

AGENCY NAME:	South Carolina Commission for the Blind		
AGENCY CODE:	L24	SECTION:	39

**Fiscal Year 2019–2020
Accountability Report**

SUBMISSION FORM

AGENCY MISSION	<p>The mission of the South Carolina Commission for the Blind is to provide quality, individualized vocational rehabilitation services, independent living services, and prevention of blindness services to blind and visually impaired consumers leading to competitive employment and social and economic independence.</p>
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AGENCY VISION	<p>The vision of the agency is to become a national model vocational rehabilitation agency for the blind, demonstrating quality services, accountability, innovation, effectiveness and efficiency.</p>
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Does the agency have any major or minor recommendations (internal or external) that would allow the agency to operate more effectively and efficiently?

	Yes	No
RESTRUCTURING RECOMMENDATIONS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Is the agency in compliance with S.C. Code Ann. § 2-1-230, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-30.

	Yes	No
REPORT SUBMISSION COMPLIANCE:	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

	Yes	No
RECORDS MANAGEMENT COMPLIANCE:	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Is the agency in compliance with S.C. Code Ann. § 1-23-120(J), which requires an agency to conduct a formal review of its regulations every five years?

	Yes	No
REGULATION REVIEW:	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please identify your agency's preferred contacts for this year's accountability report.

	<u><i>Name</i></u>	<u><i>Phone</i></u>	<u><i>Email</i></u>
PRIMARY CONTACT:	Elaine Robertson	803-898-1049	Elaine.robertson@sccb.sc.gov
SECONDARY CONTACT:			

I have reviewed and approved the enclosed FY 2019–2020 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	Signature on file
(TYPE/PRINT NAME):	Darline Graham/Commissioner

BOARD/CMSN CHAIR (SIGN AND DATE):	Signature on file
(TYPE/PRINT NAME):	Dr. Judy Johnson/Board Chairperson

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AGENCY’S DISCUSSION AND ANALYSIS

South Carolina Commission for the Blind (SCCB) is the primary provider of highly specialized services for citizens with significant visual impairments or Blindness. The agency begins providing services as young as age 3 and sets no maximum age. Prior to age 3, parents can receive resource information to assist them in the journey they are embarking on with their child. While the primary focus of the agency is to provide guidance, support, and services that lead to competitive integrated employment, the highly qualified staff at SCCB also offer assistance in developing and maintaining high-level independence skills and education for preventing Blindness through the SCCB Prevention Program, Low Vision Clinics, Older Blind Program, and Children's Services. The staff is dedicated to reaching any South Carolina citizen with a significant visual impairment and assisting them in achieving the highest level of self-sufficiency possible on an individual basis. Through specialized training, consumers of all ages learn to independently navigate in their communities, schools, and places of employment. Technology is extremely important to persons with visual impairments and at SCCB consumers in all programs are provided the opportunity to learn how technology can enrich their lives and increase their level of independence. Loss of visual acuity can be devastating, but SCCB helps minimize the effects of vision loss through education, guidance, counseling, and support services.

The loss of vision, regardless of age, presents significant challenges in everyday life. Activities that many of us take for granted such as driving a car, grocery shopping, going to school or work each day, and simply walking around our home or neighborhood all become challenges with significant vision loss. SCCB programs provide consumers with opportunities to overcome many of these barriers based on their individual needs. Children and their families receive advocacy, support, and technology they can use at home. Schools often provide assistive technology for use in the school, but students cannot bring these devices home. SCCB supports provision of necessary devices so children maintain continuity, which starts early independence. As these children progress through their educational years, they move seamlessly into SCCB Vocational Rehabilitation (VR) Transition Services at age 13. Here, they are provided guidance and education around self-advocacy, post-secondary exploration, work skill training, plus added support from a VR counselor as they begin exploring career options. After graduation the next move is into the adult Vocational Rehabilitation program where counselors continue to assist them in identifying an employment and/or education goal. Services are provided to ensure these young adults continue on a path toward self-sufficiency and independence through competitive, integrated employment.

Vocational Rehabilitation also provides adjustment training to all eligible adults in the state through the Ellen Beach Mack Rehabilitation Center for Employment and Independence. Removing barriers that vision loss has created is the primary goal of the VR program. Services in this program are diverse and range from learning to manage daily home tasks, such as financial management, cooking, shopping, and cleaning, to providing assistance with vocational and college programs in order to achieve high level careers that will allow the consumer to lead an independent lifestyle. The department of Training and Employment works in tandem with VR by providing technology training, on the job training experiences,

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internships, and individualized job placement assistance. Referrals to the VR program can also result in a person with legal blindness entering the Business Enterprise Program where they complete an extensive training program that results in becoming licensed to operate a food service facility in a local, state, or federal building. A Blind Licensed Vendor is an independent business operator and manages their location with the guidance and support of program staff.

SCCB also offers programs for visually impaired citizens who wish to remain independent but may not be interested in employment. The Older Blind Program is for citizens who are 55 years of age or older that desire to maintain a high level of independence. When an older person develops vision loss, they often fear having to rely on family, friends, or public assistance programs; SCCB can help relieve that fear. The agency conducts Low Vision Clinics across the state on a monthly basis. Consumers of all ages who have limited vision are provided a comprehensive exam and may receive low vision aids such as video magnifiers, portable CCTV's, large button phones, talking devices, or other items that can remove a barrier created by vision loss. Very often the reason for vision loss can be corrected. The Prevention of Blindness program assists citizens who have no insurance and limited financial resources in obtaining eye exams, eyeglasses, cataract surgery, and other vision saving procedures. Prevention staff also attend numerous events around the state to share information on methods of preventing vision loss, including the use of safety glasses, the importance of medical exams to identify conditions such as diabetes, and the use of sunglasses to reduce the risk of cataracts and glaucoma due to the intense sun in the South.

SCCB also consists of support services that include a Finance Department that works diligently to ensure all services are paid for and the agency utilizes federal and state taxpayers' dollars in the most efficient and effective way. All financial processes must adhere to federal and state laws while maintaining that services are allocable, reasonable, and necessary. The Human Resource (HR) department manages the hiring process and works to recruit highly qualified individuals for the specialized services provided by SCCB. HR also provides guidance to employees on state benefit programs, training opportunities, and safety protocols. With the challenges presented by the COVID-19 pandemic, the Information Technology (IT) department has proven invaluable over the past year. This department worked tirelessly to provide every staff member with the necessary technology to meet consumer needs. SCCB staff also receive support from the Quality Assurance department, where documentation and data reviews are completed to verify compliance with state and federal regulations.

Eligibility for services in all SCCB programs begins with an eye report from an optometrist or ophthalmologist. For most programs the applicant's visual acuity must meet the definition of legal blindness or document a progressive visual condition that may lead to blindness. Currently, the legal definition of blindness means a visual acuity of 20/200 in the better eye, with corrective lenses, or a visual field of 20 degrees or less. The use of a Snellen chart is the most common method for determining visual acuity. Below is an example of a Snellen chart and a brief explanation of how visual acuity is determined.

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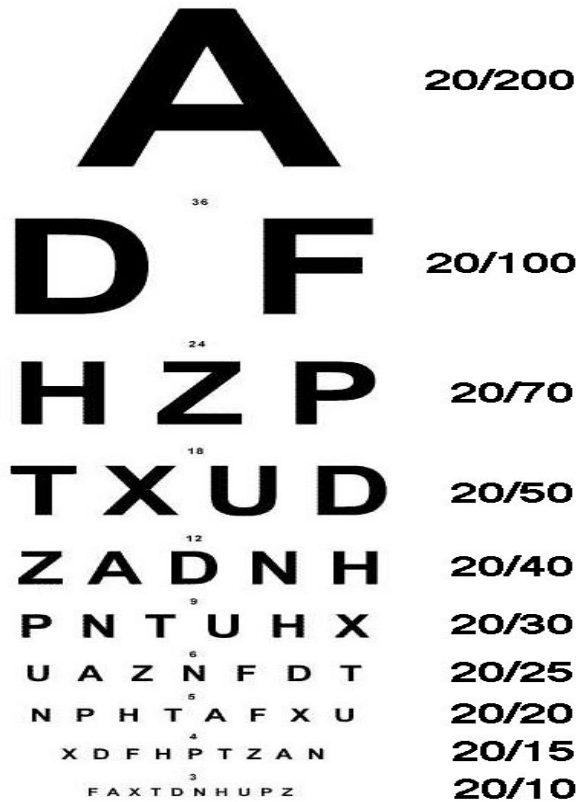
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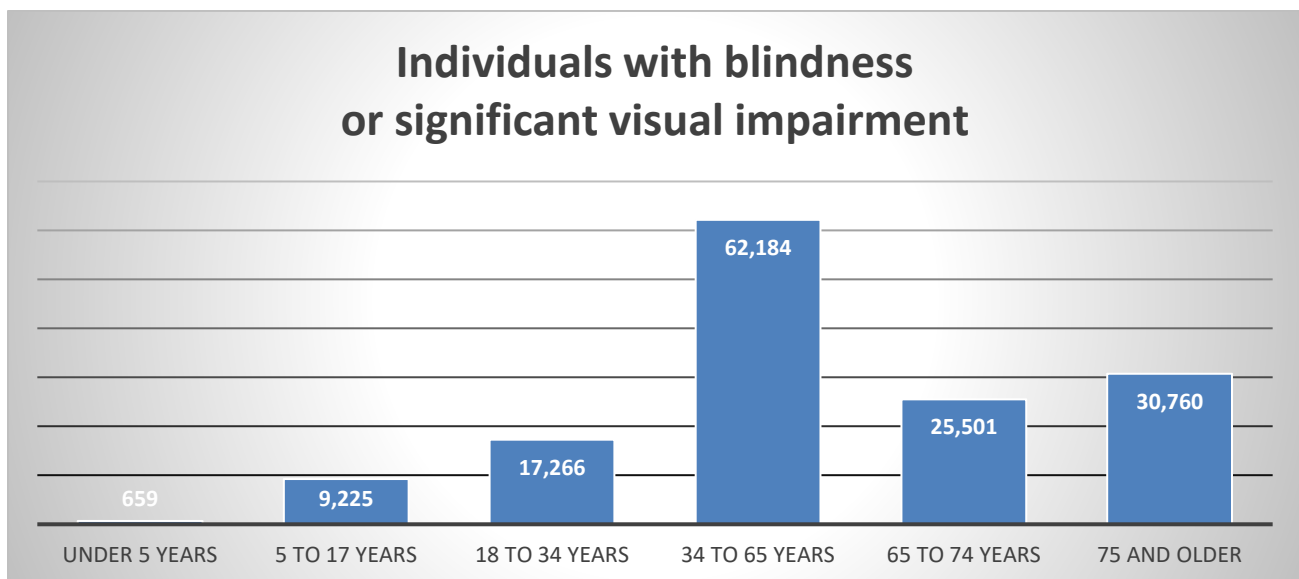
The Snellen chart on the left is the most commonly utilized tool when assessing vision. Understanding the numbers next to each line of letters is very simple.

For example, in "20/200" the 20 indicates that the chart was placed 20 feet from the person being tested.

The second number indicates clarity, in feet, for a person with normal vision. Thus, 20/200 means a person with "normal" vision could see print of this size from a distance of 200 feet.

The American Ophthalmological Institute refers to 20/20 vision as "normal" or "average" acuity. This is what an "average" individual can see or read from a distance of 20 feet.

The most current data available on the occurrence of Blindness or significant visual impairment in South Carolina remains the 2018 American Community Survey conducted by the U.S. Census Bureau. The chart below demonstrates the prevalence of visual disability, by age, in South Carolina.



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Under the direction of a new Commissioner, SCCB now has a full time Communications Director. This addition has increased SCCB visibility across the state through marketing strategies and website postings, plus consistent internal communication. With increased public presence the agency hopes to have an increase in applications for all programs within the agency.

CHALLENGES AND OPPORTUNITIES

The past year has brought significant transformation to SCCB. The Board of Commissioners appointed a new Commissioner in September 2019 and the COVID-19 pandemic struck in March 2020. Under the direction of the new Commissioner, the agency underwent several administrative changes, most significantly the rebuilding of the Finance Department after several departures in the previous year left the department severely understaffed. While this was a major challenge at the beginning of the year, the Commissioner treated it as an opportunity to strengthen the department and implement processes and procedures that brought greater efficiency to the agency as Finance is a major support department for every program offered at SCCB. In addition, the Commissioner restructured areas in Quality Assurance and Information Technology to create much-needed separation of duties. Changes were implemented in Human Resources to facilitate the recruitment of a qualified, diverse staff and ensure hiring processes occurred in an efficient and timely manner; to ensure proper training is provided and that professional development opportunities are available to all staff; and to develop a culture of diversity and inclusion. The Commissioner also focused on strengthening partnerships and building new relationships with state agencies; partner organizations; community leaders; and local, state and federal representatives.

With the COVID-19 pandemic came the sudden transition to staff working virtually but still being able to meet the needs of our consumers. The Safety Committee, Communications and HR quickly convened to ensure the safety of staff and consumers, while still maintaining employment for staff and provision of services for consumers. The management team responded with creative solutions to continue service provision since face-to-face interactions were not possible. The IT department responded by rapidly providing necessary technology for staff to work at home and continues diligently monitoring the needs of staff to minimize interruptions in service provision to our consumers. The pandemic presented a major challenge to the agency because many of our services depend on community partners and businesses, most of which closed for a lengthy period during the Governor’s Stay At Home Order. However, SCCB staff rose to this challenge and turned it into an opportunity for growth and creativity, while keeping consumers engaged and moving forward in reaching their goals. The current challenge is the gradual return to in-person services. The agency is following the guidance of the Department of Administration and the Governor's office as we move forward.

The agency is also preparing for a federal monitoring review of the VR program. This review will focus on federal compliance in finance and the VR Consumer Services program. We are viewing this as an opportunity to gain direction and guidance through federal technical assistance as we continue to move forward in building a stronger, more efficient, and effective agency.

VOCATIONAL REHABILITATION CONSUMER SERVICES PROGRAM

The Vocational Rehabilitation Consumer Services Program has also been under the direction of a new director who joined the agency in August 2019. Over the past year, this program has increased its participation with community partners and businesses in meeting the needs of our consumers. Working closely with the Workforce Innovation Technical Assistance Center (WINTAC), the staff has received training in federal reporting requirements and their role in the process. The VR program also created a

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policy team that, together with WINTAC, is reviewing and revising policies and procedures to provide greater structure and guidance to staff and consumers. The efforts of the team in the VR program culminated with 83 consumers successfully employed at closure, the highest number for a single year since 2017.

The primary challenges the VR program is addressing this year are the data collection and reporting processes necessary to meet federal compliance under the Workforce Innovation and Opportunity Act (WIOA). As the team works to revise policies and procedures, they are focusing on streamlining processes to reduce the wait time for services, thereby allowing consumers to engage in services simultaneously instead of sequentially.

TRAINING AND EMPLOYMENT

The Training and Employment (T&E) program achieved significant progress in curricula development for assistive software training this year. Consumers can now complete training on JAWS, ZoomText, and Fusion in as little as 5 months, instead of the full year the previous programs required. Staff also completed an organized inventory of equipment available in the Technology department. This process has resulted in having more loaner equipment available for consumers who are waiting for purchased items to arrive. Using loaner equipment allows the consumer to continue practicing the skills learned in training without a gap while waiting to receive items shipped to them by vendors. T&E also created an Inclusive Work Culture Training presentation in Prezi that allows businesses to share a link with their employees so that the employees can learn about SCCB services and how to interact with an individual who is Blind. With the pandemic, this has been an invaluable tool in virtually building business partnerships.

T&E has been addressing several challenges this year as well. Creating stronger policies to hold consumers accountable for completing training in a timely manner and reducing absences has been a priority. With the current need for virtual training, obtaining more laptops to loan consumers is an ongoing challenge. T&E and VR staff are working together to create consistent procedures to ensure consumers are assessed appropriately prior to referral for job placement.

OLDER BLIND PROGRAM

The steady growth of the senior population continues to coincide with age related vision issues. *“Over 20% of the US Population will be 65 and above in 2050 compared to 13.7% today. Currently about 2% of our state’s population is over the age of 85. In 2030, that same group will comprise nearly 3% of our state’s overall population.” (Senior Care.com).* During the past fiscal year, the challenge to assist an increasing number of older consumers was compounded by the Upstate area counselor position being vacant for a portion of that time. Older Blind (OB) program caseloads often averaged 70 or more consumers, and some counselors experienced periods where they worked with up to 100 individuals.

It has been determined, through OIB studies, that a more manageable caseload size is approximately 50 consumers. Moving forward, OB’s goal is to further improve the timeliness of service delivery through increased workforce capacity, as well as conducting a review of the current distribution of counties among staff.

Although there were challenges in addressing consumer adjustment needs, OB counselors served nearly 600 consumers this fiscal year. The program also collaborated with the National Federation for the Blind

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(NFB) to sponsor a week-long adjustment skills training opportunity for a group of seniors who were visually impaired and blind. Attendees learned valuable adaptive techniques and had their confidence to maintain independence restored. This successful service partnership has benefited our consumers for more than 20 years.

CHILDREN’S SERVICES

The primary challenge in providing Children’s Services involved travel logistics, as two counselors share in covering the state. Traveling to designated locations sometimes required significantly more time than the actual meetings with parents and consumers. Regardless of the difficulties, the counselors established additional referral sources within their respective service areas, collaborated with TVI’s to develop more creative ways to assist consumers, and strengthened our business partnerships. Ultimately, nearly 30 individuals became eligible for pre-employment services under the agency’s Transition Services.

Events such as the annual Braille Challenge have resulted from the SC Vision Education Partnership. This past year, the agency hosted more than 40 students as they competed at the regional level. Agency presentations and a tour of our Training Center were provided for the parents. Participants also engaged in activities that included building self-advocacy skills, setting and achieving goals, recreation, and a special sensory storytelling segment. The event proved to be a very productive and meaningful experience. Children’s Services continues to work with a variety of schools, medical professionals, and other service providers to offer guidance, advocacy, and direct support for children across the state who are blind or have vision issues.

LOW VISION CLINICS

Normally, the agency’s Low Vision Clinics routinely offer monthly services in six locations around the state, as well as home visits when needed, but the COVID-19 pandemic resulted in the postponement of assessments for consumers scheduled during final quarter of the fiscal year.

As a result, the Clinic has focused on updating staff about new procedures, plans, and low vision products, and engaging with the local communities to ensure awareness of our services. Clinic staff have worked in conjunction with agency counselors to develop referral sources, especially in unserved and underserved counties (locations identified as having less than ten referrals). Even though the COVID-19 pandemic affected services, the Low Vision Clinics served more than 300 consumers this past fiscal year.

PREVENTION OF BLINDNESS

During the past fiscal year, the Prevention of Blindness program operated with a vacant position. The goal of the program is to reengage in community awareness events and vision related procedures that were shortened or postponed for several months as a result of the pandemic. Even with these challenges, the program developed 81% of its referrals into active consumers, and successfully closed 67% of its cases.

BUSINESS ENTERPRISE PROGRAM

The Business Enterprise Program (BEP) was heavily impacted by the pandemic as almost all government buildings were closed, and prisons stopped allowing any visitors. This created severe financial hardships for the Blind Licensed Vendors (BLV). Through discussions with the Federal

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Rehabilitation Services Administration (RSA), the agency was able to provide some monetary relief for the BLVs by utilizing unattended vending funds that are received from vending facilities in government buildings operated by a third-party vendor. BEP staff faced challenges associated with safely repairing equipment during the pandemic, and providing on-site guidance and support to the BLVs, but they found creative ways to provide services virtually. During this time, BEP was also chosen by partners to pursue other military dining contracts. The program also received increased opportunities to open facilities in federal locations.

INFORMATION TECHNOLOGY

For most of the past year, Information Technology worked with reduced staff. The director and one specialist met the agency’s need for laptops, secure network access by staff who were teleworking, cell phones, and assistive technology for staff who required accommodations. IT accomplished this while also aiding agency staff in making the transition to working virtually with minimal complications.

QUALITY ASSURANCE

Quality Assurance also operated for most of the year with only a single staff member to complete all QA processes and reports. Even with this challenge, numerous updates were made to the case management software program, new staff were trained, consumer cases were audited for compliance, and required federal reporting was completed.

HUMAN RESOURCES

Human Resources (HR) operated with a reduced staff for most of the year; this was a significant challenge with the added needs brought on by the pandemic. During this time, HR staff implemented 30-60-90-day reviews to address staff needs and identify turnover issues. HR found that there were questions about processes that new employees did not feel comfortable asking their new supervisors, which could lead to underlying tension. HR was able to provide additional information and resources to help new employees have a successful career. The 30-60-90-day review also helps employees know that the agency cares about them, which leads to improved job satisfaction, improved morale, and a healthy culture.

FINANCE AND ADMINISTRATION

The Operations Department’s Accounting team worked with regional office staff to reduce the agency’s open encumbrances from more than \$2.5million to just over \$790 thousand in less than six months. These additional funds were redirected towards needed consumer services spending.

The Operations Department’s Finance, Accounting and Procurement Teams have also faced a shortage of staff in key positions. This led to backlogs in Accounts Payable and lapses in several key contracts. However, the person filling last open position within the team will begin employment August 17, 2020.

RISK ASSESSMENT AND MITIGATION STRATEGIES

As the prevalence of visual impairments continue to increase, and SCCB resumes community event participation, it is expected that applications for services will also increase. This may impact the agency as staff attempts to meet the needs of growing caseloads and federal compliance documentation. Without an increase in funding or staffing, the burden on current employees may affect job satisfaction and

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turnover. In turn, this may impact services to those who need them most, the citizens of South Carolina who are Blind or visually impaired, especially those in rural communities.

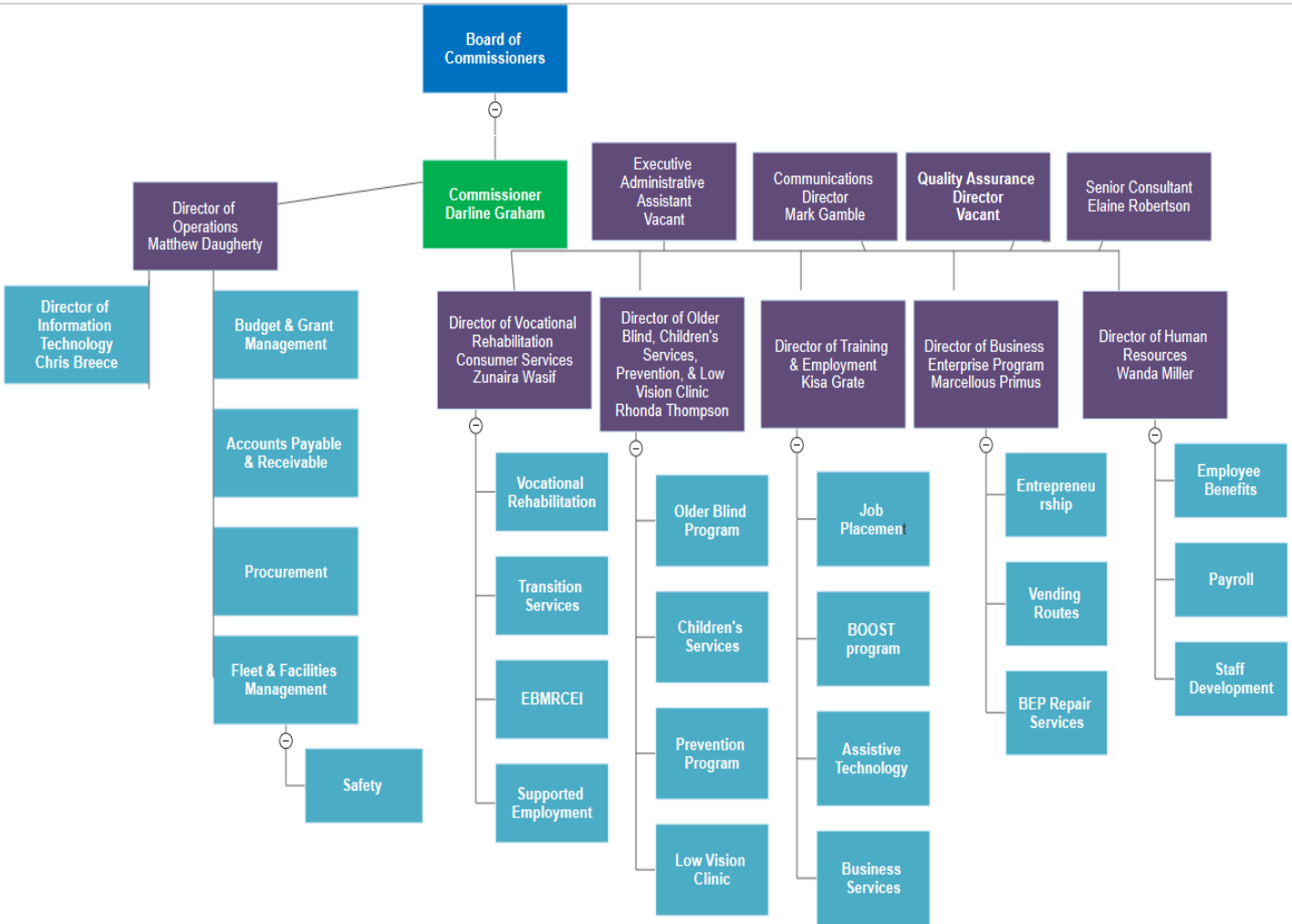
Outside assistance to mitigate this impact could include help from other social service agencies in providing necessary services to SCCB consumers. Agencies such as SC Vocational Rehabilitation Department, SC Department of Disabilities and Special Needs, and SC Department of Mental Health have staff with the qualifications and experience to meet consumer needs that are not related to visual impairments. SCCB would also reach out to the National Federation for the Blind and the Association for the Blind for assistance.

Three ways that the SC General Assembly could help resolve this issue before it became crisis are:

1. Provide financial resources to hire necessary staff, recognizing that as the consumer base grows, so does the need for additional staff to ensure consumer needs are met.
2. Consider legislation that encourages businesses across South Carolina to hire individuals who are Blind or have visual disabilities by offering incentives and potential tax breaks.
3. Consider utilizing SCCB case review data in legislative communications to promote public confidence in the effectiveness and understanding of our programs.

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South Carolina Commission for the Blind Organizational Chart (August 2020)



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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strat egy	Measur e		Base	Target	Actual				
Public Infrastructure and Economic Development	G	1			Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.							
	S	1.1			Make employment the first priority and preferred outcome for consumers.							
	M		1.1.1		Increase partnerships and community engagement.	80	120	147	07/01/2019 to 06/30/2020	VR program documentation & T & E documentation	Database program records	Improves services to consumers by providing more options
	M		1.1.2		Increase training, mentoring, and on the job training opportunities for consumer.	10	15	26	07/01/2019 to 06/30/2020	T & E program documentation	Database program records	Consumers strengthen employment skills
	S	1.2			Increase successful placements and closures in competitive, integrated employment for all consumers.							
	M		1.2.1		Increase successful course completion at the Ellen Beach Mack Rehabilitation Center for Employment	18	30	56	07/01/2019 to 06/30/2020	Course records at the EBMRCCE	Monthly reports from EBMRCCE	Consumers are able to maintain self sufficiency and pursue employment.
Healthy and Safe Families	G	2			Expand opportunities for consumers in the Older Blind and Independent Living Programs.							
	S	2.1			Provide services to increase self-sufficiency for Blind and Visually Impaired citizens who are not looking for employment or education.							
	M		2.1.1		Increase options for home management, technology, and mobility training for Older Blind consumers.	12	18	27	07/01/2019 to 06/30/2020	Documentation maintained in Older Blind Program	MOU copies maintained in finance	Visually impaired citizens over age 55 can remain in their homes and not depend on public support.
Government and Citizens	G	3			Align financial and human resources to utilize all available positions in the most effective way to assist in meeting the agency vision and mission.							
	S	3.1			Review current programs and positions to determine need for additional staff.							

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Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strat egy	Measur e		Base	Target	Actual				
Public Infrastructure and Economic Development	G	1			Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.							
	S	1.1			Make employment the first priority and preferred outcome for consumers.							
	M		1.1.1		Increase partnerships and community engagement.	80	120	147	07/01/2019 to 06/30/2020	VR program documentation & T & E documentation	Database program records	Improves services to consumers by providing more options
	M		1.1.2		Increase training, mentoring, and on the job training opportunities for consumer.	10	15	26	07/01/2019 to 06/30/2020	T & E program documentation	Database program records	Consumers strengthen employment skills
	M		3.1.1		Increase efficiency and productivity in all programs by aligning FTE's with program need. Current FTE's allotted to SCCB/currently filled positions	116.8/102	116.8/116.8	116.8/95	07/01/2019 to 06/30/2020	HR records	Monthly program reports given during Senior Leadership Meeting	Programs are better equipped to meet their objectives and serve consumers efficiently.
	M		3.1.2		Reduce turnover by improving retention	11%	8%	20.21%	07/01/2019 to 06/30/2020	HR records	Monthly reports from HR at Leadership Meeting	Higher morale and greater consistency in service provision.
Government and Citizens	G	4			Align programs and policies with new WIOA regulations.							
	S	4.1			Implement information tracking processes to collect information necessary for new RSA performance indicators.							
	M		4.1.1		Track services provided to businesses as required by RSA.	0	12	10	07/01/2019 to 06/30/2020	T & E records	Reported monthly at Leadership Meeting	Federal funding remains secure and services comply with RSA mandates.
	M		4.1.1		Create a plan for tracking financial requirements for Pre-ETS funding.	0	100%	100%	07/01/2019 to 06/30/2020	Finance records	Reported monthly at Leadership Meeting	Agency ensures that 15% of the federal monies received are utilized in providing pre-employment transition services as required by the RSA.
	S	4.2			Evaluate programs affected by new WIOA regulations							
	M		4.2.1		Implement and track Career Boost certificates issues to transition youth	500	1000	1,872	07/01/2019 to 06/30/2020	AWARE case management system	Reported monthly at Leadership Meeting	Transition age consumers are better prepared for employment and/or post-secondary education.

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Public Infrastructure and Economic Development	G	1			Build external collaborative relationships which enhance employment results for visually impaired South Carolina residents.							
	S	1.1			Make employment the first priority and preferred outcome for consumers.							
	M		1.1.1		Increase partnerships and community engagement.	80	120	147	07/01/2019 to 06/30/2020	VR program documentation & T & E documentation	Database program records	Improves services to consumers by providing more options
	M		1.1.2		Increase training, mentoring, and on the job training opportunities for consumer.	10	15	26	07/01/2019 to 06/30/2020	T & E program documentation	Database program records	Consumers strengthen employment skills
	M		4.2.2		Design and deliver improved services to employers to promote sensitivity & awareness.	12	24	10	07/01/2019 to 06/30/2020	T & E program documentation	reported monthly at Leadership Meeting	Employers are prepared to bring consumers with disabilities into their workforce.
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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Increase Agency effectiveness and efficiency in providing consumer services.							
	S	1.1			Develop solutions to address reasons for delays in service provision							
	M		1.1.1		Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation		Decrease delays in service provision
	M		1.1.2		Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice		Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	S	1.2			Create and utilize an assessment process to assist consumers in identifying viable goals and ensuring needs are individualized.							
	M		1.2.1		Train all program counselors on a variety of assessment methods to be utilized when developing a plan for services to ensure consumer needs and goals are achieved.	0	100%	07/01/2020 to 06/30/2023	AWARE Case documentation	Utilizing targeted case reviews in AWARE		Services will become more efficient and effective when appropriate assessments are completed prior to service provision.
	M		1.2.2		Provide comprehensive services to consumers that result in the attainment of industry recognized credentials required for competitive, integrated employment.	0	20	07/01/2020 to 06/30/2023	AWARE Case documentation	Quarterly AWARE reports showing number of credentials attained		Consumers obtain high quality careers integrated competitive settings.
Government and Citizens	G	2			Strengthen services within the Older Blind Program, Children's Services, Prevention, and Low Vision Clinic							
	S	2.1			Create additional opportunities for consumers and families to assist through the adjustment process.							

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Increase Agency effectiveness and efficiency in providing consumer services.							
	S	1.1			Develop solutions to address reasons for delays in service provision							
	M		1.1.1		Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation		Decrease delays in service provision
	M		1.1.2		Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice		Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	M		2.1.1		In addition to regular Older Blind Services, staff will create additional opportunities for consumers and their families to educate, provide resources, and create support systems to assist with adjustment to vision loss and overcome the challenges to remain independent.	0	8	07/01/2020 to 06/30/2023	Documentation maintained in Older Blind Program	Number of opportunities provided will be reported at the Monthly Senior Management Meeting.		Educating families and consumers, providing resources and support will lead to greater independence for seniors.
	M		2.1.2		In addition to regular Children's Services, staff will create opportunities to assist families in supporting their child, advocating to ensure their child's needs are met, and to educate families on the importance of encouraging independence.	0	12	07/01/2020 to 06/30/2023	Documentation maintained in Children's Program	Number of opportunities provided will be reported at the Monthly Senior Management Meeting		Educating families, providing support and resources will lead to children developing independent living skills at a much younger age, strengthening their ability to become self-sufficient
			2.1.3		Develop a plan to increase technical adaptive software training for senior consumers.	0	15	07/01/2020 to 06/30/2023	Documentation maintained in Older Blind Program	Number of seniors in training will be reported monthly at the Senior Management Meeting.		Technology training will increase the ability of seniors to remain independent.
	S	2.2			Increase Community Inclusion and collaborations to expand the Prevention Program and Low Vision Clinic							

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Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Increase Agency effectiveness and efficiency in providing consumer services.							
	S	1.1			Develop solutions to address reasons for delays in service provision							
	M		1.1.1		Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation		Decrease delays in service provision
	M		1.1.2		Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice		Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	M		2.2.1		Participate in statewide and/or community events to educate citizens on common causes of vision loss and ways to prevent potential vision loss. Utilize these opportunities to stress the importance of vision exams.	0	6	07/01/2020 to 06/30/2023	Prevention Program documentation	Number of events staffed by Prevention employees, reported at monthly Senior Management meeting		Educating the community on how to prevent vision loss and the importance of eye exams to reduce the risk of significant vision loss across the state.
	M		2.2.2		Include Low Vision technology demonstrations when attending statewide and/or community events and assisted living homes to educate citizens on the availability of resources to assist in maintaining independence if a person's sight diminishes significantly.	0	6	07/01/2020 to 06/30/2023	Low Vision Clinic Documentation	Number of demonstrations conducted reported monthly at Senior Management meeting		Educate citizens on the availability of technology to maintain or improve ability to remain independent.
Statewide Enterprise Strategic Objective	G	3			Improve workplace culture making SCCB a preferred place of employment.							
	S	3.1			Create talent acquisition processes which increases agency awareness.							

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Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Increase Agency effectiveness and efficiency in providing consumer services.							
	S	1.1			Develop solutions to address reasons for delays in service provision							
	M		1.1.1		Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation		Decrease delays in service provision
	M		1.1.2		Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice		Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	M		3.1.1		Use revised "Brand" items to assist in attracting qualified talent.	0	30%	07/01/2020 to 06/30/2023	NeoGov, EEO Documents, SCCB Communications Department, job fairs	Availability Calculations, social Media "Hits", Submitted applications, number of job fairs attended		Increase agency awareness in different markets creating interest in being a part of the agency
	M		3.1.2		Ensure qualified individuals are hired for the right positions	0	40%	07/01/2020 to 06/30/2023	Updated accurate position descriptions, and application.	Utilize rating and polling system for interview panel.		Improve the quality and timely hiring of individuals.
	S	3.2			Retain exceptional talent							
	M		3.2.1		Develop/revise employee surveys to gauge satisfaction and commitment	0	60%	07/01/2020 to 6/30/2023	Survey Monkey, 30-60-90 Day Review, Stay and Exit Interviews	Categorize and evaluate answers and then prioritize needed actions		Use the results to assess and improve workforce culture and performance so that employees feel competent that they have provided the best services possible.

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Government and Citizens	G	1			Increase Agency effectiveness and efficiency in providing consumer services.							
	S	1.1			Develop solutions to address reasons for delays in service provision							
	M		1.1.1		Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation		Decrease delays in service provision
	M		1.1.2		Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice		Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	M		3.2.2		Decrease turnover rate by Improving morale and show appreciation of exceptional performance through increased recognition programs and other available opportunities	0	10%	07/01/2020 to 6/30/2023	HR Diversity Reports, Program Directors, SCCB Foundation Awards, retention rate, turnover rate, absenteeism rate	Decrease turnover rate		Improve morale and show appreciation for exceptional performance.
	M		3.2.3		Encourage a diverse workforce, including individuals with disabilities, to ensure a variety of perspectives.	0	70%	07/01/2020 to 06/30/2023	EEOC Report, HR Reports, NeoGov	Availability report		A diverse workforce promotes inclusion, innovation, effectiveness and efficiency, increased productivity and creativity.
	S	3.3			To ensure employees have the training and skills necessary to effectively perform their duties.							
	M		3.3.1		Identify gaps in knowledge, skills, and abilities (KSA) relative to each position in order to determine where training initiatives could improve job performance	0	20%	07/01/2020 to 06/30/2023	Planning document, EPMS and skills assessments	Supervisors use EPMS, Planning document and skills assessment to determine gaps in KSAs and document a decrease in knowledge gaps.		To determine training and professional development needs for employees.

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		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Increase Agency effectiveness and efficiency in providing consumer services.							
	S	1.1			Develop solutions to address reasons for delays in service provision							
	M		1.1.1		Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation		Decrease delays in service provision
	M		1.1.2		Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice		Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	M		3.3.2		To develop and deliver training focusing on gaps in KSAs.	0	100%	07/01/2020 to 06/30/2023	SCIES training modules and HR training modules	Supervisors will use list of completed courses, grades, certificates, and other completed assignments from SCIES and HR training. Consumer Satisfaction Survey, Audit Reports, EPMS to demonstrate completion of required courses by all staff.		Improve employees capacity to provide high quality services to internal and external stakeholders.
Statewide Enterprise Strategic Objective	G	4			Improve internal processes and procedures to ensure security of information, timely reporting, financial accuracy, and maintenance/repairs of facility, fleet, and I.T. software/hardware.							
	S	4.1			Update/revise policies and procedures for each program to reflect current Federal and State regulations.							
	M		4.1.1		Utilize a team approach within each program to update, write, and revise policy and procedure to align with current regulations and best practices.	0	50%	07/01/2020 to 06/30/2023	Senior Consultant documentation	Percentage of programs with completed, updated policies and procedures.		Creates consistency in training, service delivery and training processes.

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Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Increase Agency effectiveness and efficiency in providing consumer services.							
	S	1.1			Develop solutions to address reasons for delays in service provision							
	M		1.1.1		Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation		Decrease delays in service provision
	M		1.1.2		Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice		Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	S	4.2			Update/modify internal software programs to streamline reporting processes and improve security for sensitive information. Also to develop/promote paperless process tools and document management systems.							
	M		4.2.1		Develop an I.T. tracking system to ensure timely repairs/replacement of in house technology across all offices. (i.e.: printers, postal meters, laptops, etc.)	0	100%	07/01/2020 to 06/30/2023	I.T. Documentation	Number of repairs/replacements completed within the timeframe set as timely listed as a percentage of 100%.		Increases efficiency of processes and systems to make repairs/replacements more timely.
	M		4.2.2		Update BEP software to improve timeliness and accuracy of reporting and tracking of sales and expenses.	0	100%	07/01/2020 to 06/30/2023	BEP reports	Number would be percentage of on time reports.		Increases accuracy of BEP Vendor Sales and Expense reports which will lead to greater accuracy in federal reporting.
Government and Citizens	G	5			Foster and grow relationships with community partners, businesses, and other state agencies							
	S	5.1			Educate community partners/businesses on SCCB programs and how we can strengthen services to SC citizens through partnerships and resource sharing.							

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Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Increase Agency effectiveness and efficiency in providing consumer services.							
	S	1.1			Develop solutions to address reasons for delays in service provision							
	M		1.1.1		Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation		Decrease delays in service provision
	M		1.1.2		Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice		Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	M		5.1.1		Provide "lunch and learn" style events on a variety of topics such as consumer technology, job related issues, new development in VR, Older Blind, Children's Services, Prevention, and Low Vision.	0	4	07/01/2020 to 06/30/2023	Senior Managers documentation	Number of events held reported monthly at Leadership Meeting		Educate community partners on services available at the Agency.
	M		5.1.2		Tour other organizations and request staff training to strengthen partnerships.	0	4	07/01/2020 to 06/30/2023	VR documentation	Total tours and/or trainings provided. Reported monthly at Leadership Meeting		Improve resources and options for consumers.
	S	5.2			Build training opportunities with business partners that focus on specific skill sets for employment.							
	M		5.2.1		Attend/Conduct quarterly focus groups in different areas of the state to identify skill sets that employers are seeking.	0	4	07/01/2020 to 06/30/2023	T & E documentation	Number of focus groups attended/conducted reported monthly at SMT meeting.		Increase positive relationships with community businesses and partners through active listening to the needs of the community.
	M		5.2.2		Utilizing information from focus groups, form partnerships with businesses and develop training programs to provide the necessary skills. This can be done through partnerships, OJT's, or internships.	0	8	07/01/2020 to 06/30/2023	T & E documentation	Total new partnerships where training programs were developed. Reported monthly at SMT meeting.		Increase skill training for consumers to lead to increased successful employment outcomes.

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		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Increase Agency effectiveness and efficiency in providing consumer services.							
	S	1.1			Develop solutions to address reasons for delays in service provision							
	M		1.1.1		Create policies and procedures that provide specific guidelines on length of time for referring and scheduling consumers for internal and external services in all programs. Provision tracking done through AWARE case reviews.	0	100%	07/01/2020 to 06/30/2023	VR program documentation & T & E documentation	AWARE documentation		Decrease delays in service provision
	M		1.1.2		Develop and implement financial policies and procedures to ensure timely issuance of purchase orders and payments to vendors.	0	100%	07/01/2020 to 06/30/2023	QA and Finance reporting and documentation	Create reports from AWARE and SCEIS monthly, showing outstanding authorizations that have not been paid within 30 days of the receipt of invoice		Improve vendor relations; decrease delays in service provision; improve budget accuracy and reduce outstanding obligations
	S	5.3			Increase referrals to programs through increased partnership interactions and communication.							
	M		5.3.1		Children's Services staff will increase communication with service providers and educators to identify children across the state with significant visual impairments who could benefit from SCCB services.	0	48	07/01/2020 to 06/30/2023	Children's services documentation on new referrals	Number of new referrals reported monthly at SMT meeting		Build stronger relationships in the local communities and schools as well as provide a greater number of children with needed services.
	M		5.3.2		Incorporate the BEP referral process into VR policy and procedure to ensure that BEP is introduced to consumers as a possible choice when setting an employment goal.	0	12	07/01/2020 to 06/30/2023	BEP Trainer maintains records on new referrals	Number of new referrals reported monthly at SMT meeting		Increase the number of Blind Licensed Vendors in the state and ensure there are enough vendors to cover all locations.
	M		5.3.3		Promote the Prevention program at all events attended by or hosted by any SCCB staff. Extend distribution of marketing materials to include businesses, medical centers, schools, and all community partners who have space for promotional flyers.	0	40	07/01/2020 to 06/30/2023	Prevention counselor maintains number of referrals	Number of new referrals reported monthly at SMT meeting		Increase the number of referrals to the Prevention program which will help reduce the incident of preventable vision loss.

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Program Template

Program/Title	Purpose	FY 2019-20 Expenditures (Actual)				FY 2021 Expenditures (Projected)				Associated Measure(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. ADMINISTRATION	Mission focused leadership and sound fiscal stewardship ensure that the agency meets its legal purpose.	\$ 1,133,056	\$ -	\$ 1,301	\$ 1,134,357	\$ 1,165,200	\$ 10,000	\$ 9,851	\$ 1,185,051	
II. REHABILITATION SERVICES	Provides quality, individualized services to enable visually impaired citizens to obtain and/or maintain employment.	\$ 1,752,397	\$ 150,706	\$ 6,028,477	\$ 7,931,580	\$ 1,551,828	\$ 327,680	\$ 8,146,618	\$ 10,026,126	
III. PREVENTION OF BLINDNESS	Provides quality, individualized services to enable visually impaired citizens age 55 and older to maintain independence and self-sufficiency. Prevention assists visually impaired of all ages in preventing blindness.	\$ 438,429	\$ -	\$ 217,543	\$ 655,972	\$ 531,300	\$ 50,000	\$ 419,746	\$ 1,001,046	
IV. COMMUNITY SERVICE	Provides services and coordination with other agencies to assist children ages 3-13 with visual impairments to achieve his or her full potential.	\$ 157,156	\$ -		\$ 157,156	\$ 171,832	\$ -	\$ -	\$ 171,832	
V. EMPLOYEE BENEFITS	"Benefits provided to staff to meet legal requirements and encourage retention.	\$ 496,361	\$ 13,200	\$ 1,172,337	\$ 1,681,898	\$ 590,880	\$ 15,320	\$ 988,603	\$ 1,594,803	
OTHER		\$ -	\$ 9,084		\$ 9,084	\$ 30,000			\$ 30,000	
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Legal Standards Template

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
1	43-25-10	State	Statute	Establishes creation of the Commission for the Blind; membership; qualifications and terms of members; meetings; officers; compensation.	No	No - Does not relate directly to any agency deliverables		
2	43-25-20	State	Statute	Establishes "Blindness" and "severe visual disability" as criteria for acceptance for services for persons who qualify.	Yes	No - Does not relate directly to any agency deliverables		
3	43-25-30	State	Statute	Establishes the powers and duties of commission.	No	No - Does not relate directly to any agency deliverables		
4	43-25-40	State	Statute	Establishes application procedure; register of ophthalmologists; commission shall pay examination costs.	No	Yes	Other service or product our agency must/may provide	Vision exams
5	43-25-50	State	Statute	Establishes authorized procedures such as eye examinations and medical and surgical treatment for visually handicapped persons; reports of results.	Yes	Yes	Other service or product our agency must/may provide	Eye surgery
6	43-25-60	State	Statute	Establishes that the commission may employ qualified counselors to assist teachers in public or private schools who are responsible for the teaching of visually handicapped students	Yes	Yes	Other service or product our agency must/may provide	Vocational Rehabilitation Counseling services in a school setting.
7	43-25-70	State	Statute	Establishes that the commission is empowered to operate concession stands in any State, county or municipal building and in any State park and shall negotiate with the proper agency or governing body regarding the establishment of a concession on such property	No	No - But relates to manner in which one or more agency deliverables is provided		
8	43-25-80	State	Statute	Establishes that any sums appropriated by the General Assembly for treatment and training of the visually handicapped shall be kept by the State Treasurer in a fund for the treatment and training of the visually handicapped and shall be used to carry out the particular purpose assigned to it.	Yes	Yes	Other service or product our agency must/may provide	Treatment of visual conditions and/or training to assist consumers in reaching self-sufficiency.

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Customer Template

Service/Product Provided to Customers	Customer Segments	<i>Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.</i>	Divisions or Major Programs	Description
Assistance in overcoming barriers due to visual disability to achieve success in employment and/or education/training.	General Public	Any citizen of South Carolina with a visual impairment that meets eligibility requirements of SCCB.	Vocational Rehabilitation	Provides quality, individualized vocational rehabilitation services based on individual needs that will assist Blind and visually impaired individuals in obtaining or maintaining competitive employment.
Provision of skill training, technology, and low vision devices for independence.	General Public	Any citizen of South Carolina, age 55 and older, with a severe visual impairment that meets eligibility requirements.	Older Blind Program	Provides quality, individualized services to enable visually impaired persons aged 55 and older with no goal of employment, to remain as self-sufficient and independent as possible.
Service coordination with other agencies and provision of services related to visual impairment to ensure success from an early age.	General Public	Any child, age 3 to 12, who resides in South Carolina and has a severe visual impairment that meets eligibility requirements.	Children's Services	Provides services and coordination with other agencies to assist children ages 3 to 12 with visual impairments to achieve his or her full potential.
Eye exams, surgeries, and other treatments to prevent vision loss.	General Public	Any citizen in South Carolina with an eye condition that can be corrected and vision loss prevented but they have no other means of obtaining the treatment.	Prevention of Blindness	Provides prevention services to assist South Carolina residents maintain their vision and provides educational material on eye health across the state.
Training and financial assistance to become an independent Entrepreneur under the Randolph Sheppard Act.	General Public	Any citizen of South Carolina who is 18 years or older, legally blind, and meets eligibility requirement.	Divisions or Major Programs	Provides necessary training, guidance, and financial support for a person who is legally blind to become a licensed vendor and independently operate a vending facility in a local, state, or federal government facility.

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Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)	
South Carolina Vocational Rehabilitation Department	State Government	A partner in the Unified State Plan and in the RSA common performance measures tracking. Coordinate services for consumers.	1.1.1; 1.1.2; 4.1.1; 4.1.2; 4.2.1	
Department of Employment and Workforce	State Government	A partner in the Unified State Plan and in the RSA common performance measures tracking. Coordinate services for consumers.	1.1.1; 1.1.2; 4.1.1; 4.2.1	---
Department of Education	State Government	A partner in the Unified State Plan and in the RSA common performance measures tracking. Coordinate services for consumers.	1.1.1; 1.1.2; 4.1.1; 4.2.1	---
National Federation of the Blind	Non-Governmental Organization	Promotes SCCB to their members. Provides training assistance	1.1.1; 1.1.2; 2.1.1	---
South Carolina School for the Deaf & Blind	State Government	Provides office space for 1 VR counselor and promotes SCCB to their consumers and partners. Participates in SCCB activities with consumers.	1.1.1	---
Goodwill Industries	Non-Governmental Organization	Provides training assistance	1.1.1; 1.1.2	---
AERBVI of SC	Non-Governmental Organization	Provides updates on assistive technology for visually impaired	1.1.1	---
SC State University Orientation & Mobility Program	Higher Education Institute	Provides updates on assistive technology for visually impaired	1.1.1; 1.2.1	---
Medical University of SC, Storm Eye Clinic	Higher Education Institute	Provides updates on assistive technology for visually impaired	1.1.1; 2.1.1	---
SC Governor's Committee	State Government	Job placement assistance	1.1.1	---
Department of Archives & History, Disability Coordinator	State Government	Includes SCCB information at job fairs.	1.1.1	---
ABLE SC	Non-Governmental Organization	Provides training assistance	1.1.1; 1.1.2	---
Office of Federal Contract Compliance Programs	Federal Government	Provides information and contacts for federal job placement opportunities	1.1.1	---
SC Liaison Industrial Group	Non-Governmental Organization	Job placement assistance	1.1.1; 1.1.2	---
Social Security Administration	Federal Government	Ticket to Work reimbursements, work incentives	1.1.1	---
Blue Cross Blue Shield	Private Business Organization	Provides job placement and sensitivity training	1.1.1; 1.1.2	---
Verizon Wireless	Private Business Organization	Provides job placement and sensitivity training	1.1.1; 1.1.2	---
SC Lt. Governor's Office on Aging	State Government	Provides referrals and resources for Older Blind	1.1.1; 2.1.1	---
Statewide Senior Assisted Living and Senior Daycare Facilities	Private Business Organization	Provides referrals and resources for Older Blind	1.1.1; 2.1.1	---
Lions Club	Non-Governmental Organization	Provides resources for consumers and staff	1.1.1; 2.1.1	---
Helen Keller National Center	Private Business Organization	Provides free consultations	1.1.1	---
BabyNet	Non-Governmental Organization	Coordinates with SCCB to provide free services to children with visual impairments	1.1.1	---
PRO-Parents of SC	Non-Governmental Organization	Coordinates with SCCB to provide free services to children with visual impairments	1.1.1	---
National Employment Team-Southeast Region	Federal Government	Job placement assistance	1.1.1; 1.1.2	---
SC State Museum	State Government	Provides internships	1.1.1; 1.1.2; 1.2.1	---
Columbia College	Higher Education Institute	Provides sensitivity training	1.1.1; 1.1.2	---
McKissick Museum/Library	State Government	Provides soft skills training, job placement assistance	1.1.1; 1.1.2	---
SC Assistive Technology Program-USC School of Medicine	Higher Education Institute	Provides internships	1.1.1; 1.1.2; 1.2.1	---
USC-Thomas Cooper Library	State Government	Provides soft skills training, job placement assistance	1.1.1; 1.1.2;	---
Anderson Mayors Committee	Local Government	Job placement assistance	1.1.1; 1.1.2	---

Richland-Columbia Mayor's Committee on Employment of People with Disabilities	Local Government	Job placement assistance	1.1.1; 1.1.2	—
Spartanburg Mayor Committee	Local Government	Job placement assistance	1.1.1; 1.1.2	—
Summerville Mayor's Committee	Local Government	Job placement assistance	1.1.1; 1.1.2	—
American Red Cross	Non-Governmental Organization	Provides internships	1.1.1; 1.1.2; 1.2.1	—
United Way 211	Non-Governmental Organization	Provides internships	1.1.1; 1.1.2; 1.2.1	—
VA Hospital	Federal Government	Job placement assistance	1.1.1; 1.1.2	—
Harvest Hope Food Bank	Non-Governmental Organization	Provides internships	1.1.1; 1.1.2; 1.2.1	—
Richland County Library	Local Government	Provides soft skills training	1.1.1; 1.1.2	—
SC StateLibrary-Talking Book Services	State Government	Provides internships	1.1.1; 1.1.2; 1.2.1	—
Greater Charleston Call Center Alliance	Non-Governmental Organization	Job placement assistance	1.1.1; 1.1.2	—
Hadley School for the Blind	Private Business Organization	Staff participates in free online courses	1.2.1; 3.1.2	—
Freedom Scientific	Private Business Organization	Free online JAWS training	1.2.1	—
SC Division of Technology Operations	State Government	In process of migrating; DTO will manage the I.T. infrastructure for SCCB	3.1.1; 4.1.1	—
Microsoft	Private Business Organization	Training for I.T. Staff on their website.	1.2.1; 3.1.2	—
State Ethics Commission	State Government	Provides ethical guidance through yearly activity reporting		—
Department of Homeland Security	Federal Government	Provides verification of eligibility and identity of hired individuals		—
SC Human Affairs	State Government	Provides consultative services on HR matters	3.1.1; 3.1.2	—
SC Budget and Control Board	State Government	Provides consultative services and serves as a collecting house for workforce utilization data	4.1.2	—
Insurance Reserve Fund	State Government	Provides staff training at no cost	1.2.1;3.1.2	—
Labor Licensing & Regulation	State Government	Provides staff training at no cost	1.2.1; 3.1.2	—
Foundation for the Commission for the Blind	Non-Governmental Organization	Assists with a variety of services. Presents recognition awards to SCCB staff.	1.2.1; 3.1.2	—
SC Division of State Human Resources	State Government	Provides support to SCCB Human Resource Department	3.1.1; 3.1.2	—
South Carolina Law Enforcement Division	State Government	Provides background reports	3.1.1	—
Midlands Technical College	Higher Education Institute	Provides training assistance	3.1.1	—
Department of Social Services	State Government	Provides background reports	3.1.1	—
Waccamaw Regional Council of Governments	Local Government	Job placement assistance	1.1.1; 1.1.2	—
Midlands Workforce Development Board	Non-Governmental Organization	Workforce partners work together to share resources and build partnerships with businesses		—
Apple Store--Charleston & Greenville	Private Business Organization	Provides internships	1.1.1; 1.1.2; 1.2.1	—
Apprenticeship Carolina	State Government	Provides internships	1.1.1; 1.1.2; 1.2.1	—
US Department of Labor Office of Apprenticeship--SC	Federal Government	Provides internships	1.1.1; 1.1.2; 1.2.1	—
SC Vision Institute	Private Business Organization	Provides Low Vision assistance	2.1.1	—
Focus First	Non-Governmental Organization	Provides vision care to children in need	4.2.1	—

