detractor	A major change in the culture of the workplace. Specifically, a major change in how supervisors are speaking to their employees.
Detractor	A more client-centered approach
Detractor	a pay increase
Detractor	A positive and rewarding work environment.
Detractor	A real chance to accomplish growth , better pay and feel valued
Detractor	advancement
Detractor	Advancement opportunities.
Detractor	Again rate of pay. The majority of my friends are RNs who could double or triple the amount they make if they worked for another organization. Flexibility in their work schedule is the one bonus not offered by many of the higher paying positions in our area. The friends that I have that are social workers could also make more money else where. Those with the needed experience and talent for the non-nursing jobs either do not remain long or do not apply for the positions we have available mostly due to pay.
Detractor	Allowance for input into agency goals and decisions. Making sure that people understand their roles and responsibilities within the organization.

Detractor	Alternate work schedules and telecommuting
Detractor	An increase in compensation and the willingness of employees to increase work production.
Detractor	An increase in pay
Detractor	An increase in pay and a better building to be housed in. The building we work at now is old and needs a lot of updates.
Detractor	An increase in the pay structure. Most would have to take a pay cut to work at this organization.
Detractor	An increase pay rate.
Detractor	Appreciation being shown for hard work, years of employment/experience, better priced benefits and honest raises.
Detractor	As far as the work, it is rewarding to help people. As far as career advancement, it comes down to who you know and interact.
Detractor	Basic fairness with all workers. Changing the Exempt/Non-Exempt policy. Transparency.
Detractor	BE ABLE TO OFFER PAY FOR WORK. IF YOU WORK HARD YOU GET COMPENSATED FOR THE WORK YOU DO. NOT CURRENTLY TRUE WITH THIS AGENCY
Detractor	Being able to fairly measure worth, education and experiences versus non negotiation.
Detractor	being able to tell them that it could be possible to receive raises that are not tied to having to depend on the state legislature each year. This way if someone did want to make a career out of this they could see they are valued and would not be as likely to leave to go to the private sector. Why should someone be here for 20 years and only make a little more than a brand new worker they have to train.
Detractor	Benefits
Detractor	Better communication
Detractor	Better communication among staff and management
Detractor	better communication, being valued as an individual, continuing education
Detractor	better compensation and no micromanagement
Detractor	Better compensation and opportunity for advancement
Detractor	Better compensation and room for growth potential outside of Richland County.
Detractor	Better compensation, and more open/friendly doors of executive management.
Detractor	Better opportunities to move up, pay
Detractor	better pay
Detractor	Better pay
Detractor	Better pay
Detractor	Better pay and benefits.
Detractor	Better Pay and Benefits.
Detractor	Better pay for eligibility workers
Detractor	Better pay for field workers, nurses, social workers. Having an organization that wasn't put into silo's and encouraged interaction with other areas.
Detractor	Better pay scale
Detractor	Better pay, better management, more flexibility, more training.
Detractor	Better Pay, more chances for advancement.
Detractor	Better pay, promotions, and better working conditions. The building in which I work is not clean, it smells bad, its not pleasant sight, and barely has drinking water for the workers.
Detractor	Better pay.
Detractor	Better pay.
Detractor	Better Pay. Flexible hours.
Detractor	better pay:
Detractor	Better people during the interviews.

Detractor	Better salary More opportunity for advancement Appreciation of work completed
Detractor	Better salary
Detractor	Better salary. When we have agency workers/families eligible for our Medicaid programs, we need to rethink the salary options for sure!
Detractor	Better senior management support and clear escalation paths.
Detractor	Better supervision
Detractor	Better support & fairness from senior management
Detractor	better training of employees and accessibility to upper management without fear of being reprimanded by immediate supervisor.
Detractor	Better training on daily job duties and policies/procedures of the agency.
Detractor	Better use of my skill set and experience.
Detractor	Challenge to learn a new way of helping people.
Detractor	Change in customer service to our clients
Detractor	change in some management
Detractor	Change in terrible leadership at the director level. the toxic environment is sad.
Detractor	Clear direction, appreciation of employees
Detractor	Communication
Detractor	compensation
Detractor	Compensation
Detractor	Compensation and opportunity for advancement
Detractor	Compensation and promotion opportunities would increase my willingness to recommend to a friend or colleague that this organization is a good place to work.
Detractor	Compensation equal to job requirements.
Detractor	compensation factors, work schedules, agency's vision and communication of that vision.
Detractor	compensation for the entire department
Detractor	Compensation, being able to grow within the agency, and honest and accurate dialogue between staff and senior management.
Detractor	Compensation, better internal communication
Detractor	Compensation, flexibility for on the job/educational advancement, additional opportunities to advance within the company.
Detractor	Consistency with processing and policy clarification.
Detractor	Consistency, better pay
Detractor	Depends on the values of the friend, of course, but I have no long term complaints about my treatment here.
Detractor	DHHS is a great place to work!
Detractor	DHHS overall needs to revamp its processes and payscale.
Detractor	Different management, better pay, and better benefits
Detractor	diversity in selection of management and positions of authority.
Detractor	Effective required field labels. These were not marked as required
Detractor	Eliminating the use of Pathos to track every minute of a worker's day.
Detractor	equal opportunities and the potential for honest growth.
Detractor	Equality in how employees are promoted and given more pay according to what they do and how long they have worked here.
Detractor	Fair pay and the ability to receive raises for excelling at work.
Detractor	fairness of increase in salaries
Detractor	Fairness within the organization, more diversity in executive level positions, better compensation, opportunities for growth.

Detractor	fairness, less favoritism, and growth opportunities for employees and not for friends.
Detractor	flexibility of work schedule. Continue telecommuting policy. Even though salary is not good flexibility to work from home is a plus
Detractor	Getting properly compensated for the job I do.
Detractor	good
Detractor	Good benefits
Detractor	good management
Detractor	Great Benefits
Detractor	great people to work with and will gain knowledge
Detractor	Greater transparency, improved collaboration, and a positive learning environment
Detractor	Growth in salary as displayed in the pay scale because it appears that you will get a raise but do not and you become just like the people you serve
Detractor	Hard to say
Detractor	Higher employee morale and better executive staff engagement.
Detractor	higher income
Detractor	Higher pay
Detractor	Higher pay for a likely short term job.
Detractor	Higher salary
Detractor	higher salary and continue with telecommuting work schedule
Detractor	Higher starting pay.
Detractor	hiring to fill needs, opportunity for meaningful bonuses/raises, leaders who seem genuinely interested in improving the agency and its mission
Detractor	Hope that an increase in pay and or bonus would be imminent.
Detractor	Hours of operation especially if you are family oriented.
Detractor	I actually have recommended the organization to others but their education may not be sufficient or they are looking to work in a different field.
Detractor	I am not sure what would increase my willingness.
Detractor	I am willing to recommend our agency as a place to work, depending upon the individual(s) career path. I may or may not recommend my actual area as a model choice to work, especially if they are looking to promote up. I will say that in our area there is certainly a great amount of knowledge to gain and utilize in other areas and agencies in state government.
Detractor	I currently do recommend friends and individuals I know to constantly check the website for potential job opportunities.
Detractor	I did recommend a friend to this job but she was not hired
Detractor	I don't have an answer for this.
Detractor	I don't have much contact with parts of DHHS outside of BabyNet. Recent changes in BabyNet (Mandated quotas and imposed home visits) would lessen my probability of recommending employment as a BN coordinator.
Detractor	I have been employed here for 20 years and make less than someone who starts on my husbands crew at his job. I love the work we do, but its hard to recommend the organization. If we didn't have my husband's salary we could not make it, and I have two children that I hope will go to college. Your income never changing gets very discouraging.
Detractor	I like to keep my work life and private life separate.
Detractor	I LOVE WHO I AM AND WHAT I DO , IT IS A PLEASURE FOR ME TO SERVE MY ORGANIZATION AND PUBLIC. I AM DESIGN TO UP BUILD AND SPEAK POSITIVE ABOUT MY WORK PLACE. PROFESSIONALISM DOING OUR JOB THE RIGHT WAY AND DEDICATION.
Detractor	I really do not know.

Detractor	I really don't know how to answer that. I don't want to seem like it is always about money but maybe the chance for raises or bonuses would be a good start. Sure the occasional gifts we receive are greatly appreciated and I am not knocking them at all but they don't really pay the bills. And when you feel like you give 110% to something and still can't make it from paycheck to paycheck and no other incentives it is hard to recommend that to someone else who may be in the same boat as you are.
Detractor	I recommend employment with the State, not necessarily my Agency. I have heard of departments where everyone has "walked", jobs eliminated and replaced with vendors and several management issues.
Detractor	I tell people all the time I enjoy working for this agency.
Detractor	I think the agency has to honesty with themselves and correct the problems that we have for the agency/employees and be real and get back where we use to be. By using sound judgment.
Detractor	I think this agency is great except for the pay. If it paid more I would highly recommend qualified individuals to work here.
Detractor	I will tell someone to RUN....
Detractor	I would be more willing to recommend the organization, if I felt that everyone was treated fairly.
Detractor	I would have to believe my friend or colleague was actually suited for this work and could handle the stress level and believed in this organization's goals and ideals.
Detractor	I would make sure they understand the pay may be a problem for them. Also I has been my experience here your higher level education makes no difference, I have a B.S. in Health and a Master's degree in education and people this much less make a good bit more than me.
Detractor	I would not recommend anyone whom I love and care for to work for this agency due to the salary, which brings on stress.
Detractor	I would not recommend this agency just based on income. I make pretty much the same thing now as I did when I started 12 years ago. If it weren't for my husbands income I would be unable to financially care for my family without a 2nd or 3rd job.
Detractor	I would not recommend this to a friend or colleague because I value my relationship with that person. They would have to really be in dire straits for me to suggest this job to them. I think it would break a lot of people's spirits to be honest.
Detractor	I would not recommend to a friend or colleague.
Detractor	I would only recommend if the income increases. You can work at Wal-Mart or a cell phone company and make more money than a state worker. With all of the different opportunities I wouldn't recommend this job unless you have second income then it would be fine.
Detractor	I would recommend a friend if income was a little more competitive in the work force. Most of my friends are either single, single parents and some that I would recommend are trying to get out on their on due to just graduating from college. They need good insurance that will cover more areas that what ours does. they need better pay so that they don't have to look for assistance and yet still be able to do things with their friends and family
Detractor	I would recommend SCDHHS as an employer if everything was equal and the same practices were statewide. It's hard to stay motivated and work hard, when in another county workers are doing half of the work and still earning the same salary. There is no acknowledgement of workers who are actually efficient and have a high production. A pat on the back is not wanted.
Detractor	I would recommend someone if the supervisors/directors actually showed the same concern for ALL employees, not just the ones they pick and chose. I would also recommend someone if the salaries and benefits were better.
Detractor	I would recommend working for SCDHHS to others if they needed a job in social services.
Detractor	If a person asks about the work or the agency.

Detractor	If I am treated equally and have better compensation.
Detractor	If I felt support and recognition for the job I do from those in authority
Detractor	If I felt my supervisor appreciated the job I do and was not ready to demote or degrade me at anytime to others
Detractor	If I felt that upper management had the best interests of the clients in mind.
Detractor	If I got a CASH bonus for recommending them.
Detractor	If I saw fairness across the board.
Detractor	If I thought this organization examined it's current staff's growth so they could reach their highest potential and give them those opportunities.
Detractor	If incentives were provided for those who go above and beyond for their job.
Detractor	IF IT PAID MORE. THE PAY IS AWFUL
Detractor	if management was consistent and honest
Detractor	If management were different, I would recommend. But I wouldn't want someone to make a career change and be disappointed in the leadership like I am.
Detractor	If management would stop trying to put a square peg in a round hole and just do what is best for the clients instead of worrying about numbers and printouts, that are being manipulated every single day by numerous workers. The agency needs go back to making the customers a priority instead of giving lip service to it, and start caring more about PEOPLE than printouts. Management doesn't even CARE if the cases are done correctly anymore, they just want them done and the printouts cleaned up, no matter how deceiving the printouts are.
Detractor	If pay increased
Detractor	If pay was increased and if our department was more organized.
Detractor	if pay/respect increased with experience
Detractor	If people would actually do what is right instead of patting themselves on the back like they did something really good for someone.
Detractor	if the agency actually go by the mission statement.
Detractor	If the agency paid a little more competitively I would consider recommending the organization to a friend.
Detractor	If the agency showed that they valued knowledge of full time employees that have shown dedication to the State of SC I would be more inclined to do so. There are so many contractors here and I understand that some employees may not have the skill set that is needed but it doesn't seem that opportunity was presented to measure that.
Detractor	If the agency was more consistent and offered better compensation/opportunity for growth.
Detractor	If the agency was truly consistent with increasing workers wages as the cost of living increases.
Detractor	If the agency would treat people equally and offer promotional opportunities to everyone, stop preselecting an employee for an available position.
Detractor	If the HR department was actually fair in how it treats its employees. when employees don't get along with other employees, the HR department will place them in a different department. But when it comes to outsourcing areas, HR doesn't says to your face that they don't place employees in other departments.
Detractor	If the individual was interested in working for the agency. I would not discourage them to.
Detractor	If the leaders in the company would look at the employees as if they do know something not just employees that went to collage or employees that make 6 figure pay, all employees need a raise and not looked at as they will be alright.
Detractor	If the nursing staff were paid salaries comparable to what other nurses are paid working anywhere else. If the area office nursing staff were provided assistance in managing the increased work load/referrals during multiple nursing vacancies and not just expected to "deal" with the extra work load for years on end without a thank you or increase in compensation.

Detractor	If the opportunity for growth/advancement was available, and if salary was competitive
Detractor	If the organization hires a person for a certain que, they should be given the option to go into another que instead of placing them in new que without them fully understanding the information from previous que.
Detractor	If the pay has increased.
Detractor	If the pay was better.
Detractor	If the pay was fair and you had better opportunities and fairness for promotions. The people who have been with the agency are overlooked for promotions.
Detractor	if the pay was higher
Detractor	If the pay was more in line with the private sector and the SE region.
Detractor	If the pay was more.
Detractor	If the pay was more.
Detractor	If the pay was much more competitive then it would be ok.
Detractor	if the pay were more
Detractor	If the pay would increase and if upper management would listen to our concerns.
Detractor	If the pay would increase my friend or colleagues would be more interested in working here. Most of my friends that I have told about the job they ask what pay is and they decline wanting to apply because the pay is so low.
Detractor	If the salary was up to scale with what most nurses make and it was evenly fair across the state. Those who were hired many years ago much less than current new hires.
Detractor	If there was a competitive pay package
Detractor	If there was a cost of living increase or the possibility of a pay increase. The fact that the pay is so low is not attractive to potential or current employees. Also, if the telecommuting policy was modified. Employees should have the flexibility to commute to visits as needed and self schedule as needed to accommodate the client. Taking away the flexibility of this job and changing the telecommuting policy makes it less appealing and less likely to attract new employees.
Detractor	If there were more opportunities for growth, more competitive salaries, and flexibility.
Detractor	if they need steady work this is the place for them
Detractor	If things improved such as supervision, fairness, and the work ethic here.
Detractor	If we made more money.
Detractor	If you all would really take a serious look at the pay, positive and fair ways for advancement, because most of my friends have college degrees and student loan debt.
Detractor	If you had more understanding of the job and better training.
Detractor	IM NOT SURE WHAT WOULD INCREASE MY WILLINGNESS TO RECOMMEND
Detractor	Improvement in leadership and hiring/promotional policies.
Detractor	In-house promotions, career path program, and a living wage above the poverty line.
Detractor	Income/Salary
Detractor	Increase employee morale; respect for employees; and compensate employees fairly for the work that they do and what they bring to the table. There needs to be transparency between management and employees. We are always the last to know anything going on with the agency.
Detractor	Increase in leadership at the office level.
Detractor	increase in pay
Detractor	Increase in pay and advancement and promotions. And being compensated for your education.
Detractor	Increase in Pay and more opportunities to advance.
Detractor	Increase in pay and the condition to change in the office were I work.
Detractor	increase in pay, telecommuting
Detractor	Increase in pay.

Detractor	INCREASE IN PAY. MORE MONEY. IT IS HARD TO LIVE ON THIS BUDGET. WE DON'T EVEN GET A BONUS AT THE END OF THE YEAR. THIS AGENCY DOES NOT SHOW THE EW HOW THEY APPRECIATED THE HARD WORK THAT IS DONE....
Detractor	increase in salaries for new hires
Detractor	Increase in the salary for eligibility workers.
Detractor	Increase paid and better benefits
Detractor	increase pay
Detractor	Increase pay or potential to earn raises
Detractor	Increased compensation.
Detractor	Increased manager support and involvement.
Detractor	Increased pay
Detractor	Increased pay and improved work environment
Detractor	Increased pay, incentives, the flexibility of telecommuting, more conducive office setting.
Detractor	Increased pay, leaving telecommuting alone.
Detractor	Increased pay.
Detractor	Increased pay. More diversity in my division.
Detractor	Increased professional respect.
Detractor	Increased salary
Detractor	Increased Salary
Detractor	Increased upward mobility.
Detractor	Instead of being treated as warm bodies who can easily be replaced, we need to be treated as professional adults.
Detractor	It can be a toxic culture with a lot of gossip and negative comments about other employees to where it doesn't seem like we're on the same team most of times. Don't trust most of executive management outside my deputy.
Detractor	It depends on the area of the organization for which they would work.
Detractor	It one could tell the individual(s) about pay increases or bonuses whether is it Christmas or once or twice a year.
Detractor	It would depend on the facility. I have not been here that long to make a recommendation
Detractor	It's hard to make an accurate answer because it's so much other stuff that is unseen based a the job and what it consist of to perform a duty
Detractor	It's a wonderful place to work if you don't have to worry how your bills are going to be paid. Love every part of this job except my salary!
Detractor	Job stability - fairness - Raises.
Detractor	Knowing that the person would be valued and respected for the job they will be performing. A training program will also need to be developed.
Detractor	Knowing that they will not be treated that I have been treated and discriminated(reverse discrimination) against in the past.
Detractor	Less changes, the changes are CONSTANT and it can be frustrating to learn something only to have it change a few months later.
Detractor	Less chaos and uncertainty.
Detractor	Less pressure to perform above your capacity.
Detractor	Maybe to one of the program areas.
Detractor	MONEY
Detractor	More competitive pay scale with more opportunity for increase or incentives
Detractor	More confidence in the direction the agency is going.
Detractor	More fairness. Stop promoting people without posting positions. Pay internal job candidates the same as external job candidates.
Detractor	More friendlier enviroment

Detractor	More Management support
Detractor	More money
Detractor	more money
Detractor	More money and increased chances to move into different departments.
Detractor	More open communication from upper management and better salary levels.
Detractor	More opportunists for promotions and pay increases
Detractor	more opportunities for advancement
Detractor	More opportunities for growth
Detractor	More opportunities to move forward in the organization based on individual work product accuracy and timeliness.
Detractor	more pay and having more voice and the higher people being concerned with workers in area offices and not just in the main office in Columbia!
Detractor	MORE PAY, AND MORE OF A VOICE. AS A WORKER I FEEL LIKE MOST OF WHAT I DO IS CONTROLLED BY THOSE WHO ARE NOT ATTACHED TO THE FIELD OF WORK. SO IF THE LOWER WORKERS VOICE COULD BE HEARD MORE BY SENIOR MANAGEMENT.
Detractor	more room for advancement
Detractor	More support and less negativity from upper management.
Detractor	More support from management
Detractor	More thorough & precise training for new workers
Detractor	More transparency by office/county level management, better pay, and a retirement plan that isn't so restrictive to the employees contributing
Detractor	More transparency from our executive staff would increase my willingness to recommend the organization as a good place to work. Also, more regular pay increases (or bonus opportunities) for employees.
Detractor	More transparency of written policies. Right now, there is no one in authority you feel comfortable speaking with on challenging work situations.
Detractor	Most of my friends would not apply due the salary is not competitive with other organizations/hospitals.
Detractor	my salary with the physical work I do will help me to recommend the job to a friend or colleague.
Detractor	My willingness to recommend other to the organization would be everyone across the board getting on one accord everyone know policy and procedure and mainly how to process the cases.
Detractor	n/a
Detractor	N/A
Detractor	n/a
Detractor	N/A
Detractor	N/A
Detractor	n/a
Detractor	n/a
Detractor	n/a
Detractor	n/a
Detractor	N/A
Detractor	N/A
Detractor	n/a
Detractor	N/A
Detractor	n/a
Detractor	n/a
Detractor	N/A
Detractor	n/a
Detractor	n/a

Detractor	N/A
Detractor	n/a
Detractor	N/A
Detractor	n/a
Detractor	n/a
Detractor	n/a
Detractor	N/A
Detractor	n/a
Detractor	N/A
Detractor	NA
Detractor	na
Detractor	NA
Detractor	NA
Detractor	NA
Detractor	neutral
Detractor	no
Detractor	No answer
Detractor	no comment
Detractor	no comment
Detractor	No comment.
Detractor	No comment.
Detractor	No comment.
Detractor	No comment.
Detractor	no response
Detractor	Not feeling like every piece of work sent to HR is a priority and that HR should be functioning as a business partner instead of planning parties and decorating contests.
Detractor	Not sure
Detractor	not sure
Detractor	not sure about this one.
Detractor	nothing
Detractor	Nothing
Detractor	Nothing
Detractor	Nothing
Detractor	Nothing- stay away
Detractor	Nothing.
Detractor	Noting would increase my willingness to recommend the organization to a be a good place to work. I am verify neutral in this area.
Detractor	On the job training and better standards of operations
Detractor	opportunities for advancement, comparison pay to other states, promotion based on work not (who I like)
Detractor	Overall the organization is a good place to work and it gives you fulfillment in knowing you are able to make a difference in someone's life, but I feel that the compensation would be the reason I would not recommend the agency.
Detractor	Pay
Detractor	Pay
Detractor	Pay
Detractor	pay
Detractor	Pay
Detractor	PAY
Detractor	Pay - too many low skill jobs available at same or higher pay scale.

Detractor	Pay and compensation package consistent with skills and/or years of service.
Detractor	Pay increase.
Detractor	Pay increase. Most people say they are not able to work for wages this low
Detractor	Pay increases that are based on job performance.
Detractor	PAY INCREASES. MORE OPPORTUNITIES FOR ADVANCEMENT OTHER THAN MOVING INTO MGMNT
Detractor	Pay is the largest factor for non-recommendation. Although if a position is open, I have no problem stating the fact with someone I believe would benefit the office.
Detractor	Pay rate
Detractor	PAY, TRAINING, FLEXIBLE WORK HOURS
Detractor	pay.
Detractor	Poor supervisor in work place
Detractor	position available.
Detractor	Promotions within and pay increase.
Detractor	Raise in our paycheck without increase in the insurance & retirement contribution
Detractor	Rate of pay
Detractor	Regular salary increases, merit raises.
Detractor	Replace most of upper management with professionals who 1)are qualified for the jobs; 2) know how to effectively lead and manage; and 3) give a damn about the people who work for them.
Detractor	Restoring professionals to exempt status.
Detractor	Restrictions lifted on excessive time spent in the office. Better management from AA.
Detractor	salary
Detractor	Salary
Detractor	salary
Detractor	salary
Detractor	Salary
Detractor	salary
Detractor	Salary
Detractor	Salary
Detractor	Salary & all operating systems working well/correctly.
Detractor	Salary and bonuses.
Detractor	Salary increase
Detractor	salary increase
Detractor	Salary increase
Detractor	Salary increase.
Detractor	Salary increases
Detractor	Salary would be the key factor being that of a college education is required for this job position .
Detractor	Salary, I would not want my friend to be living pay check to pay check.
Detractor	Seeing more positive changes in the agency for employees.
Detractor	sometimes it hard to recommend what if she/he does not meet expectation.
Detractor	stable leadership at the top level
Detractor	stable workforce
Detractor	stop changing this that work well
Detractor	Stronger management and attainable efforts.
Detractor	Team work/salary insentives
Detractor	Teamwork and ownership of responsibilities does not seem to be as prevalent in our workplace as it once was. That makes me cautious to recommend employment to others.

Detractor	That not just benefits are good to have a state job, but when you come on board there are no structured training, nor is the pay increased with in your 3 months of employment, you would either have to move onto another job title for increase in pay, if those factors change I would change my views on referring a friend
Detractor	The ability of the agency to have better communication and a strategic plan to move necessary projects forward. If the agency "bottlenecks" in decision making OR becomes too much as a "big Brother" I would not recommend
Detractor	The ability of the agency to respect the work/life balance, more specifically, the MMRP program. I feel like if who I am recommending would be willing to work those hours with low compensation if they NEEDED benefits, I would recommend the job only in that instance.
Detractor	The ability to give increases on yearly review. Also, awarded for a job well done at other times.
Detractor	The agency must embraces its own mission statement and treat ALL employee consistently
Detractor	The agency needs to do the following: 1. provide training for employees; 2. provide better compensation for employees; and 3. stop putting individuals in position who are unable to do their job.
Detractor	The agency should reconsider the budget priority of employee salaries in order to obtain and retain quality workers. The core of any organization are the workers who are on the front line. If the quality of employees are compromised at this level the entire organization is at risk of losing its credibility and the services offered will no longer be of value. The reality is that you must invest money in those workers in order to continue to offer quality services.
Detractor	the benifits
Detractor	The changes in upper management in Columbia have made being a lower level employee frustrating. At this point, nothing would increase my willingness to recommend employment here.
Detractor	The co workers are great to work with.
Detractor	The employee's salary matches the workload
Detractor	The image of the establishment would make a huge impact on my decision to recommend a colleague and friend. Most times when I mention that there are possible position's available they state that the establishment does not have a good image with people outside the agency.
Detractor	The leaders would have to be ethical, accountable, and knowledgeable about the area.
Detractor	The need to help people, and the benefits
Detractor	The opportunities to advance and the willingness from leadership to better communicate with employees.
Detractor	The organization is very large and I don't know what the work environment is like in the areas; it would be hard to assess that.
Detractor	the pay and cost of insurance
Detractor	the pay and the benefits
Detractor	The pay being better
Detractor	The pay is not good enough for an RN. However, the benefits are good and the telecommuting is very good incentive.
Detractor	The pay needs to be more competitive.
Detractor	The pay rate
Detractor	The pay scale
Detractor	The pay scale needs to be higher
Detractor	The pay. When telling others about the job none are interested when they see the pay scale.
Detractor	The pay. Usually when I mention the starting pay, it turns people away.

Detractor	The pay: regular cost of living increases, increases based on yearly evaluations. The ability to grow within their current place of employment. For example: A Medicaid Eligibility worker in the county they are base can become a trainer, a supervisor, a lead worker without having to travel to other counties.
Detractor	The people in the office.
Detractor	The salary and or incentives for all the work that we do.
Detractor	The starting salaries are very low. The overall compensation makes is difficult for individuals to obtain a decent living!
Detractor	The state benefits are enough to recommend to a friend, however the pay is not enough to keep them here.
Detractor	The State Benefits.. Off on the Weekend.. Holidays Off
Detractor	The treatment frontline workers receive from their supervisor and upper level managers.
Detractor	The way the company is as a whole with the whole atmosphere
Detractor	The work environment is great and being around positive people will have you wanting to come to work.
Detractor	The work itself is complex but not overly difficult once you have time to get yourself established The training provided is good. I understand that the state has to look at the numbers. If they focused more on building morale among the workers, tell us what we're doing right and well, rather than a generic "thank you for all that you do" at the end of an email, I might be more likely to recommend the job to a friend.
Detractor	There have been so many policy and work-related changes in the past months, I am hesitant to recommend a friend at this time.
Detractor	There would need to be a shift in the culture of respect from upper-management through executive leadership for the work and knowledge base of the invested staff that do the ground-level work to keep the organization running optimally.
Detractor	There's a difference between recommending working for this state agency or working within a program housed in the state agency. I don't know enough to recommend working for the state agency. I would recommend working within the program where I work although letting a person know some of the limitations of the work place and supports.
Detractor	They pay more.
Detractor	This is a very large organization that does great things in many ways for the people of South Carolina. I was unaware of the many different aspects and duties of this organization before I started working here. I will remain neutral on the ratings, as I do not have much opportunity to recommend any agency, as I do not discuss work outside the office. This is my way of keeping my work and home life separate.
Detractor	To be able to make more money so that we did not have to struggle outside of work.
Detractor	To see more filling of vacancies from within vs. hiring from the outside when there are employees on staff that have a vested interest to stay with the agency. I would not want to recommend a friend or colleague to take a position with the agency if they aspire to advance in a career path.
Detractor	Top management showing effort to weed out people who are here for personal gain and are not loyal to the agency. HR not protecting their friends, and taking complaints seriously from all employees.
Detractor	Transparency, better communication and training.
Detractor	Treat employees with true respect. Allow honest open communication.
Detractor	Uncertain
Detractor	unknown

Detractor	Upper management to identify / reward supervisor and coordinators for all of the responsibilities and assignments that is placed on them...majority of which is not evaluated and/or included in their Position Description. It has been identified that a TSA / salary increase is given to some supervisors / coordinators for taking on just ONE responsibility but never actually held accountable for not performing. But the supervisors / coordinators who have been assigned to numerous tasks, responsibilities, additional staff, etc., are NEVER recognized or rewarded - continuously being told by management that he/she has tried to get some of us a salary increase but can't get an approval.
Detractor	Vast improvements would need to be made in leadership.
Detractor	Wages be higher.
Detractor	Ways to advance and pay
Detractor	We all in FI need raises, we are the only group that has not looked at raises.
Detractor	We don't have competitive wages.
Detractor	When I first began working with CLTC, we felt appreciated and respected. The benefits used to compensate for the low pay, but that is no longer the case.
Detractor	when you apply for a job with the agency they give a broad range for income... example 27,000-36,000... every year you should get an increase until you reach the max in that position, some people stay in a position for 25 years and still make close to what they started with when they started with the agency... some people can't move are want to travel but they enjoy there job, there is no room to grow unless you move
Detractor	Working for the organization definitely has benefits such as the health insurance and holiday package. I have not been impressed with the way the administration handles things.
Detractor	would be a good starting point
Detractor	Would recommend if opportunity for advancement is done fairly for all employees.
Detractor	Would recommend to someone,if the agency would consider to eliminate this Production Case work and Micro managing; instead to be case workers and not production workers. This why the agency have so many turnover over years. If the agency consider this, it would be nice to let other know this is a great job and nice place to work.
Detractor	yes
Detractor	yes, I will recommend a friend
Passive	Pay increase. I'm willing to help someone get the opportunity that someone gave me, so I will be happy to recommend someone to this organization.
Passive	\$\$
Passive	-
Passive	.
Passive	8 is really high. I guess more money.
Passive	a
Passive	A better work environment.
Passive	A BONUS AROUND CHRISTMAS TIME
Passive	A chance to move location closer to home.
Passive	A consistent work schedule, not changing after coming on board.
Passive	A quicker HR response time to applicants who have applied for various positions.
Passive	A raise in salary
Passive	A renovated work location/building.
Passive	ability to do more critical thinking, analysis, and strategic planning
Passive	across the board scheduled increase in pay. at least a cost of living increase each year.

Passive	After proving yourself as a good dependable worker for a year, it will increase my willingness to recommend, to a friend or colleague, the organization as a good place to work if a percentage raise was given.
Passive	An increase on the pay rate.
Passive	An updated pay scale
Passive	Annual cost of living pay increase.
Passive	Annual raises based on job performance, more flexibility in work schedules, better health insurance plans.
Passive	Been honest and letting them know that their are lots of changes. You must be very flexible and like working with all types of people. I would make sure that the person I recommend is a good fit for the organization. They must be willing and able to accept all different personality, race, gender and must not discriminate.
Passive	Being knowledgeable of the position
Passive	Being trusted more while working cases.
Passive	Benefits
Passive	benefits and work
Passive	Benefits--having medical/dental, getting paid fairly, having a great supervisor
Passive	Better communication from supervisors and more compassion from them
Passive	Better communication within the DHHS organization
Passive	Better compensation
Passive	Better compensation for a job well done.
Passive	better home/work life balance
Passive	Better Pay
Passive	better pay
Passive	Better pay
Passive	better pay
Passive	better pay
Passive	Better pay and contributions to investments from the state.
Passive	Better pay and benefits. More opportunities to advance within the agency and not have to work directly out of the Columbia office.
Passive	Better pay and opportunity for advancement
Passive	Better pay for field staff
Passive	Better pay for nursing staff and better benefits ie stop threatening to take away telecommuting when it's used as a hiring bonus to compensate for underpay
Passive	Better pay scale and benefits. Work from home options is definitely an incentive to attract and recommend more employees
Passive	Better pay scale.
Passive	Better pay scale.
Passive	Better pay.
Passive	Better pay/salary
Passive	Better salaries
Passive	Better salaries or chance of increases. Especially if you are going to continue to cut training and travel.
Passive	Better salary
Passive	Better Salary
Passive	Better salary
Passive	Better salary and more organized training.
Passive	Better salary ranges and more satisfied colleagues. Balanced workloads are important so task are more evenly spread out.

Passive	Better salary, Salary increases based on years services.
Passive	Better salary.
Passive	Better starting salaries
Passive	Better state employee wages
Passive	better training for workers, making sure that they are placed in the correct tracking queue until we are sure that they know what they are doing before we move them to something else that they haven't been trained on.
Passive	Better work environments.
Passive	Better working space and bonuses (cost of living etc.)
Passive	Bonus incentives; gift cards; 4 day work week
Passive	Bonuses
Passive	Communication across the organization.
Passive	Communication and training, pay
Passive	Comparable pay to other similar jobs
Passive	Compensation
Passive	compensation
Passive	Compensation and up to date office equipment and location.
Passive	Compensation that accurately reflects education and experience, as opposed to a seemingly arbitrary sense of fairness.
Passive	Compensation would increase my willingness to recommend the organization. I have recommended the organization prior to becoming apart of it myself. The responses that I've received are usually that the pay is too low and people would rather stay in an unhealthy working environment than take a pay cut and have to struggle even more to provide for their families.
Passive	Compensation.
Passive	Competitive pay for his/her skill set.
Passive	Consistency and Fair practices
Passive	Consistent raises.
Passive	Continued improvements in our overall office policies and procedures.
Passive	Delegation of responsibilities for decision making at the most appropriate level and more open communication as to the agency's direction, which seems to change sometimes hourly.
Passive	Depending on the management of the position.
Passive	employee salary increase, and the increased use of alternate work schedules
Passive	Fair compensation for the years of experience, knowledge and education.
Passive	Flex work schedule.
Passive	Flexibility with telecommuting. Better pay.
Passive	Functional systems to process cases. Doing away with Pathos.
Passive	good opportunity to grow and learn
Passive	Great Management staff
Passive	Having a clearer path to career advancement and set increased compensation plan. Offerings for part-time and semi-part-time (20-30 hours per week) with benefits.
Passive	HAVING MORE OPENLY COMMUNICATIONS WITH THE WORKERS
Passive	Higher compensation, advancement opportunities that do not involve driving/moving to Columbia.
Passive	higher pay
Passive	Higher pay
Passive	Higher Pay
Passive	Higher pay and better benefits.
Passive	Higher pay rate and better benefits (health and dental plans).
Passive	Higher pay scale
Passive	Higher pay.

Passive	higher pay.
Passive	Higher referral bonus
Passive	higher salary
Passive	Higher salary
Passive	Higher, more competitive compensation.
Passive	Hours. Benefits. Pay.
Passive	Human Resources to provide the management and organization more support.
Passive	I always brag on how much I enjoy what I do, but when my friends or acquaintances here the salary, they are quick to exclaim that they would not work here due to it.
Passive	I believe that the agency is a Great place to work. However, whenever I started working with the agency I looked at the pay scale and felt that my income would increase with years and great service to our community. However my income has not increased much at all but I continue to service the community and do my Best whenever it comes to doing my job.
Passive	I can't think of anything right now.
Passive	I do recommend to others that this is a great place to work, but I think I would be higher on the organization if we had consistent leadership and more opportunities to reward high performing employees.
Passive	I don't know that there is anything that would change the willingness to recommend.
Passive	I have no idea.
Passive	I have recommended friends many time, but during the process of hiring, the position (twice) "fell through" and after months of going through hiring steps the position was taken away and not offered to anyone. This happened twice and it was embarrassing. The third time the position became available the friend refused to try again.
Passive	I have recommended positions to friends before but they are always deterred by the salary.
Passive	I have talked to several friends and family members about State employment. The money is not the best, but if working/helping people is what's important, the State and more specifically, DHHS and/or DSS since I've worked for both, are great places to work.
Passive	I think if there was more consistency with policy and everyday work I would be more likely to recommend someone for this agency.
Passive	I would be more willing to recommend the company if we had more room for advancement. It will be a miracle if I advance out of my current position. You are a shooting star for years with no available positions to promote to. It is very rare, for some individuals, to promote to other positions.
Passive	I would have to know more about the specific areas a friend or colleague is seeking to work before highly recommending that particular area. My recommendations are based on management, work culture and opportunities for advancement.
Passive	I would increase my likelihood to recommend organization from 8 to 10 if the organization is able to increase Nurses salary to be comparable to other Nurses, now that we're all under same Long-Term Living Division.
Passive	I would overall recommend
Passive	I would recommend
Passive	I would recommend the organization if the salary offered was higher.
Passive	I would recommend the organization to someone I knew was looking for a position and also had the right credentials for the position.
Passive	I would recommend this as a great place to work, the only thing is that you must be willing to travel often and have lengthy hours of travel.

Passive	I'm all for an increase in pay IF it is not given to the masses. Seriously find those who are able (not just supervisors) to go through the "Approve4d/Denied" cases and then note who actually DESERVES an increase or bonus. The number of years a person has dedicated as a worker doesn't always determine their skill level.
Passive	I'm not sure of anything that would increase my willingness.
Passive	If advancement opportunities were more readily available; in state organizations, it is hard to feel like you have many opportunities for salary advancement throughout your career.
Passive	If hiring of unqualified upper management who make things more difficult than make improvements would go away. Utilize qualified DHHS staff and increase their pay instead of hiring contractors who make 3 to 4 times more than qualified DHHS staff.
Passive	If I believed that staff salary was a priority and if I believed that staff was not a undervalued necessity I would be more likely to recommend this agency to others.
Passive	If our organization paid more money
Passive	If SCDHHS compensated more competitively, I would be significantly more likely to refer all of my talented friends to job openings.
Passive	If the base salary for an EW was higher.
Passive	If the building we worked in was updated or improved and the pay increased, I would
Passive	If the compensation was more, I would advise people to apply.
Passive	IF the pay increases
Passive	if the pay rate/scale was higher
Passive	If the pay scale was better and I knew they could support their family by working for the organization.
Passive	If the pay was better
Passive	If the pay was better and knowing the type of person I am recommending. Every job is not for everyone.
Passive	If the pay was more competitive.
Passive	If the policies and expectations became more clear
Passive	If the starting pay was more appropriate to the job duties.
Passive	If the starting salary for front line workers could be increased.
Passive	If the state can offer benefits and pay similar to outside agencies, it will encourage people to apply.
Passive	If there was a more defined track of advancement.
Passive	if there were not so many different computer programs to learn
Passive	If they are looking for structure and strength in something more than an average job. Something that you could learn that is real and has a deep and useful meaning.
Passive	If we could have raises based on merit instead of across the board and weed out unproductive employees with bad attitudes.
Passive	If we got annual raises
Passive	If we got paid more
Passive	If we kept our Internal Auditing division and hired more people it might change my view on this. I don't want to recommend this place if my job might get outsourced.
Passive	If we were paid more. It is embarrassing to tell others my salary after 15 yrs.
Passive	Improved compensation plan as well as more opportunity for professional growth
Passive	incentives
Passive	incentives
Passive	income increase
Passive	Increase in pay
Passive	Increase in pay rate.
Passive	Increase in pay.

Passive	Increase in pay.
Passive	Increase in salaries for long time workers.
Passive	Increase in salaries. Salaries are just to low
Passive	Increase pay
Passive	Increase pay for entry level staff.
Passive	Increased base pay for positions to be closer to private sector salaries.
Passive	Increased communications and collaborations between all areas of the organization.
Passive	Increasing the salary would make me more willing to recommend the agency as a good place to work.
Passive	It is a great place to work as self care and family are welcome
Passive	It would be the pay for what we do in the agency
Passive	It's an overall wonderful place to work but to increase my willingness to recommend someone for employment would be the pay. Someone coming in with entry level pay might not be enough for them to survive off of especially if they're a single parent household.
Passive	It's the state. You can't go wrong.
Passive	Its a great place to work, I enjoy what I do, however, the pay is a little underwhelming.
Passive	Job Advancement
Passive	Job openings, growth and development
Passive	Job security
Passive	Keep the current recruitment bonus but change the question on the state application from "Who told you about this position?" to "Name the person who told you about the position" so that the applicant doesn't simply put "friend" or some other general thing. (Currently, an applicant must specify by name the person who recruited him/her or that person cannot get the bonus.)
Passive	know that there would be more opportunity for promotions and guaranteed COL adjustments every year.
Passive	Less stress on pulling cases and more pay
Passive	Less turnover in staff.
Passive	Let us work and do all what it takes to complete the job. There are so many pieces of the puzzle that are not being accounted for to justify our time and all it entails to complete the job.
Passive	Letting county office supervisors supervise their office
Passive	Living wages
Passive	Many people are looking way to support themselves without having to work two jobs, I believe an increase in wages would be a good incentive.
Passive	maybe if the pay increased a bit more
Passive	Medicaid returns to seeing walk-in client's that need help applying.
Passive	Melissa Swann is a phenomenal manager. She has compassion for others, and will help us to complete tasks in the office. We are very blessed to have her.
Passive	Merit raises
Passive	monetary compensation needs to increase to reflect the cost of living increase
Passive	Monetary compensation that keeps up with cost of living.
Passive	More and better ways to move up in the agency for all respective job titles. It would be ideal for pay to increase, but failing that, a position move could increase your pay band. Opportunities need to be provided to all that don't force you to always have to move to Columbia.
Passive	More clearly defined job responsibilities/duties and increase in pay when asked to do more than what you were originally hired to do.
Passive	More compensation
Passive	more competitive salary
Passive	More fair compensation and growth opportunities
Passive	More job openings to apply for.

Passive	More job openings.
Passive	More money
Passive	More opportunities for a quiet work space. Cubicles are inefficient and distracting.
Passive	More opportunities for advancement and increased pay.
Passive	More opportunities for advancement.
Passive	More opportunities for growth outside of state office.
Passive	More opportunities for training and growth.
Passive	More opportunity for promotion.
Passive	More pay
Passive	More recognition, rewards, or bonuses.
Passive	More stability
Passive	More standard operating procedures in place for new employees and training on those procedures.
Passive	Most individuals searching our job website are appalled at the salaries and even though we can make recommendations to them to check out SCJobs, not many will apply because of the pay scale.
Passive	Most people do not have the experience that the organization requires. I know a few people that would be a great candidate but they do not meet the requirements to apply. But yes, I would recommend someone to apply.
Passive	My opportunities
Passive	my overall experience I have with the company.
Passive	My willingness to recommend the organization as a good place to work, to a friend or colleague would increase if better compensation was offered and boosting office morale in the local eligibility offices.
Passive	N/A
Passive	N/A
Passive	n/a
Passive	N/A
Passive	n/a
Passive	N/A
Passive	n/a
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	n/a
Passive	N/a
Passive	N/A
Passive	N/A
Passive	N/a
Passive	N/A
Passive	N/A
Passive	N/a
Passive	N/A
Passive	N/A
Passive	na

Passive	NA
Passive	NA
Passive	NA
Passive	NA
Passive	NA
Passive	na
Passive	No comment
Passive	No response.
Passive	No suggestions that can be implemented
Passive	None
Passive	NONE
Passive	Not everyone is willing to accept the pay scale just for the benefits.
Passive	Not feeling like the odd man out
Passive	nothing
Passive	Nothing
Passive	Nothing
Passive	Nothing
Passive	Nothing
Passive	Nothing at this time. I recommend it often.
Passive	Nothing needed.
Passive	Nothing, I have recommended this work place to friends
Passive	Now that we have a better leadership in this office I would recommend this job to other people. It's more equal treatment in the office now.
Passive	Open postings with opportunities for growth.
Passive	opportunities for advancement.
Passive	Opportunities for career advancement
Passive	Opportunity for raises and/or bonuses.
Passive	opportunity to advance and receive more pay.
Passive	Organization-wide activities that occur more often than once a year for employee appreciation day. For example, other organizations participate in charity walks and will give their employees the time off or another incentive to participate.
Passive	Overall salary increases or incentives based on performance. There are staff members that have been working for 10 years and have never received a raise.
Passive	Passionate, Team player, and Dedicated to the people we serve.
Passive	Pay
Passive	Pay
Passive	PAY
Passive	pay
Passive	Pay
Passive	Pay
Passive	pay
Passive	pay , health insurance benefits , less out of pocket cost
Passive	Pay and other incentives
Passive	Pay in comparison to longevity and knowledge of subject matter.
Passive	pay increase
Passive	Pay increase
Passive	Pay increase
Passive	Pay increased and better benefits.
Passive	pay increases
Passive	Pay increases based on performance.

Passive	Pay ratio and fairness.
Passive	Pay Scale
Passive	Pay scale increase.
Passive	Pay, rises, and Bonus
Passive	Probably only the pay. The pay is the only downfall to this job.
Passive	Provide professional, responsible staff with flexible telecommuting options as was previously in place.
Passive	Rate of pay, and fairness in the workplace
Passive	referral compensation
Passive	Regular and consistent pay raises.
Passive	Requiring everyone (all state and contract workers) to adhere to policies and timeliness standards will increase efficiency, productivity, and service delivery. Also salaries are not commensurate with experience and have greatly lagged behind today's economy.
Passive	Room for growth
Passive	Salary
Passive	Salary
Passive	Salary
Passive	Salary
Passive	Salary and Health Care Benefits
Passive	salary negotiations
Passive	Stability
Passive	starting salary
Passive	Starting salary
Passive	strength the ethical and quality work rather than numbers and productivity
Passive	The ability to help the participants we serve
Passive	The agency be more considerate of the employees
Passive	The benefits are good.
Passive	The chance to earn fair raises depending on job performance.
Passive	The compensation
Passive	The guarantee that telecommuting will still exist to those who earn it and prove to be dependable telecommuters.
Passive	The hiring process.
Passive	The increase in pay would be the factor of my willingness to recommend anyone to the organization.
Passive	The learning curve is a tad steep; perhaps more one on one training?
Passive	The one thing that increases my willingness to recommend the organization as a good place would be the stability of the job.
Passive	The opportunity to serve is what increases my willingness to recommend our organization. If you have a heart to serve in public service, this is a great agency to start with.
Passive	the Organization is a good place to work.
Passive	The organization's schedule is flexible and it is a friendly environment to work.
Passive	The pay
Passive	The pay
Passive	The pay
Passive	The pay
Passive	The pay and health benefits are not the best. We give our all to our communities for not much in exchange.
Passive	The pay needs to match our work.
Passive	The pay rate.

Passive	The professionalism of the organization.
Passive	The rate of pay willing to increase with the skills that's provided
Passive	The salary
Passive	The salary and more opportunites/positions.
Passive	The starting Salary for the position is not fair for the amount of work that we do daily. Increase the salary and add more benefits for people with small children to help pay for child care expenses.
Passive	The work hours
Passive	their skills sets are recognized and they are given the opportunity to advance into management.
Passive	There is nothing wrong with the organization. I would recommend to anyone straight out of college to apply for a position for the experience. You have to weigh all factors of the job such as benefits along with wages but I would not expect them to be satisfied five years later with the wages
Passive	They are fair in making good decision.
Passive	Things need to be less complicated. The computer systems are complicated and challenging. This causes undue stress. Our jobs are stressful enough already. If things were more streamlined and less complicated, I would refer friends.
Passive	This is a good organization to work for but again the pay does not equal up to the amount of stress related work that is done. If the pay was increased I would recommend without hesitation.
Passive	This is a good organization. The upper management really cares and is personable with all employees.
Passive	This is a good place to work. It just needs some adjustments.
Passive	This is a great place to work but the pay could be a little better.
Passive	This is a great place to work. There are many different career options under one agency
Passive	This is a great place to work. I would just like to see workers get paid more and more comparable to other states who does the same work for more pay.
Passive	To know after working 6 months or more you will get a increase on your pay.
Passive	Training
Passive	Turn over rate decreases
Passive	Upper management really needs to attentively listen and facilitate improvement strategies recommended by program operations. The employees who deliver the services are the ones who know more of what's happening in our communities and our successes due to their service input with each Medicaid Beneficiary receiving our services.
Passive	Varies depending on supervisor
Passive	Very Likely
Passive	We need higher pay.
Passive	What would increase my willingness to recommend the organization a good place to work would be if I felt more respected as a professional and given opportunities to serve families in the county in which they live.
Passive	When the fast pace that the agency is working at slows down a little bit.
Passive	Willingness would increase if the day and incentives increased.
Passive	Work hours
Passive	Yearly salary increase
Passive	Yes, but would be direct in letting them know that salary compensation is not great.
Promoter	10
Promoter	A little more flexibility in schedule.
Promoter	A more solidified training regimen.
Promoter	A pay raise or bones.

Promoter	A yearly bonus would be nice. However as it stands this is a great organization to work for. It challenging and rewarding with every family that you serve.
Promoter	Additional compensation
Promoter	Although nothing is perfect this is a good place to work
Promoter	An increase in the compensation offered to Nurses.
Promoter	An increase in the entry level position's pay would be nice.
Promoter	Being able to continue to help others and the work hours.
Promoter	Being able to promote incentives and advancement within the organization.
Promoter	Being able to provide help. Services are available but, often times the public is not aware
Promoter	Benefits
Promoter	Benefits, the work hours, and the opportunity to advance in the Agency.
Promoter	Better compensation.
Promoter	better hiring pay
Promoter	better pay
Promoter	Better pay
Promoter	Better pay
Promoter	Better pay.
Promoter	Better pay. It's a lot of mental work for starting pay amounts.
Promoter	Better pay...especially for service years. Other than that, this is a great organization to work for and the benefits are awesome!
Promoter	Better paying positions
Promoter	better training
Promoter	better wages.
Promoter	Can't think of anything
Promoter	Competitive salaries
Promoter	Consistent leadership of senior management (director) would be nice. Very short tenure in my time with the Agency.
Promoter	Designing income that represents our positions.
Promoter	Dis respecting the citizens of South Carolina.
Promoter	Do this on a regular basis by printing job announcements and giving to family and friends.
Promoter	Educate the person on the organization program/services.
Promoter	Employee Recommendation Program that offered initiative for recommending someone for a job opening , who is hired on.
Promoter	Excellent State Agency.
Promoter	Fair and equitable salaries. Four people I have recommended to this agency declined due to sub-standard salary.
Promoter	Fair compensation and promotion within the organization.
Promoter	Faster decision making in the hiring process. Higher salary.
Promoter	Finders fee/bonus for recruitment of staff. Opportunity to supervise those who I know who are quality employees.
Promoter	For me, it would be my area. We have a good, strong team and we constantly do things to maintain the teamwork atmosphere.
Promoter	For me, to continue to do my job as is. And a raise (benefits) always help.
Promoter	Good organization
Promoter	Government should consider increasing the pay of state employees.
Promoter	great place to work but the money is not what you will get with a private sector.
Promoter	Have more of a flexible hours

Promoter	Higher minimum starting salary
Promoter	HIGHER PAY OR AT LEAST THE CHANCE FOR PAY TO INCREASE OVER TIME.
Promoter	Higher pay would increase my willingness to recommend the organization as a good place to work.
Promoter	Higher paying positions
Promoter	Higher salaries
Promoter	Higher salaries would be more appealing to friends or colleagues.
Promoter	Higher salary and more benefits
Promoter	Higher wages, and senior staff changes
Promoter	I absolutely love the environment, employees, culture, and mission of the agency and will implore anyone to work for this agency.
Promoter	I actually recommend and ask for courtesy interviews for colleagues that I feel would fit the job on a regular.
Promoter	I already have
Promoter	I already have. My coworkers are knowledgeable and people-oriented. We help people in at-risk categories. The pay is a bit on the low side, but the benefits are great.
Promoter	I already recommend friends to apply for positions in the agency.
Promoter	I already tell people that I talk to about my work and if they are looking for a job I tell them how to apply.
Promoter	I always recommend this agency as a good place to work.
Promoter	I am a walking advocate for the agency and the services the agency provides. My beliefs and values are aligned with the organization. More leadership and development workshops and incentives such as pay increase, bonuses etc.
Promoter	I am always recommending others to join our agency. In my current role with the agency, I have the privilege of hiring staff to join of agency. I often find myself acting as a recruiter, especially when out in the community.
Promoter	I am more than willing to recommend a friend or colleague apply for employment and or work at SCDHHS.
Promoter	I am willing to do so to begin with. Nothing will increase the willingness.
Promoter	I am willing to recommend the organization to a friend or colleague because of the work-life balance.
Promoter	I believe that there should be a salary increase.
Promoter	I believe this is a great place to work.
Promoter	I feel that at times, more training opportunities should be presented to make sure we are all on the same page or even refresh those that have been here for a while. I realize that there will be situations that arise that we can not plan for and we are all constantly learning new things every day-and there is no "hand holding" rather it is more about assisting and helping each other or bouncing ideas off each other. But sometimes more training or one on one training is a good idea versus just turning someone "loose". It needs to be taken into account that each person learns differently-some may benefit from more one on one training while others benefit in a class setting then completing tasks on their own.
Promoter	I have expressed by feelings about this position in the organization to my friends and other associates that it is a wonderful place to work. You have such a great opportunity to serve your community along with the whole state.
Promoter	I have made recommendations for family and friends to join this agency.
Promoter	I have recommended DHHS to several AMD helped recruit staff/managers.
Promoter	I love this Agency.

Promoter	I miss the food being provided at management/ team events by the agency. That brought everyone together and was good for team building.
Promoter	I often do this now.
Promoter	I often tell others that the work we do at DHHS in providing critical healthcare services to some of the most vulnerable citizens of our state gives me such a rewarding feeling and they would want to be part of an organization with our mission.
Promoter	I share our job postings on my social media accounts. I think it is the most efficient way to bring in applications from a more diverse population. However, a lot of times people state they would love to apply but the pay is what prevents them.
Promoter	I tell everyone about the organization now!
Promoter	I think if you like helping people this is an awesome job. I am confident that things are getting better so I feel it is a great place to work and would recommend to anyone
Promoter	I think it's a great job and great thing to do, especially if you like helping others.
Promoter	I truly believe that the level of education required for the position I hold with the organization, does not require a Bachelor's degree. If the educational requirement was lowered to an Associates degree or even a high school diploma, I would truly without hesitation recommend the organization.
Promoter	I want to be very clear here and specify that I would and have recommended working in Eligibility Appeals to others. I would not recommend working as an eligibility worker or supervisor in this present climate where the focus seems to be solely on production and true customer service seems to have disappeared.
Promoter	I will likely recommend
Promoter	I would highly recommend anyone to work for the organization as it is a great place to work.
Promoter	I would like to see better health benefits & pay increases more often
Promoter	I would recommend and have recommend for others to apply at DHHS.
Promoter	I would recommend SC DHHS to a friend.
Promoter	I would recommend someone to work with DHHS if their was a local opening
Promoter	I would recommend the agency as a good place to work.
Promoter	I would recommend the organization as a good place to work, but wish the pay was more competitive.
Promoter	I would recommend this agency because DHHS has shown me respect during my 32 years. I liked that DHHS-division I work in respects all employees regardless to what their position or title is.
Promoter	I would recommend this agency to a friend or colleague because I feel that the agency works with employees and gives us a fair chance.
Promoter	I would recommend this as a place to work now to my friends or colleagues.
Promoter	I would recommend.
Promoter	I've already recommended friends and they have applied for positions as well.
Promoter	I've rated this the highest possible, I don't have any input here.
Promoter	If the base compensation for case workers higher/closer to \$30,000 for college graduates
Promoter	If the money was more than what it is now.
Promoter	If the salary was increased, I would tell all of my friends to come work for DHHS.
Promoter	If there are significant raises, increases to my salary.
Promoter	If there was transparency in how promotions are granted and a clear effort to create career paths for motivated employees.
Promoter	If we had higher pay.
Promoter	Improved benefit package.
Promoter	Incentives

Promoter	Incentives
Promoter	Incentives like extra pay for every person I recruit
Promoter	income
Promoter	increase benefits
Promoter	Increase salaries, and pay raises.
Promoter	Increased pay and benefits
Promoter	It is rewarding work with good benefits.
Promoter	It really wouldn't take anything else to increase my willingness to recommend this job.
Promoter	job availability
Promoter	Leadership is awesome and the caring heart motivates you to strive daily and accomplish the mission.
Promoter	Leadership.
Promoter	Letting them know about advancement opportunities.
Promoter	maybe if the pay was better and we got raises more often. it is kinda said that someone off the street can be at same pay rate as some one that has been here for 15 years. Time in organization should make a difference with pay
Promoter	Money
Promoter	more advancement opportunities
Promoter	More consistency with the agencies in different areas, where everyone is on the same page.
Promoter	More follow through on planned activities
Promoter	More incentives
Promoter	more openings
Promoter	More pay, or bonuses
Promoter	More recognition for the employees of goals meet within the company.
Promoter	More steady direction for the big picture.
Promoter	Most people are looking for more money; however I do recommend my friends because it's a great organization to work for.
Promoter	My willingness would be increased if the organization continue to value their workers and acknowledged their work. Also treat workers fairly. If a worker is not doing what he or she is assigned to do then that worker should be penalized not an entire group due to the entire group did not abuse their work duties. The saying one bad apple spoils the batch should be avoided due to an individual can get rid of that bad apple and continue to have a great batch.
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	n/a

Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	n/a
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	N/A. I have already recommended that several of them apply for open positions.
Promoter	na
Promoter	NA
Promoter	NA
Promoter	NA
Promoter	NA
Promoter	na
Promoter	NA
Promoter	NA
Promoter	No suggestion comes to mind.
Promoter	Not applicable. I am pleased with the "perks" of working for SCDHHS.
Promoter	not sure, I have recommend and gave out the web-site to apply for jobs.
Promoter	Nothing
Promoter	nothing
Promoter	Nothing
Promoter	nothing
Promoter	nothing
Promoter	Nothing
Promoter	Nothing I have recommended to several people
Promoter	Nothing to add.
Promoter	Nothing would increase my willingness at this time.
Promoter	Nothing, I am extremely likely to recommend the organization to others.
Promoter	Nothing, if you have a passion of helping others then this would be an excellent fit for you.
Promoter	Nothing, it's a great place to be!
Promoter	Nothing, this is a great agency to work for and my recommendations are already at a high standard for this agency.
Promoter	Nothing.
Promoter	Nothing. I am very happy to refer others to apply to our organization.
Promoter	Nothing. This agency is great place to work.
Promoter	Nothing. I would absolutely recommend, to a friend or colleague, the organization as a great place to work.
Promoter	Nothing. It is a great place to work.
Promoter	Our agency remains a good stable place to work with many benefits available for staff.

Promoter	Pay
Promoter	pay
Promoter	Pay , and advancement
Promoter	Pay increase
Promoter	Pay increase.
Promoter	pay rate
Promoter	Pay rate and the team work.
Promoter	Pay, the organization is A great place to work but there need to be A pay increase. The pay is A little low. You have to love people and can deal with the day to day stress of the job without a lot on money
Promoter	Raises
Promoter	Salary
Promoter	Salary
Promoter	Salary
Promoter	salary
Promoter	Salary Compensation
Promoter	Salary more in line with the economy.
Promoter	SCDHHS is an organization that is about serving the citizens of SC with health care benefits(uninsured as well as those who have private insurance). Also the benefit package which covers annual, sick, insurance benefits etc where someone can work, retire from and have a role in public service.
Promoter	Shown interest in state worker's interest, well-being, and pay by state legislature
Promoter	Space issues are solved.
Promoter	stability, growth, working environment
Promoter	The ability to telecommute.
Promoter	The agency has/had incentives.
Promoter	The agency speaks for itself. Anyone would be happy to work for this agency.
Promoter	the benefits and the hours
Promoter	The benefits within the organization.
Promoter	The benefits, environment, and overall work duties
Promoter	The benefits.
Promoter	The compensation
Promoter	The department is like a family and every coworker and supervisor want to see you be successful. They want to make sure you understand the information you are retaining.
Promoter	The environment is a very organized and friendly place to work and if they like to give back to others this job will be a great opportunity for them to work.
Promoter	The environment is nice, and you have the resources to do your job efficiently, and we work as a team.
Promoter	The friendliness of the staff and support from co-workers
Promoter	The friendly environment
Promoter	the hours of operation, and the people that work here
Promoter	The income
Promoter	The money.
Promoter	The more pro people it becomes. It is already a pro people agency and I am perfectly at peace with it.
Promoter	The opportunity for advancement.
Promoter	The opportunity for higher compensation and a more open and understanding relationship between departments and divisions.
Promoter	The opportunity to excel within the organization.

Promoter	The organization is a great place to work.
Promoter	The organization is not only base in productivity also in staff support, professional and personal.
Promoter	The organization makes training a high priority. I think the organization has a very good approach to grooming and growing talent. I really can't think of a category the organization does poorly.
Promoter	The overall importance of the mission of this organization, as well as the exceptional working conditions.
Promoter	The stability of the job. There are numerous positions available to be able to grow throughout the agency.
Promoter	the training is wonderful
Promoter	The variety of jobs that are available.
Promoter	The work environment is really nice.
Promoter	the work schedule
Promoter	This a great place to work and you have great benefits.
Promoter	This agency will provide excellent training and you can advance within the agency.
Promoter	This is a good place to work and I always recommend this organization but it has give people more opportunity to grow and make more money for their family.
Promoter	This seems to be a great organization to work for -no recommendations at this time
Promoter	To have leaders that know how to put their personal feelings aside and be professionals with their workers.
Promoter	Training on major changes needs to be better, maybe in a classroom setting instead of on web.
Promoter	When the supervisor and caseworkers salary are increased appropriately. It is not fair that LTC, Specialty and the Processing Center is making more money than the other supervisors and caseworkers. The titles need to be in line also, Human Services Coordinator I should be Program Coordinator II just like everyone else and the Human Services Specialist II need to be Program Coordinator I. The administrative Specialist II salary need to be increased also.
Promoter	Would be hesitant to recommend person to apply for Human Services Specialist because of the low salary rate. Raising that area of compensation would increase my willingness to recommend a friend or colleague for that position.

Action Planning - Willing to Recommend as Good Place to Work

Review the free responses to determine what would influence team members to increase their willingness to recommend. Summarize the most frequently cited responses.

1. _____

2. _____

3. _____

List actions you can take, as an individual leader, to increase your team members' willingness to recommend:

List suggested actions your organization can take to increase team members' willingness to recommend:

Free Responses - Willing to Recommend Products and Services

Free Responses: What would increase your willingness to recommend the products and services we offer?

Detractor	Shorter wait times in the lobby.
Detractor	.
Detractor	.
Detractor	aaaaaaaaaaaa
Detractor	Across the board and fair salary increases
Detractor	approval rate
Detractor	Because of the salary.
Detractor	Better forms of delivery.
Detractor	Better organization not so strict policy
Detractor	Better pay that is more commensurate with education and experience in DHHS services offered to the public.
Detractor	Better training and efficiency and access to the resources individuals need to perform their job.
Detractor	Better understanding of our catalog of products and services.
Detractor	change in some of management, more pay, ability to rise in agency
Detractor	Clear guidance on what is available and why. No one has the full picture and that is disjointed.
Detractor	compensation
Detractor	compensation for the entire department
Detractor	Compensation, better internal communication, less bureaucratic structure
Detractor	Currently I don't know enough to recommend the products/services offered with this organization.
Detractor	Does not apply
Detractor	Don't think this really applies to my position
Detractor	Don't understand the question. If a family qualifies for Medicaid or BN, there's a need that has nothing to do with my recommendation. Other than BN or Medicaid, I'm not knowledgeable about other products and services.
Detractor	easier case processing
Detractor	Fix the large backlog of applications/reviews.
Detractor	Give persons who are low income but have no children a chance to qualify for services
Detractor	Giving sample to test out then we can recommend them to those who might be interested.
Detractor	good
Detractor	hard to say
Detractor	higher wages
Detractor	How do you recommend Medicaid
Detractor	How likely am I to offer Medicaid. I guess just based on whether or not someone is in need of services, but I do not know when or how this conversation would come up so I put 2.
Detractor	I am not sure I understand this question.
Detractor	I believe in our services to the community, but feel that better morale and employee satisfaction would improve what we already do. I feel employees get frustrated and the amount of excitement and drive to do our job decreases.
Detractor	I do not understand this question. We offer free medical coverage to ppl who need it. Would recommend that for anyone who might need it.
Detractor	I do not know enough about the services provided.
Detractor	I don't feel like I have to recommend our services.
Detractor	I don't know anyone who NEEDS nursing home care at this time. It's kind of hard to "sell" that to folks who don't need it.

Detractor	I don't think this question is appropriate for our agency. Perhaps you should consider taking this out as our services are based on very specific criteria. While I have recommended to people to explore if they were eligible for some of our services, there is no guarantee they would be able to actually receive them.
Detractor	I don't feel as if we have good customer service. If clients come into a local office their case should be processed that same day. Sitting down and communicating with the clients are very important but it seems as if they are just another piece of paper on the computer.
Detractor	I limit my recommendations to my area of expertise which is Finance.
Detractor	I really would like for eligibility workers to work with less systems. I think the services we offer are great.
Detractor	I tell people about services we offer .
Detractor	I tell people when they ask about it.
Detractor	I think the products and services offered by SCDHHS are needed for many of the citizens in the state of South Carolina. I believe that SCDHHS will work tirelessly to make the necessary steps to assist families who need the services of BabyNet. I see streamlining efforts, such as the changes being made with the addition of CRT, will benefit the BabyNet system as a whole, and hopefully will be a big step in the process of lifting the program up to OSEP meet standards.
Detractor	I think we should be more up to date on products
Detractor	I will do that if someone states that they need medical insurance only recommending they seek the services
Detractor	I would be most likely to recommend Medicaid to someone with a disabled child, or an elderly relative that needs long term care. It's not that I wouldn't recommend it, but I know a lot of people would not meet the financial requirements.
Detractor	I would have to encounter someone who needed our services. I currently haven't run into anyone in that situation in my daily life.
Detractor	I would have to qualify.
Detractor	I would have to understand a person's needs to determine which products and services to offer.
Detractor	I'm not sure
Detractor	I'm not sure, being that policy states that we, as SC State employees, we should not be talking about Medicaid outside of office hours and outside of a Medicaid Office.
Detractor	If client beneficiary communication was quicker and more effective so that individuals are not left waiting or left with questions with no way to get answers.
Detractor	If customer service was more valued. No one wants to be told it'll take 2 weeks or 45 days to complete your application when it actually could be done that day.
Detractor	If I knew that Medicaid applications were more timely processed.
Detractor	If I know someone who is seeking services, I would most definitely recommend that they apply for Medicaid.
Detractor	If Medicaid had tighter provider policies to better manage our tax dollars.
Detractor	If questioned about services our agency offers I would help families that need our services. However, the process in getting the services our agency offers it takes to long to process applications and the people that need our services are in need when they apply not a year down the road
Detractor	If someone would benefit from the services, I would recommend them so they may be able to get the assistance they need.
Detractor	if the agency would put the citizens of SC first instead of statistics.
Detractor	If the Medicaid state recovery would go away.
Detractor	if we will be paid fairly and have salary increase yearly
Detractor	Improvement in quality of services provided such as case management.

Detractor	N/A
Detractor	N/A
Detractor	N/A
Detractor	N/A
Detractor	n/a
Detractor	n/a
Detractor	N/A
Detractor	n/a
Detractor	n/a
Detractor	n/a
Detractor	N/A
Detractor	N/A
Detractor	N/A.
Detractor	NA
Detractor	NA
Detractor	NA
Detractor	NA
Detractor	na
Detractor	NA
Detractor	Need coverage for people ages 19-64
Detractor	netural
Detractor	no answer
Detractor	no comment
Detractor	NO comment
Detractor	no comment
Detractor	No comment.
Detractor	No comment.
Detractor	no need to recommend, product speaks for it self
Detractor	none
Detractor	NOPE
Detractor	Not applicable - these are government services.
Detractor	Not Applicable.
Detractor	not really an oppportunity to go out and inform the community if it was supported by the supervisor
Detractor	not really offering services
Detractor	Not sure
Detractor	Not sure what this question is referring to.
Detractor	Nothing
Detractor	nothing
Detractor	Nothing
Detractor	nothing
Detractor	Nothing
Detractor	Nothing
Detractor	Nothing.
Detractor	Nothing.
Detractor	Nothing.
Detractor	Nothing.
Detractor	Nothing.
Detractor	nothing. Use as an absolute last resort, like it is supposed to be.
Detractor	Our turnover is high for several reasons, so wouldn't refer anyone to this agency @ this time.
Detractor	Outreach programs

Detractor	Pay raises and bonuses for the producing areas per employees. Also more staff for the workload.
Detractor	People usually come to get Medicaid services as a last resort - just saying -
Detractor	Policy clarification & proper procedures.
Detractor	Prefer not to say
Detractor	Process of how long it takes to complete a case
Detractor	Qualification requirements fits/match their household needs.
Detractor	reduction in errors in business processes and timely updates to meet changing healthcare environment
Detractor	Since Medicaid is an assistance program supported by taxpayer dollars, I don't think I would try to get more people on it. However, if I knew of someone that truly had a need for assistance, I would recommend the services and products that Medicaid offers.
Detractor	stick with the product
Detractor	The agency should become more involved in the community.
Detractor	The need of the person.
Detractor	The Product is Medicaid that we offer to our clients and the Service is like our vans,shuttles,Phone Bank and Health Fairs.
Detractor	The services offered at DHHS are very specific to qualified Medicaid applicants and I'm not involved really with making those decisions.
Detractor	They're fine
Detractor	This questions is irrelevant to the eligibility requirements of the programs administered by the agency.
Detractor	this seems like a ridiculous questions to ask people that work fir this agency.
Detractor	This seems out of context.
Detractor	To increase the pay
Detractor	Understanding more of what products and services are offered.
Detractor	Unknown.
Detractor	WE DON'T OFFER PRODUCT
Detractor	We are a public health care organization with financial eligibility requirements. I don't think recommending products and services necessarily apply to health care service delivery.
Detractor	We do not offer any services or products
Detractor	We really only offer services and the services are not a retail item.
Detractor	When the software works without multiple problems that slows down the production of work being done.
Detractor	When you reward an employee then they are more likely to return the favor.
Passive	-
Passive	?
Passive	A better option and more clarified understanding of the various products and services.
Passive	A better understanding of all programs and benefits offered in all categories
Passive	A better understanding of the variety of services we offer.
Passive	A better understanding of what services are available.
Passive	a decrease in the waiting process
Passive	A little tighter control on making sure casemanagers do what they are supposed to do, and tighter control on making sure the contracted providers provide the services on a consistent basis.
Passive	a lot time when you recommend someone to apply for services they need assistance and I don't want them to think I am the reason why they did or did not get services.
Passive	A more detailed explanation to others about the services that are offered.
Passive	Advertisement of products and services more on local television. This would help someone to know if they have another option for health insurance.
Passive	Already recommend to everyone

Passive	Always telling people my agency DHHS hiring. Would recommend the services if management would allow employees to sit-in on Interviews like Roper Hospital do to determine if that person would be the Right person/fit for the job. By doing this would increase my willingness to recommend this type of job to the community or job market.
Passive	An ability to better gauge the quality of the product.
Passive	As I get to learn more about the services I will feel more comfortable knowing what to offer.
Passive	Assurance of being able to provide our services timely and accurately with a system that is dependable and not so time consuming
Passive	availability
Passive	Becoming more educated regarding the products and services of our organization.
Passive	benefits that are available
Passive	Better benefits and resources to offer such as transportation and home repair. Many elderly have to live with leaky roofs.
Passive	Better dental coverage.
Passive	Better information about all the benefits/services offered by the agency.
Passive	Better monetary compensation.
Passive	Better Offers
Passive	Better policies and standards
Passive	Better social media presence, website information and easier application process would increase my willingness to recommend the products and services we offer.
Passive	Better understanding of who the external customers are and what is available to them.
Passive	By educating more employees about the different products and services offered
Passive	Change in customer service to be more client oriented
Passive	changes in policy
Passive	COMMUNICATIONS
Passive	Community events, health fairs, etc.
Passive	DHHS does great work for the state of SC, however, how employees are treated and compensated doesn't reflect the same sentiment. If I was getting paid my worth, at least I would feel better about the work I do.
Passive	DHHS is a great agency, I always recommend services to those who could benefit.
Passive	Direct Management is willing to work with staff
Passive	Doesn't have to be increased by much. The services are beneficial to people if they could ever get approved for them.
Passive	Don't know.
Passive	Employer keeping the employee informed of changes, so that we are kept on top of things.
Passive	Fine as is
Passive	Flex work schedule.
Passive	Higher income limit for aged and disabled.
Passive	higher salary
Passive	I already currently recommend the services and products.
Passive	I am always happy to promote a system that assist and help others.
Passive	I am always willing to help and recommend services while I'm at work. However I am cautious outside of work because it is my family time. When put in this type of situation outside of work, I refer to local office or state office #.
Passive	I am more than willing to recommend our services if anyone is in need, sometimes they don't think they want help from our agency only because they don't actually understand all that we do.
Passive	I am not sure.
Passive	I believe everyone should have healthcare coverage!!!!

Passive	I believe that my program is wonderful in concept. And the services offered are truly needed. It's the processes used to get people on the program that need re-vamping.
Passive	I believe this organization really is dedicated to those we serve but now it feels very numbers driven and less quality driven. If the organization were to be more focused on the quality of care and not the quantity of people being "moved through".
Passive	I do not have a problem recommending our services.
Passive	I do not know anyone who receives Medicaid to my knowledge, and not receiving it myself, I simply am not familiar with the specific products and services that we offer in that regard.
Passive	I do not of anything.
Passive	I don't have any other recommendations.
Passive	I have helped to explain the process and answer questions to people in the community.
Passive	I hear that many people have difficulty in getting things approved. Wish we were more willing to cover certain things.
Passive	I inform people about Medicaid if it comes up in conversation. It is every state resident's right to apply for Medicaid.
Passive	I just need more knowledge at this point in my job. I`ve just started with this program.
Passive	I really have nothing to say regarding this.
Passive	I recommend Medicaid to people who appear eligible and in need
Passive	I recommend the services.
Passive	I share my knowledge with those in need. The more knowledge I have and better understanding the more I can give the community.
Passive	I think everyone know about Medicaid...
Passive	I think our products are very helpful to the help in SC that needs assistance
Passive	I will recommend our services to whom ever may qualify.
Passive	I would already absolutely recommend our services to those Citizens in need that qualify.
Passive	I would always be willing to provide information to someone who our services could benefit.
Passive	I would definitely recommend Medicaid services to any client. I believe if they client needs coverage they should see if they are eligible.
Passive	I would definitely recommend our agency and what we offer to those in need of it. Unfortunately, the need to attain services through agencies like ours is increasing because of the times we are living in. Statistic reporting may not show that however, South Carolina is usually ranked low in preventive health maintenance, and long term care planning. A lot of this is due to economics, such as employment availability and healthcare packages offered through employment as well as salaries that can't compete with other states. I will continue to recommend our services to others.
Passive	I would highly recommend the services!
Passive	I would recommend the services offered
Passive	I would recommend them
Passive	If a household/friend/family member is eligible for Medicaid, I'll refer them to us.
Passive	If anybody needs help, I would love to help them
Passive	If I understood the programs more.
Passive	If I were more knowledgeable about all of the Medicaid programs, that would increase my willingness to recommend the products and services we offer.
Passive	if the wait time was shorter
Passive	if the way we worked the cases would change. there is limited communication to the families asking for assistance. services are not getting to applicants fast enough and folks are dying before services can begin.
Passive	If there was ability to have more oversight.
Passive	If there was more competent staff and families had the ability to receive services quicker.
Passive	If we actually put the beneficiaries first over money.

Passive	If we could focus more on the elderly instead of families who have children. It seems that our policies make this vulnerable population less likely to complete the application process because of all the verification that we require from them.
Passive	if we could get fully staffed and not so far behind.
Passive	If we could give healthcare to adults without children or disabilities I would encourage more people to apply.
Passive	If we had more time to do quality checks on products instead of having to rush a lot of what we do.
Passive	If we oversaw the services better
Passive	Incentives to participate in health fairs
Passive	incentivize evidence based services
Passive	Income limits that REALISTICALLY suite "working" single parents and families with child(ren) under 19. Current income limits are unrealistic to the actual cost of childcare and good-safe housing options. Family planning healthcare that includes more coverage for preventive services to accommodate the current rising health issues. Create or include more dental care coverage.
Passive	Increased staffing
Passive	Information on all of the Medicaid programs and services need to be easier to locate and understand. A downloadable flyer on the agency website would be helpful.
Passive	intuition, language, navigation, accessibility
Passive	It can help someone in need
Passive	It would be easier to explain how our services help people if they were expanded.
Passive	Knowing that the contracted providers (PCI/PCII) had a good reputation and were more dependable in providing services to our participants.
Passive	knowledge about the product and service.
Passive	Learning different programs
Passive	Likely
Passive	likely to those that may need it.
Passive	Living wages
Passive	Long term care workers for each county office and speedier time frame for processing LTC applications
Passive	Medicaid expansion
Passive	Medicaid is a need not a product, so I would never deter people from receiving medicaid.
Passive	Medicaid is Medicaid....
Passive	Medicaid is needed for many.
Passive	More communication after.
Passive	More consistency in services-knowing that the services you tell clients about are actually being provided in the way that they were told about.
Passive	More efficient delivery of services.
Passive	More efficient processing times
Passive	more likely
Passive	More money
Passive	more of a team atompshere
Passive	More pay, better benefits
Passive	More positive things the agency has done for the community of Columbia and for the state government.
Passive	More programs for those in need
Passive	More recognition, rewards, or bonuses.

Passive	More streamline processes and better efficiency. Having MCO take over some program areas, and combining other areas for quality management and provider compliance. Also, hiring more qualified staff to handle the demand and supply of the needs of our society.
Passive	more training
Passive	more understanding of what we offer
Passive	My availability of choice of privacy in facilities for applicants.
Passive	my overall knowledge of the products and services we offer.
Passive	My willingness to recommend the products and services we offer would increase based on policy change to cover the disabled population without such a long wait time when dealing with vocational rehabilitation and allowing deductions for utilities when providing eligibility for the aged, blind, and disabled population since they are on a fixed income, most have worked all of their lives, and medical bills are astronomical.
Passive	n/a
Passive	N/A
Passive	N/A
Passive	n/a
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	n/a
Passive	N/A
Passive	N/A
Passive	N/A
Passive	n/a
Passive	N/A
Passive	N/A
Passive	n/a
Passive	N/A
Passive	N/A
Passive	n/a
Passive	N/A
Passive	N/A
Passive	N/A
Passive	n/a
Passive	n/a
Passive	n/a
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	n/a
Passive	N/A

Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	N/A
Passive	n/a
Passive	N/A
Passive	N\A
Passive	na
Passive	NA
Passive	NA
Passive	NA
Passive	na
Passive	NA
Passive	NA
Passive	na
Passive	no comment
Passive	No response.
Passive	no suggestion
Passive	No suggestion.
Passive	None
Passive	None
Passive	None
Passive	None at this time.
Passive	Not having Estate Recovery
Passive	not sure
Passive	not sure
Passive	Not sure
Passive	not sure what I would say.
Passive	Nothing
Passive	Nothing
Passive	Nothing
Passive	nothing
Passive	Nothing
Passive	nothing
Passive	Nothing
Passive	Nothing
Passive	nothing
Passive	nothing
Passive	Nothing would increase my willingness to recommend the products and services.
Passive	Nothing, the services we offer are beneficial and helpful
Passive	Nothing.
Passive	Nothing. I feel this is a favorable score.
Passive	Nothing. We offer a service to those who need health insurance. I always recommend applying to anyone who inquires or to anyone who may require insurance.
Passive	Nothing. I'm always telling people about our services when I think they can benefit from it.
Passive	Nothing. We help many in our communities and it makes me proud.
Passive	Organization go back to the number system.

Passive	Our clients receive excellent health benefits.
Passive	OUR ORGANIZATION AND CUSTOMER AND FAMILIES WE SERVE NEED US. REMEMBER YOU CAN ALSO BE THE ONE WHO IS ON THE OTHER SIDE OF FENCE. THAT IS WHAT INCREASE MY WILLINGNESS SERVE. WE LEND A HAND TO MAKE PEOPLE 'S LIVE BETTER. WE ARE ON A MISSION.
Passive	Our services are only for those that meet criteria
Passive	Overall good organization there to help individuals.
Passive	Pay Scale
Passive	People actually being eligible
Passive	Personal benefit
Passive	Put a notice in the application listed everything we need from them initially.
Passive	Quicker turnaround
Passive	Re vamp its process and payscale.
Passive	Re-instate workers seeing client's and not just done over the phone.
Passive	Removal of government red tape
Passive	satisfied
Passive	SC offers great services to their customers. Too bad they don't compensate their employees better.
Passive	SCDHHS provides great benefits to South Carolinians from a Medicaid Standpoint. As an employer, leadership stability would increase my willingness to recommend the products and services offered.
Passive	Services are good now
Passive	shorter waiting period
Passive	Simply knowing the person in need's income and resources.
Passive	Since we have to take the word of the client over proof or evidence, I would recommend our services to everyone and tell them to just challenge whatever is presented to them and they will get the product that they want even if they don't qualify.
Passive	speeder processing time for Non-magi and LTC
Passive	Staff works hard to ensure consumers were products needed.
Passive	Stop paying family members to act as personal care providers and only utilize certified nursing assistants.
Passive	Success rate of completing jobs and satisfied customers.
Passive	The ability to make a difference in ones life.
Passive	The benefits we offer
Passive	The organization has wonderful services for the community. We just don't pay the employees enough to do the work of assess all the cases that we have.qqz
Passive	The services are great that are offered by DHHS.
Passive	The services are offered for people who are unable to afford healthcare for their children and families. Person who are disabled and blind. Persons who need assistance with getting their premiums paid for Medicare. Persons who are pregnant and need insurance for themselves and unborn child.
Passive	The services that are offered are excellent for those who meet the qualifications.
Passive	The situation and need.
Passive	There are so many people out there that need help and despite how that State is handling their employees has no impact on my recommending resources to those that need the help.
Passive	They are something that someone needs so of course I would let people know about it.
Passive	This doesn't really apply too much to me or this agency. People either need it and use it or don't. We are not exactly a retail or other corporation.
Passive	This is not applicable.

Passive	this program is good for kids
Passive	This state offers good services to the people of South Carolina.
Passive	to have brochures to overview the programs so they would know which program to apply for
Passive	To simplify the case working process by providing more user friendly programs and software to be able to provide quicker determinations and to eliminate all the unnecessary case worker processing redundancy.
Passive	Training for employees that don't respond well to inquiries from either beneficiaries and families and/or to providers.
Passive	Unknown
Passive	Unsure
Passive	Very likely if the services fit the need and condition of the subject.
Passive	We are here to help those that are in need of help
Passive	We are Medicaid and I am proud of the service we offer and would recommend it to anyone that needs it.
Passive	We have good products and services
Passive	We need to get better at the basics of running this program. We need to replace our MMIS system, which is in progress. That will change the way we perform our jobs for the better.
Passive	we offer a good program.
Passive	We should consider going paperless. This would save the agency alot of money.
Passive	we work as a team
Passive	What would increase my willingness to recommend the products and services we offer would be if things could be more timely in providing the products and services.
Passive	When approached and I'm told of a situation, I always suggest applying for Medicaid to see if the individual may be eligible.
Passive	When I see people who are in need of services, I make them aware. It is very frustrating when families are misinformed by other DHHS agency staff about what CLTC can offer and we have to explain the criteria to them but they were previously told something different.
Passive	When you need Medicaid, it is a good program
Passive	Wider range of dental and eye care benefits.
Promoter	would recommend . no need for new services.
Promoter	nothing would increase my willingness to recommend the product it is available to all to apply.
Promoter	.
Promoter	.
Promoter	a
Promoter	A faster response time and easier way for the community to get answers.
Promoter	A lot of people just don't know what is needed and are afraid to apply for lack of knowledge.
Promoter	A more clearly interpreted policy.
Promoter	A more easier way to access these services.
Promoter	A policy and procedure manual.
Promoter	A sense that there is a culture of dedication toward our participants across the board with case management providers.
Promoter	Absolutely; we make a difference in the lives of persons served.
Promoter	Access
Promoter	ADDING MORE SERVICES THAT MEDICAID WOULD COVER
Promoter	Additional knowledge
Promoter	Additonal products and services.
Promoter	All residents have the right and need to have access to health insurance. I would always recommend someone to seek help when needed.
Promoter	Already recommend when the opportunity arises

Promoter	Always
Promoter	Always recommend the product.
Promoter	Always share information about our program/ agency with anyone in need of services
Promoter	An wider blanket of opportunity to explain the services we provide.
Promoter	application processing more timely
Promoter	As long as qualified Medicaid recipients continue to get quality health and dental care, nothing is needed to increase my willingness. Application process could use improving but the agency is working hard to speed and simplify the process.
Promoter	As SCDHHS's systems become less bug ridden, the product will only improve. As it is, SCDHHS provides a very valuable service to the state of SC.
Promoter	At this time the quality of services are very good. I always highly recommend our program to people in the community as an excellent alternative to nursing home placement. However, I fear that this dynamic is being compromised due to the agency's unwillingness to offer merit salary increases and the recent trend of hiring less qualified workers in an effort to save money.
Promoter	available services
Promoter	Being able to be acknowledge for doing quality work.
Promoter	Being able to have access.
Promoter	Being knowledgeable of the products and services
Promoter	Being sure the providers provide top quality service and products
Promoter	Better communication to the public about what we offer.
Promoter	Better customer service
Promoter	Better employees for the PCI and PCII services.
Promoter	better knowledge
Promoter	Better resources. We have clients that need help in other areas & it's sad that we don't have the pamphlets or available information to provide to our clients.
Promoter	Better services
Promoter	Better treatment of staff
Promoter	can't think of a way right now.
Promoter	Can't think of anything
Promoter	caseworkers that genuinely work cases to help the clients not just to get clicks
Promoter	Citizens who really need health insurance that can not afford to pay on their own.
Promoter	Consistent decision making
Promoter	creating better opportunities for eligible people to apply for medicaid
Promoter	Currently recommend the services. No concerns
Promoter	Effective required field labels. These were not marked as required
Promoter	Everyone can use help
Promoter	Everyone needs medical assistance
Promoter	fast response
Promoter	Finding out those who need help and not receiving any type of medical coverage.
Promoter	For an individual who is struggling and could really need the help
Promoter	Good organization
Promoter	Great benefits of receiving the products and services
Promoter	Happy employees make a happy work environment which leads to better service and satisfied customers.
Promoter	Help
Promoter	I already do.
Promoter	I already promote our products and services to those in our communities
Promoter	I already promote our services as needed.
Promoter	I already recommend our services.

Promoter	I already recommend. Great services from at least my division
Promoter	I already share our services with others when appropriate.
Promoter	I always encourage for our clients to apply. If I know someone in need, I always urge for them to apply.
Promoter	I always encourage people who ask, if you are not sure if you qualify the still apply. You never know unless you complete and application
Promoter	I always inform people about Medicaid and to apply for it.
Promoter	I always offer or suggest people apply for services as those services, if the person is eligible, can be very helpful to our neighbors.
Promoter	I always offer our product and services to people because I know that the product we offer enhances people lives every day.
Promoter	I always recommend any products or benefits that are available.
Promoter	I always recommend Medicaid to those individuals in the community who I feel may be eligible and could benefit from the services.
Promoter	I always recommend our services for those in need of them.
Promoter	I always recommend our services.
Promoter	I always recommend services
Promoter	I always recommend the products and services, the clients keep me going.
Promoter	I always recommend the products to others that I know could benefit.
Promoter	I always recommend those in my community to apply for services or send them to our local Medicaid office.
Promoter	I always tell people to apply
Promoter	I always try to explore every possible product available to each client case I work & provide them referral information for other services in our community.
Promoter	I am a walking advocate for the agency and the services the agency provides. Already recommend the products and services the organization offers.
Promoter	I am already confident in recommending Medicaid services.
Promoter	I am already willing and ready to recommend what the agency has to offer.
Promoter	I am always a DHHS promoter within our community.
Promoter	I am always encouraging people to look into our services. I am very proud of the work I do and feel that there is a lot of misconceptions when it comes to applying for Medicaid.
Promoter	I am always willing to let everyone know the services that we offer. We offer great benefits to those that may qualify to receive them and it's beneficial for those that have no knowledge of our benefits and are able to receive them.
Promoter	I am always willing to tell people about the services we offer. The more people we can help (that need help) to better.
Promoter	I am currently happy with the services that we offer, I just wish there was a way for us to provide services such as LTC and little faster.
Promoter	I am helpful by nature, the services that are offered by the organization are amazing for people in need.
Promoter	I am satisfied
Promoter	I am satisfied with the products we offer. I wish our state participated in Medicaid expansion and had the ability to serve more in need.
Promoter	I am very likely to recommend our products and do on a daily basis.
Promoter	I am very likely to recommend the products and services that we offer.
Promoter	I am very likely to recommend the services offered.
Promoter	I am very likely to recommends the products and services of SCDHHS.
Promoter	I believe in Medicaid and am totally willing to recommend that a person apply for services.

Promoter	I believe in Medicaid and our services. I have used our products myself, and I can't thank the system enough for the help it gave me.
Promoter	I believe in the services this organization provides.
Promoter	I believe in what we do as an agency.
Promoter	I believe that the services we offer are absolutely awesome.
Promoter	I believe we provide good services to our consumers in spite of poor management.
Promoter	I can't think of anything more than I already do as a caseworker to inform people. Our products and services sell themselves. People NEED our services, they aren't out "shopping" for a better deal. We don't have to sell it...we just need to get the services to the people in a correct, timely manner instead of processing cases over a year old with some of the people deceased before we even get around to processing their application. Do you know how many times I have been told by an AR that their loved one died while waiting on us? They always say, "Well, we don't need you NOW." It's devastating as a worker to hear that.
Promoter	I can't think of anything. As an agency, we provide necessary and beneficial services to the community.
Promoter	I cannot think of anything
Promoter	I continue to tell others about the services our Medicaid program offers.
Promoter	I currently do recommend services to people who can benefit from the services.
Promoter	I currently recommend all who are needy or possibly eligible to apply for services.
Promoter	I currently recommend our products.
Promoter	I discuss the program to church members and friends and as they gather the long term care options they can make an informed choice. It is an excellent program have been for years!!
Promoter	I do not normally discuss work with friends and family.
Promoter	I do this all the time.
Promoter	I do this already
Promoter	I don't have an issue recommending our products.
Promoter	I don't have any issues recommending our products and services. I do it all the time.
Promoter	I don't have any recommendations. CLTC services are excellent and much needed in SC.
Promoter	I encourage those needing our services to apply.
Promoter	I enjoy promoting the socialization of healthcare, among many other aspects of our society.
Promoter	I feel our veterans need more options available to them to get full coverage
Promoter	I feel that the Medicaid programs are sufficient
Promoter	I gladly tell people about all the different Medicaid categories available. However, most are unable to be eligible because we didn't take the expansion.
Promoter	I have family members and friends with elderly people that think that they would not qualify for any of the services. I hear this from client everyday about the services or the thing that they qualify for within the agency.
Promoter	I have helped several friends and family members determine their eligibility for services.
Promoter	I have made suggestions to neighbors, family and friends to sign up for services of agency.
Promoter	I have recommended our services and programs to those populations who may be qualified for them. I have no way of knowing if a person will or won't qualify but I still let people know. I had this opportunity in my old position in TPL on a daily basis and often took the opportunity to explain services that were available that so many our SC populations are unaware of. I have always been honored and happy to help our people here in SC.
Promoter	I have seen what waiver services and CPCA services mean to the participants that we serve and would recommend CLTC services to anyone needing in home care.
Promoter	I HIGHLY RECOMMEND IT IF YOU NEED THE ASSISTANCE.
Promoter	I highly recommend the products and services.

Promoter	I know of people that are between the age of 19-65 that don't have children or disability. If there was a category that offered full Medicaid to those people I could tell a lot more people about the services we offer. However I do mention the services we offer to a lot of people and answer any questions they may have.
Promoter	I love the service we offer if the need is there. I see too many apply, but is not eligible because I know them, but I have to process the case according to what they put on the application. I am not an investigator, nor do our Agency want us to be. The process to get someone investigated is far out in left field. I see a lot of people getting over on the system, while the elderly suffers. The income guideline for the elderly need to change.
Promoter	I make recommendations when the need arises. We offer many programs for qualified clients.
Promoter	I mean, it's Medicaid. I would recommend it for people that would qualify for it. I don't think there's anything that would increase my willingness to recommend a social service...
Promoter	I offer and recommend all the services we provide plus some that other agencies provide.
Promoter	I offer for everyone to apply for apply for services.
Promoter	I often educate people about our program. I believe there needs to be more community outreach and notification to the public personally. I also feel people need to be better educated on the estate recovery. This has improved over the years but there are people out there if they are not of the SSI population then they do not always know about the estate recovery for some reason.
Promoter	I often find myself recommending BabyNet to friends and relatives in SC who have young children.
Promoter	I often recommend people to apply for Mcaid.
Promoter	I often share with people in my church community who seem unaware of the services that are available to them.
Promoter	I recommend our services to all who need it.
Promoter	I recommend outside of the office when needed.
Promoter	I recommend services when I come in contact with someone in need of our services.
Promoter	I recommend the service to those who are in need all the time.
Promoter	I recommend them now
Promoter	I recommend to anyone that is in need of medical/healthcare assistance to apply for coverage with our agency.
Promoter	I recommended the services we office.
Promoter	i strong recommend your products
Promoter	I talk about Medicaid when I'm in the public quite often. It is a great help to those who need it.
Promoter	I think DHHS tries to help people and that is something I really like to do.
Promoter	I think if we had printed information of the MCO and different things we offer, we could better assist the clients. Many people think that Medicaid only deals with Health Insurance. Also, a check list of what people need when applying would also be helpful.
Promoter	I think people should be aware of our services, sometime people just need a help and it is a good day when you can help make. someone's day a little better
Promoter	I think SCDHHS offers good benefits for spouses and families.
Promoter	I think that we are doing a great job in that area but we need to come up with services for the middle group of tax payers such as college students and middle aged patrons.
Promoter	I think this is a good place to work
Promoter	I will always recommend the services.
Promoter	I will always tell people to apply and come on over so that we can assist you. If we cannot assist them due to policy and they are denied we have resources in our County that have been approved to give to them so they don't go away without hope.
Promoter	I will continue to offer the services we provide.

Promoter	I will likely recommend
Promoter	I will offer all of the Products & Services we offer . Most Definitely
Promoter	I will recommend services we offer because it is my job and the services are fair and do good in our community.
Promoter	I will recommend the services we offer to anyone.
Promoter	I will recommend those services to the people that may be within the income limit
Promoter	I work ABD and really believe this group needs and deserves any help available to them.
Promoter	I work with long term care, unfortunately, its' not something any one wants to need, but I always strive to help make the process less stressing for the client & family.
Promoter	I would advise anyone who feels they are income eligible to apply for Medicaid benefits.
Promoter	I would always recommend Medicaid to everyone. I am a recipient myself and it has helped me. But like I said before the employees should be getting paid enough that we would not qualify for our services.
Promoter	I would definitely recommend the services we offer. No recommendations at this point.
Promoter	I WOULD DEFINITELY RECOMMEND THE SEREVICES WE OFFER . AS A MOTHER HALF OF THE SERVICES THAT ARE OFFERED I WAS NEVER AWARE EXISTED. IF 85 5 OF THE COMMUNITY IS NOT AWARE OF HOW MANY DIFFERENT SERVICES THAT CAN BE RENDERED THRU MEDICAID
Promoter	I would encourage anyone who needs the benefits to apply.
Promoter	I would highly recommend our services
Promoter	I would highly recommend the products and services offered
Promoter	I would highly recommend the products and services we offer.
Promoter	I would like to see more help offered to the elderly.
Promoter	I would like to see some of the intake/interviewers be more courteous and nice to the clients.
Promoter	I would like to see us be able to help even more people
Promoter	I would not hesitate to recommend to anyone I thought might benefit.
Promoter	I would not increase, the products are working in my opinion, Medicaid is one of the top insurances used for people in our communities'.
Promoter	I would positively recommend our services to others.
Promoter	I would recommend
Promoter	I would recommend all products and services offered.
Promoter	I would recommend all products and services to others that's in need.
Promoter	I would recommend anyone who needs the help to apply for Medicaid. I do believe the PCR income limit should be increased for parents who are trying to support their children and just don't make enough to afford private insurance.
Promoter	I would recommend it highly.
Promoter	I would recommend Medicaid services to those in need.
Promoter	I would recommend Medicaid to all that are eligible as well as CLTC. The CLTC is my reason for applying with SCDHHS. I believe in the program and appreciate all it does for the participants in the communities of SC. I wish there were more programs out there to assist our vulnerable population.
Promoter	I would recommend our services to all qualified applicants. Our services are very good.
Promoter	I would recommend our services to anyone in need of them but oppportunity for merit raises for increasing outreach would be nice.
Promoter	I would recommend our services to anyone who needed help.
Promoter	I would recommend our services to anyone.
Promoter	I would recommend services.
Promoter	I would recommend the help to those in need.
Promoter	I would recommend the product because we have a lot of clients who are eligible but don't understand that the Medicaid program has changed so i would recommend that they apply.

Promoter	I would recommend the products and services and have
Promoter	I would recommend the services because they help individuals who need it.
Promoter	I would recommend the services to others that the agency offers.
Promoter	I would recommend the services to those seeking assistance.
Promoter	I would recommend the services.
Promoter	I would recommend them
Promoter	I would willing recommend a potential customer to come in an apply for Medicaid services. Young and old
Promoter	I'm already 100% willing
Promoter	I'm always informing the public about the services that is offer through our agency
Promoter	I'm currently doing this now. I believe that everyone should have an opportunity get assistance for health.
Promoter	I'm not familiar enough with the Medicaid process to recommend the products and services we provide
Promoter	I'm proud of how we serve, I believe we do a good job and truly improve the quality of life for the participant's we serve.
Promoter	I've rated this the highest possible, I don't have any input here.
Promoter	If applicants did not have to wait so long to receive services.
Promoter	If full coverage services were offered to other individuals other than who is currently eligible. There are some individuals who are sick and need coverage but they cannot get it because they are not under 18 or are not 65 or older and disabled.
Promoter	If I feel the individual will benefit, I would recommend for him/her to complete an application.
Promoter	If I knew more people who could use our products and services
Promoter	If I know someone who is in need, I would definitely tell them about our services.
Promoter	if I see a person in need I will definitely recommend that they apply for Medicaid.
Promoter	If income limits would increase so more people who need the coverage are able to qualify.
Promoter	If needed
Promoter	If someone is in need and qualifies I would want to help them.
Promoter	If someone is in need of medical care & possibly eligible. I would highly recommend them to apply for the agency's services
Promoter	If someone needs Medicaid, they should get Medicaid. I think our processing of applications is delayed, but if someone needs the service, I would recommend they stick with it and work to get the application processed, regardless of the time involved.
Promoter	If the application process were more user friendly, I would feel better recommending people to apply for services.
Promoter	If the beneficiary notices were rewritten to make them more understandable and stop sending multiple automatic notices. Beneficiaries sometimes get several notices in a few day period telling them that they both are and are not Medicaid eligible.
Promoter	If the client had a less waiting period to be seen in the office. Some people get off from work at 5pm, maybe closing late on day of the week to serve people that can not come into the office before 5:00pm.
Promoter	If the FPL income decreases for adults.
Promoter	If the income limits were higher. It is hard to promote a product to people that you already are not eligible for. It would be a waste of their time.
Promoter	If the income limits were to increase to allow more people to receive help through Medicaid would influence me to promote it more. However with the people that I know even if I feel they are income ineligible I still encourage them to apply because you never truly know where someone falls.

Promoter	If the process for receiving services initially was shorter and less complicated to the participant.
Promoter	If the process were faster.
Promoter	If the services were error free, faster delivery.
Promoter	If they need Medicaid then I would recommend they get it
Promoter	if they were available for Veterans
Promoter	If we accept Medicaid Expansion
Promoter	if we offered more ways to empower and encourage the people we serve. ways to break the cycle not keep them in the cycle
Promoter	incentive pay
Promoter	incentives
Promoter	income limits increase to make more client's eligible
Promoter	Increase in hours and services for those truly, truly in need. No increase for those who cannot justify the need for increase.
Promoter	increase in the same services or increase in coverage fro non medicaid residents of SC
Promoter	increased face to face opportunities for applicants applying for all services
Promoter	Increased opportunities and educational materials to provide our customers
Promoter	Increased pay for Technicians.
Promoter	Increases willingness would be letting other know about of services in a professional but Private setting.
Promoter	Increasing the population that we serve.
Promoter	Informative and educational
Promoter	It is easy to talk about the services that we provide.
Promoter	It's a wonderful service to the community.
Promoter	It's Medicaid. Everyone doesn't qualify, but would always recommend applying to someone in need of healthcare.
Promoter	Just being able to help any individuals in need of health care is motivation alone.
Promoter	Just having better knowledge of the healthcare and Medicaid systems here at DHHS.
Promoter	Just letting people know the programs are available if you meet the qualifications
Promoter	Just to know these products and services are available. For instance, you have the service today and then not tomorrow. This would not be good for anyone.
Promoter	Knowing a person is in need of healthcare.
Promoter	Knowing that the services would meet the clients needs.
Promoter	Knowing the services are beneficial to those in need of in home services.
Promoter	Learn more about the Medicaid product
Promoter	learning more about products and services
Promoter	Less complicated application process.
Promoter	Love the programs/services offered and the population serve and continues to promote them 100%
Promoter	Loyalty would increase my willingness to recommend the products and services we offer.
Promoter	Maybe making it more accessible for more people. But I also know we have no say over income limits.
Promoter	Medicaid division is a valuable resource to all SC. People who are seeking medical coverage and in home/long term living DHHS is the point of contact.
Promoter	Medicaid expansion
Promoter	Medicaid is a great health plan.
Promoter	Medicaid is an excellent insurance for anyone who has it.
Promoter	Medicaid is available to all SC residences that meet income limit; therefore, increasing professional development will provide to the organization quality in time and services to the residences of SC, that means lest mistakes and saving states money.

Promoter	Money
Promoter	more advancement opportunities
Promoter	more and better services for aged, blind and disabled individuals
Promoter	More communication.
Promoter	More communications available to those who are interested in our services.
Promoter	More education in other departments.
Promoter	More education on all the services we offer and to whom.
Promoter	More incentives to work toward
Promoter	more information and products that bear our name
Promoter	More knowledge about other services offered besides the basic Medicaid health coverage
Promoter	More knowledge.
Promoter	more marketing opportunities
Promoter	More official support.
Promoter	More overtime and a opportunity to work from home.
Promoter	More respite type services.
Promoter	more services
Promoter	More time to promote program.
Promoter	More training on income eligibility criteria.
Promoter	My willingness will be increased if the organizations continue to provide great services and products which allow the individuals happiness.
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	n/a
Promoter	N/A
Promoter	N/A

Promoter	n/a
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	n/a
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	n/a
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	n/a
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	N/A
Promoter	N/A
Promoter	n/a
Promoter	n/a
Promoter	N/A I believe in the services and products we offer.
Promoter	N/A I am very much an advocate for the agency about the products and services we offer.
Promoter	NA
Promoter	NA
Promoter	NA
Promoter	NA
Promoter	NA
Promoter	na
Promoter	NA
Promoter	NA
Promoter	NA
Promoter	NA

Promoter	na
Promoter	NA
Promoter	NA
Promoter	NA
Promoter	NA
Promoter	NA
Promoter	Need no encouragement - Medicaid is a wonderful benefit for low income citizens who have no health insurance.
Promoter	Need of the person
Promoter	No answer
Promoter	no comment
Promoter	No comment.
Promoter	No recommendations, due to the services offered are amazing.
Promoter	no response
Promoter	None
Promoter	None
Promoter	None
Promoter	None at this time
Promoter	None at this time.
Promoter	None just need to not be so free with the services. I think often people get what they want not what they need.
Promoter	None. The services are good and are necessary to help others.
Promoter	Not sure
Promoter	Nothing
Promoter	nothing
Promoter	Nothing
Promoter	nothing
Promoter	Nothing
Promoter	Nothing
Promoter	Nothing
Promoter	nothing
Promoter	nothing
Promoter	nothing
Promoter	Nothing
Promoter	Nothing
Promoter	nothing
Promoter	Nothing
Promoter	Nothing
Promoter	Nothing
Promoter	nothing
Promoter	Nothing
Promoter	nothing
Promoter	Nothing
Promoter	Nothing at this time, I am extremely likely to recommend our products to others.
Promoter	Nothing at this time.
Promoter	Nothing at this time. I recommend them often.
Promoter	Nothing else to recommend
Promoter	Nothing I am satisfied with the products and services that this agency provides.
Promoter	Nothing in the control of the organization
Promoter	Nothing needed to increase my willingness to recommend

Promoter	Nothing programs are a great help to the community.
Promoter	Nothing really, Products and services are great.
Promoter	Nothing right now
Promoter	Nothing to add.
Promoter	Nothing will increase
Promoter	Nothing would increase my willingness to recommend products and services we offer.
Promoter	Nothing! everything is great! I wish I could enroll in Medicaid myself!!!
Promoter	Nothing, I am proud to recommend our services to those in need.
Promoter	Nothing, I am willing to do what is needed to help the citizens of SC.
Promoter	Nothing, I offer our services to people all the time
Promoter	nothing, I think we offer great services for the community
Promoter	nothing, I think we provide good service
Promoter	Nothing, would recommend.
Promoter	Nothing--I would always recommend the services our organization has to offer if I identify someone who could benefit from them.
Promoter	Nothing.
Promoter	Nothing.
Promoter	Nothing.
Promoter	Nothing.
Promoter	Nothing. Our services are very notable and I would be happy to refer them to someone in need.
Promoter	Nothing. We provide high quality services to help people stay in their homes.
Promoter	Nothing. I believe in the work I do.
Promoter	nothing. the products we offer help everyone that qualifies
Promoter	Nothing. The services offered speak for themselves.
Promoter	Nothing. There are already great services available for those in need of assistance.
Promoter	Nothing. I know that our agency does a lot of good for the public
Promoter	Offer more services to participants.
Promoter	Our agency is to provide assistance for those in need. So, if I see someone in need I am going to offer assistance by providing them with information about the agency.
Promoter	Our agency mission is needed. I would like for our agency to provide additional programs for our elderly and disabled. This category of individuals in SC are already living on a fixed income monthly, that barely meets household needs.
Promoter	Our products is to increase the health benefits of family within A low income community.
Promoter	Our services we offer help families in need.
Promoter	pay
Promoter	Pay increase
Promoter	People don't know what services they are eligible for.
Promoter	People who have need for them.
Promoter	PRODUCTS AND SERVICES ARE GREAT
Promoter	Products are awesome
Promoter	Providing the assistance the families need
Promoter	quicker turn around time on processing applications/reviews
Promoter	Rated this at the top so nothing would change my willingness to recommend what we offer.
Promoter	Recognition for going over and beyond with assisting the state's Medicaid population
Promoter	Satisfied with the present leadership.
Promoter	SCDHHS has programs that assist those who are in need to help with healthcare cost from all age, background and financial background if the criteria is met.
Promoter	Seeing more growth.
Promoter	Services
Promoter	services are good

Promoter	Services for children
Promoter	Share the information about all the services to the people in the community that is not aware of all the services this agency provides.
Promoter	Shorter wait time frames for different services needed
Promoter	simplified process.
Promoter	Simplify the paperwork (application process) for applying for Medicaid.
Promoter	Since it is out of our control, nothing.
Promoter	Someone in need a health coverage that may be eligible in one of your category
Promoter	Someone is always in need, and our services may provide some relief for families and citizens in need of extra help.
Promoter	The agency offer services they may be helpful in making a positive difference in the lives of children and adults.
Promoter	The agency offers good products and services, however, the agency continues to have compassionate and productive workers to carry others workers who simply do not care about the work they produces(the multiple case touches and not applying policy to perform the one and done method
Promoter	The agency speaks for itself.
Promoter	The complexity and length of time that it takes to be approved for services or coverage.
Promoter	The existing products and services is very helpful.
Promoter	The expansion of Medicaid would increase my willingness to recommend the products and services we offer.
Promoter	The more pro people it becomes. It is already a pro people agency and program but a 9.9 to 9.99 will be appreciated.
Promoter	the only thing missing from what we have is the service to the age group between 19 and 65 years. I know that is the governors job but I wish we could improve that because so many people need this part of the service.
Promoter	The pay rates and the ability to move up within the company from the inside in still of the outside.
Promoter	The people I recommend our services to are in need. If we offered a true "product", I believe if our customer service and case worker knowledge was improved I would be more likely to recommend our services.
Promoter	The potential for home health aides to be in the home with participants for longer time periods due to differences in assistance from family members or the lack thereof. Also, better training for home health aides and the availability for a potentially lower level medical certification to be authorized to handle certain tasks of participants' daily living.
Promoter	The products and services offer speaks for itself.
Promoter	The products and services we offer are fine
Promoter	The programs are helpful to families .
Promoter	The service of Medicaid is very necessary for the citizens of South Carolina. Why would we not recommend this product for those in need.
Promoter	The service this agency offers to individuals are at the top. I don't feel we could offer or do anything any different. Unless agency is trying to have it where everyone in the state of SC is able to receive.
Promoter	The service we offer is very rewarding
Promoter	The services and offerings of SCDHHS are a vital and essential need for large majority of the SC population. There is no reason to not offer our services to anyone in need.
Promoter	The services are good if you are eligible. I tell people to apply you never know if you will get it until you do.

Promoter	The services are good.
Promoter	The services are great the way they are
Promoter	The services are not a problem and are needed but the compensation for providing the services are very much lacking.
Promoter	The services are very beneficial to the community.
Promoter	The services in general are enough but it would be helpful to have some intermittent areas of service for those that are in between meeting level of care for our programs and still needing some assistance.
Promoter	The services is awesome!
Promoter	The services offered are extremely beneficial and sell themselves. It is the compensation of those who serve the public daily which is not as attractive.
Promoter	The services provided are very good considering how it is funded. Perhaps services in some instances, could be delivered for a longer period of time.
Promoter	the services that is offered to the elderly/disabled community is a great service.
Promoter	The services that we offer for our clients.
Promoter	The services that we provide, any changes I get, that's one of the first thing I ask an individual, do they have Medicaid.
Promoter	The state benefits and being able to grow into other positions within the agency.
Promoter	the training is wonderful
Promoter	The waiver services offered are very beneficial to the participant's we serve.
Promoter	The willingness to recommend Medicaid will not change. I willing at all time to encourage someone to apply
Promoter	There are a lot of people that need the help and services.
Promoter	There is a great need for the services...
Promoter	There is nothing I would or could say to increase my willingness to recommend the products or the services.
Promoter	There is nothing that needs to be changed for me to recommend Medicaid services to the community
Promoter	There is nothing that would increase my willingness to recommend the services of this organization. The process is fairly simple and easy to understand. Although it would be more beneficial to clients, if all workers were on the same page with the requirements that come along with the services received.
Promoter	There is noting to increase 10.
Promoter	There isn't much we can within the organization to affect this scale, other than to continuously improve technology supporting service delivery.
Promoter	There will be no increase the services we offer are magnificent here
Promoter	These are very much needed and I would strongly recommend to anyone that fits the criteria to apply for services. People are in need and if you think about everyone is a paycheck away from sitting on the other side of our desks
Promoter	These services are vital to the community for individuals who are low income.
Promoter	they are great services that we provide
Promoter	This is all I do.
Promoter	This is something that I do now. Also if not eligible, Client Referred to the Market place and share other resources with then that maybe helpful.
Promoter	This organization helps people in need and will always find away to help people but they don't stick with policy.
Promoter	Thorough job training and accessible community resources.
Promoter	Those who are in need of healthcare coverage and cannot afford it

Promoter	Timeliness of case processing. Some families (specifically LTC) wait months to receive services when they are in the greatest need.
Promoter	To be able to give a better understanding as far as the qualifications for the services we provide to clients.
Promoter	to help any one that I can to get them get on medicaid
Promoter	To know that we are providing quality service and not rush in doing it to get by. Especially, if our participants are well and very satisfied.
Promoter	Unable to actively encourage people to become Medicaid beneficiaries unless applicable
Promoter	Very Likely
Promoter	Very Likely.
Promoter	Very likely.
Promoter	we are able to help a large group of citizen for needed services in our community. extending services to childless citizens and opening the doorway for other type of cancers beside breast and cervical.
Promoter	We are the Medicaid Agency...most people are not selecting our services by choice.
Promoter	We do good work, we offer lots of needed services.
Promoter	We have great services
Promoter	We help low income families and individuals pay for medical services.
Promoter	We help the people who needs it.
Promoter	We offer great services to Medicaid recipients now.
Promoter	We offer wonderful Services for our Participants!
Promoter	We should have brochures and customer /community education participation.
Promoter	We try our best to help all of our clients.
Promoter	Well being able to get the proper training to be able to perform well on the job.
Promoter	When services is needed I will always willingness to recommend the products and services we offer
Promoter	who wouldn't want FREE healthcare- it sells itself
Promoter	Will recommend
Promoter	With every issue, serious or not someone has. Whether they are insured or not. Always look to us.
Promoter	Would recommend Medicaid to those who need it.
Promoter	yes
Promoter	yes
Promoter	You cannot find a better program to provide for the needs of the elderly or disabled. For those that are HIV+ in home counseling and better resources for part time jobs and job counseling would be of benefit. Those suffering primarily MI need their own wavier that is designed to meet their needs and keep them functioning to the best of their abilities. Housing, part time jobs, counseling and something that would assist with transportation, life skills even a life coach.
Promoter	you have to have a love and compassion for people in order to do this job.

Action Planning - Willing to Recommend Products and Services

Review the free responses to determine what would influence team members to increase their willingness to recommend. Summarize the most frequently cited responses.

1. _____

- 2. _____

- 3. _____

List actions you can take, as an individual leader, to increase your team members' willingness to recommend:

List suggested actions your organization can take to increase team members' willingness to recommend:
