

House Ways and Means Healthcare Subcommittee

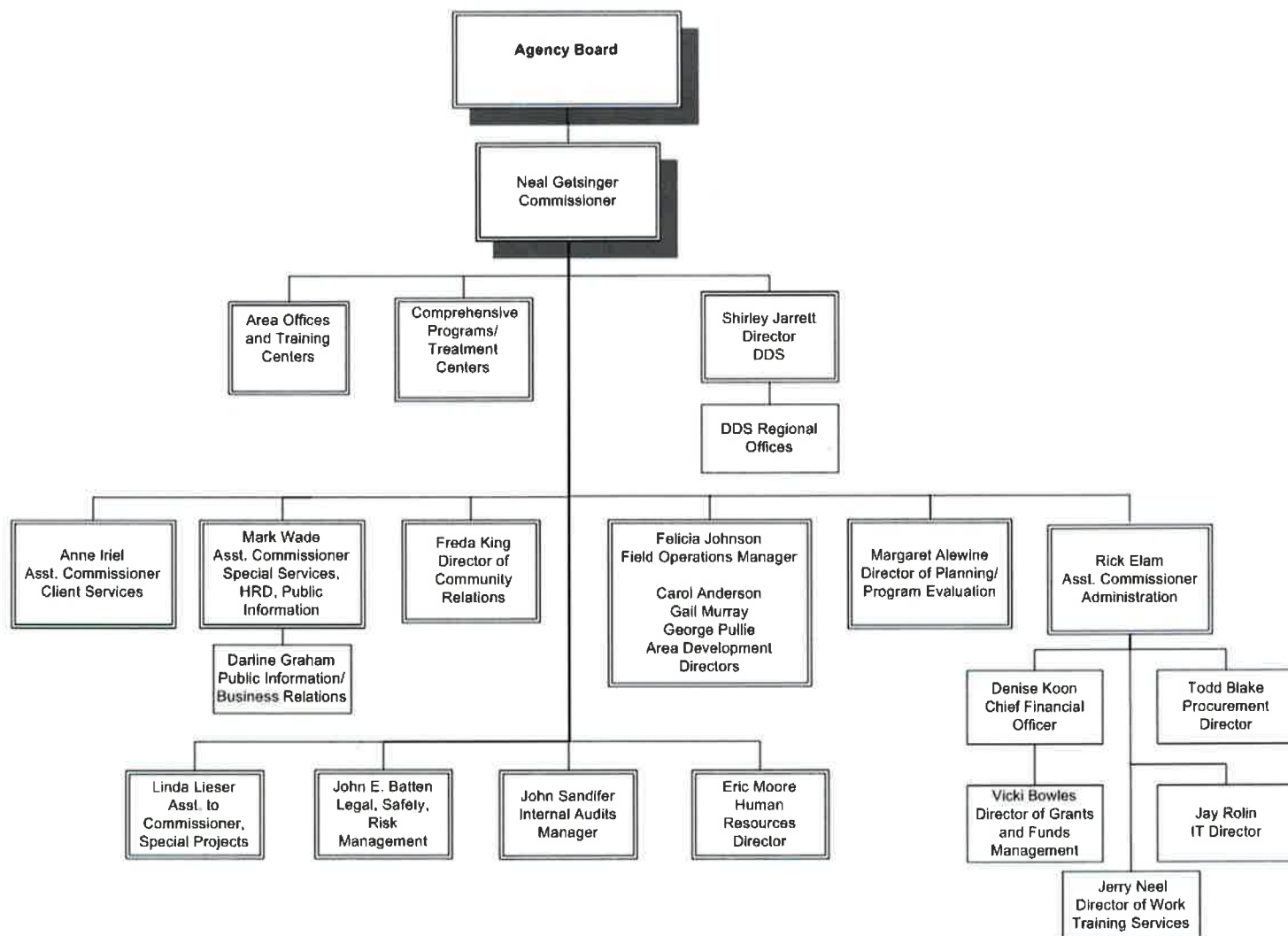
January 24, 2017

South Carolina Vocational Rehabilitation Department

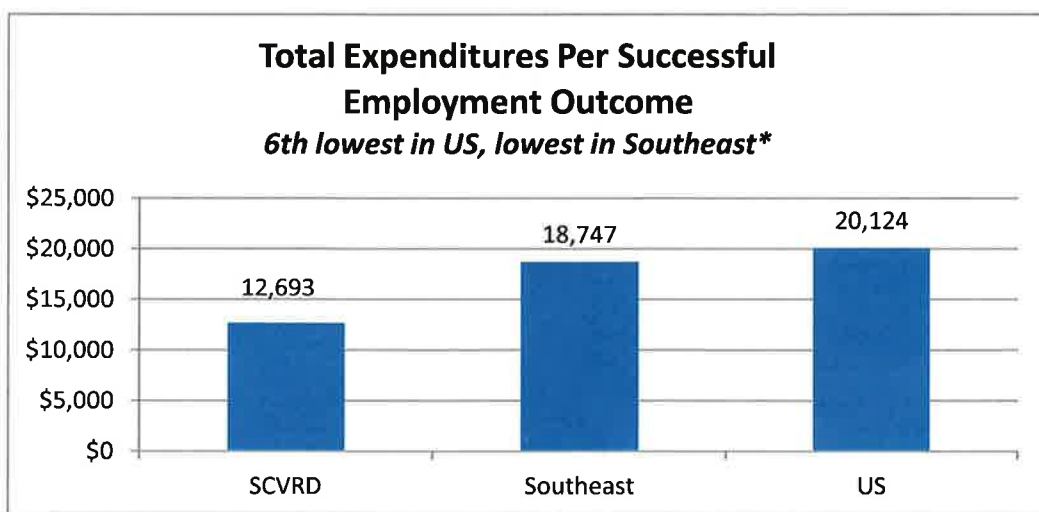
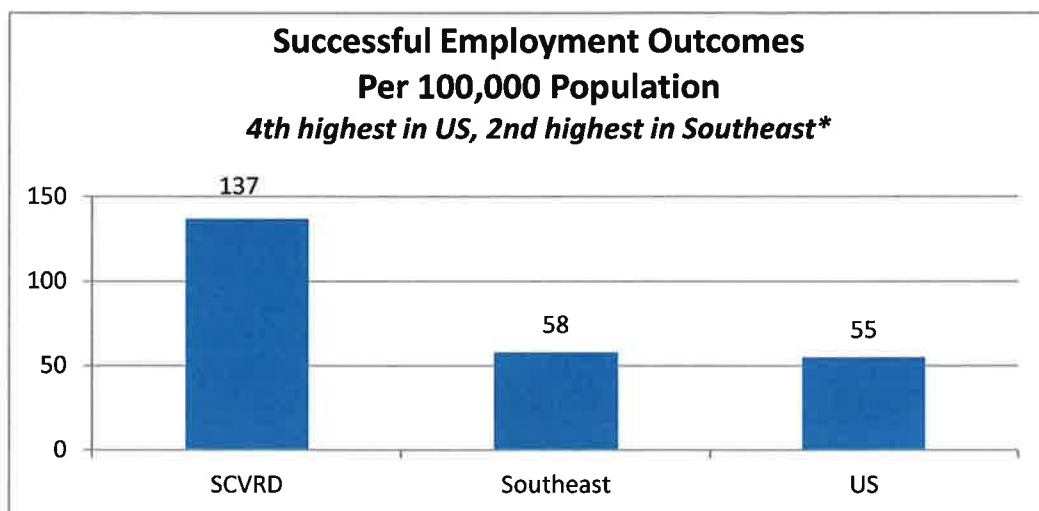
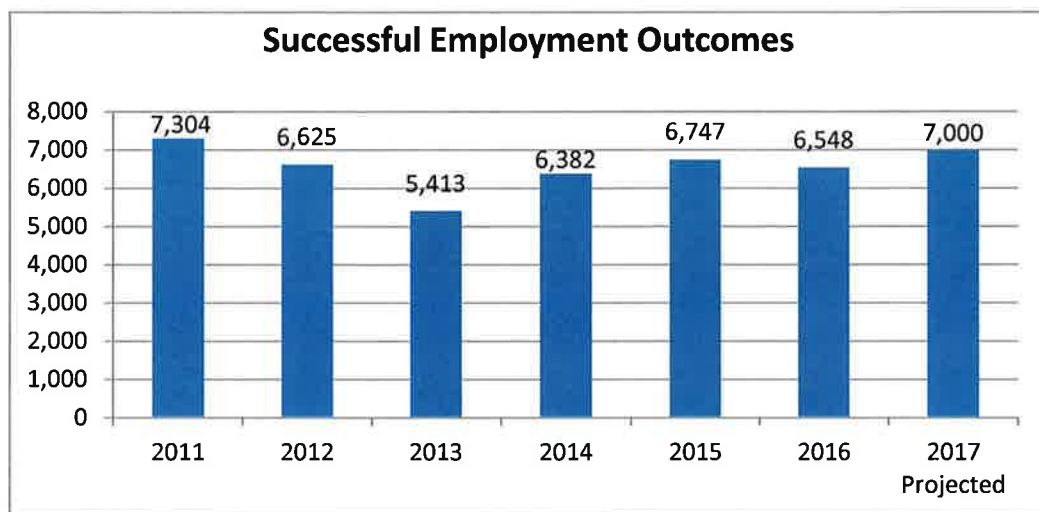
Mission:

*To prepare and assist South Carolinians with disabilities
to achieve and maintain competitive employment.*

South Carolina Vocational Rehabilitation Department
2017



SCVRD Key Results



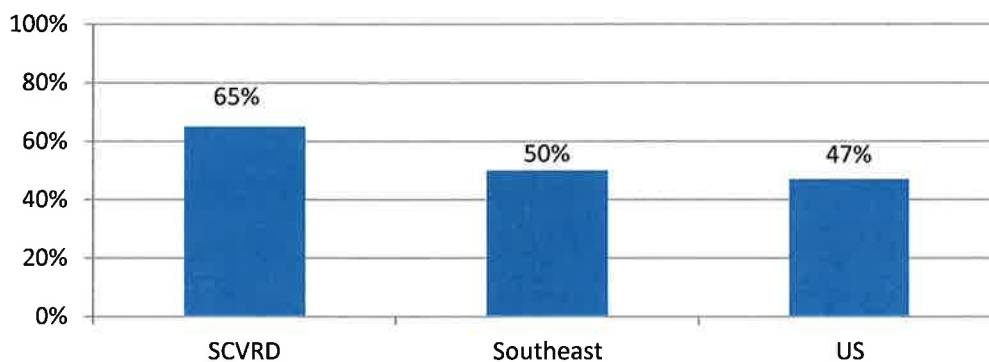
* Most recent national
comparative data: FFY2014

Return on Investment

People with disabilities who exit the program with a successful employment outcome enhance the quality of their lives and their families' lives by earning paychecks, lessening their reliance on government assistance, and stimulating the state's economy by paying taxes, making purchases, and meeting the business community's workplace needs. Based on a cost benefit analysis:

- **Rehabilitated clients will pay back \$4 through taxes for every dollar spent on their services.**
- **They will repay the cost of their rehabilitation services through taxes in approximately 5.2 years.**

Successfully employed clients working 35+ hours per week



AGENCY NAME:	Vocational Rehabilitation Department		
AGENCY CODE:	H73	SECTION:	32

Fiscal Year 2015-16 Accountability Report

SUBMISSION FORM

AGENCY MISSION	The mission of the South Carolina Vocational Rehabilitation Department is to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.
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AGENCY VISION	We will be the leader in quality employment outcomes for our clients and business partners through our people, partnerships, and performance. <i>People:</i> we will be a team of highly qualified professionals who have the passion, commitment and opportunity to excel. <i>Partnerships:</i> we will maintain a dynamic network of partnerships to shape a better future for all stakeholders. <i>Performance:</i> our clients will achieve successful employment outcomes through provision of the services they need, when they need them.
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Please state yes or no if the agency has any major or minor (internal or external) recommendations that would allow the agency to operate more effectively and efficiently.

RESTRUCTURING RECOMMENDATIONS:	No
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Please identify your agency's preferred contacts for this year's accountability report.

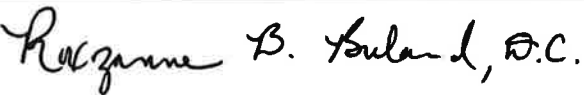
	<u>Name</u>	<u>Phone</u>	<u>Email</u>
PRIMARY CONTACT:	Mark Wade	803-896-6503	mwade@scvrd.state.sc.us
SECONDARY CONTACT:	Rick Elam	803-896-6506	relam@scvrd.state.sc.us

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I have reviewed and approved the enclosed FY 2015-16 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):			
(TYPE/PRINT NAME):	Neal Getsinger		

9-1-2016

BOARD/CMSN CHAIR (SIGN AND DATE):			
(TYPE/PRINT NAME):	Roxzanne B. Breland, D.C.		

9-1-2016

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AGENCY'S DISCUSSION AND ANALYSIS

For the South Carolina Vocational Rehabilitation Department (SCVRD), state fiscal year 2015-2016 was a year of continued progress in the provision and planning of quality, individualized services leading to successful competitive employment outcomes for South Carolinians with disabilities.

SCVRD rehabilitated 6,548 individuals with disabilities into employment in 2015-2016. The department served a total of 35,747 people (including all applicants and clients whose services may have carried over from previous years).

People with disabilities who exit the program with a successful employment outcome enhance the quality of their lives and their families' lives by earning paychecks, lessening their reliance on government assistance, and stimulating the state's economy by paying taxes, making purchases, and ultimately contributing to the state's return on its investment in their services. Based on a cost benefit analysis it is estimated that these rehabilitated clients will pay back nearly four dollars for every dollar spent on their services by becoming taxpayers instead of tax consumers.

SCVRD ranked fourth nationally among all state vocational rehabilitation programs in the number of competitive employment outcomes per 100,000 in population (136), according to the most recent available national comparative data (FFY2014). SCVRD's performance in that measure improved in FFY2015 to 137 successful outcomes per 100,000 population. While recent national comparative data on total cost per rehabilitation is not available, SCVRD continues to operate at a level (\$14,091) that has historically been among the nation's best for lowest cost.

This year marked another step forward in implementation of the Workforce Innovation and Opportunity Act (WIOA), federal legislation passed in 2014 which requires strengthening of partnerships at the state and local levels for enhancing employment opportunities. WIOA includes a focus on persons with barriers to employment such as individuals with disabilities. SCVRD has worked closely with WIOA core partners such as the Department of Employment and Workforce, Adult Education, Commission for the Blind, and SC Works to develop a Unified State Plan for achieving the legislation's objectives. Approved in 2016 by the State Workforce Development Board, Governor Haley, and the U.S. Departments of Labor and Education, the Unified State Plan outlines coordinated partnerships that tie into improving quality employment opportunities, especially for youth, as well as better meeting the specific employment needs of the business community.

One of the key provisions of WIOA is the establishment of common performance measures for core partners, related to income levels and skills gains for individuals as well as employer satisfaction. SCVRD is working with the other partners on a methodology for collecting and sharing the data needed to reflect our state's success in these new measures. Although WIOA's emphases on school-to-work transition and business partnerships have been mirrored by SCVRD's efforts for several years, the specific data required by the new performance measures are different from the vocational rehabilitation program's historical measures and represent a challenge in adaptation.

The public vocational rehabilitation program's enabling legislation, the Rehabilitation Act, is included in Title IV of WIOA. It calls for increased engagement with students with disabilities and requires the utilization of at least 15 percent of the agency's federal funding for provision of pre-employment transition services, which necessitates changes in tracking of expenditures and in position descriptions/roles.

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WIOA's mandates are not accompanied by additional federal grant funding. The agency seeks to maximize its financial and human resources to achieve its mission. It is appreciative of recent state funding restorations and FTE approvals, which have helped to bolster dedicated staffing for school-to-work transition services as well as job-driven vocational rehabilitation services. There was a slight decline in the number of successful employment outcomes for the agency's clients in the past year, and senior leadership has focused on addressing contributing causes such as the inability to maintain staffing levels of experienced counselors. Caseload vacancies are gradually being filled and new training approaches are being implemented to enhance customer service. Additionally, during this past year a major initiative has focused on process simplification to maximize provision of timely, personalized services and to minimize factors that can slow service delivery. Changes recommended by issue-based workgroups are being implemented with favorable results and staff reaction.



These efforts tied into SCVRD's ongoing focus on individual employee responsibility for quality client service delivery, one client at a time, and quality partnerships, one partner at a time, an initiative known as "Quality One" (or "Q1").

Program Integrity



This initiative aligns with SCVRD's longstanding commitment to its Program Integrity model, which seeks a balance among productivity, customer service, and compliance assurance. Each of those components has measurable results and can be used to evaluate the agency at levels ranging from specific caseload or work unit up to an agency-wide level.

In addition to well-prepared, accountable staff it is critical that the agency have safe, well-maintained facilities. With the assistance of capital funding appropriated by the General Assembly SCVRD is addressing ongoing issues in the agency's owned and operated facilities, many of which are more than 30 years old and in need of repairs to continue to safely serve agency clients, business partners, and staff. Numerous projects were delayed for several years when resources were more limited. Recent funding is enabling the agency to re-roof several facilities and resurface parking lots that had been in disrepair. New construction is

underway at Palmetto Center in Florence to supplant extremely outdated facilities for substance abuse treatment services, and a new work training center under construction at Bryant Center in Lyman will provide much-needed job readiness training opportunities for people with disabilities in the Upstate. While additional improvements will be needed around the state in the coming years, significant progress is being made.

As is the case for all state agencies, data security is a high priority. The SCVRD IT staff has continued its efforts to ensure the protection of data and client confidentiality. Network protections have been continually reviewed and upgraded in compliance with the state's Cyber Security Action Plan.

As mentioned previously, the agency has already made significant inroads in transition services in recent years. SCVRD continues to ramp up partnerships in schools and dedicate more staffing to school-to-work transition. Thirty-seven percent of the persons served by the agency are in the transition age range, and the percentage of SCVRD clients that received services and are in the transition age range is higher than the national average.

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However, to meet the new WIOA requirements, the agency continues to face the challenges of strategically aligning its financial and staffing resources to maximize its outcomes in transition services.

Project SEARCH is a continuously growing, successful partnership among local school districts, workforce boards, disability groups and employers. This program provides education and job training to students with intellectual and developmental disabilities through extended internships with major employers, leading to permanent competitive employment. The state's first Project SEARCH program in Spartanburg School District 6 has been a huge success resulting in jobs for students at Spartanburg Regional Health System. This year SCVRD was a partner as Lexington-Richland District 5 launched a Project SEARCH program at Palmetto Health Parkridge, and other school districts around the state have begun plans for this program.

SCVRD offices throughout the state also held very well-attended summer institutes filled with activities for students with disabilities as they begin to plan ahead for employment.

Similarly, SCVRD is increasing its presence in the business community by adding local and regional business development specialists to increase client job marketability and generate new opportunities for clients in all aspects of VR services and job preparation. During this year SCVRD continued its development of a computerized Career Connect system that draws from various business databases and resources and matches SCVRD clients who are suitable, qualified and well-prepared with available jobs. This system received positive attention beyond South Carolina when staff demonstrated it with favorable feedback at a national forum.

SCVRD also is developing new Advanced Skills Training based on specific business needs. Advanced Skills Training will be delivered through the department's local area offices in partnership with community entities including technical colleges and will help grow skilled talent pools from which local business communities can recruit and hire.

With numerous experienced staff members having recently retired or planning to retire in the near future, the agency's Professional Development and Leadership Program (PDLP) is vital in preparing staff for future agency needs while providing them with opportunities for professional growth, development, and career enhancement. These employees participate in this program voluntarily while maintaining their current job responsibilities. Participants managed work projects as part of the program which serve as on-the-job leadership opportunities for the participants while at the same time assisting the department through projects designed to enhance agency performance or process improvements. Forty-one employees graduated from level one of the program (Professional Development) in 2016 and 31 graduated from level two (Leadership). Another 69 have been accepted into the next PDLP class.

The agency's outreach continued to be enhanced by an expanded presence in social media and online resources, as well as refined publications. In March 2016 the South Carolina State Library recognized SCVRD's website (www.scvrd.net) as a Notable State Documents award winner, one of only two state agency websites to receive this honor.



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Background information about SCVRD that may be helpful in reviewing the accompanying agency accountability report for 2015-2016:

Main products, services and delivery methods

- Eligible applicants with disabilities have a program of services coordinated by their counselors at one of 25 area offices and 25 work training centers spread throughout the state. Together the client and VR staff develop an individualized plan for employment. Career options are explored and the client receives extensive counseling and guidance and vocational assessment. Other services may include physical restoration services, classes to enhance employability, job readiness training at the department's work training centers, or additional services leading to job placement. Successful, suitable employment in alignment with client interests is the outcome measure.
- Many clients with significant physical disabilities benefit from the department's Center for Comprehensive Programs in West Columbia, which includes an evaluation center to determine vocational potential; pain management program; brain injury program; muscular development program; rehabilitation technology program which uses an engineering approach to overcome employment barriers; and information technology training program which provides clients with a business community-driven training curriculum for technology jobs. Many of these same services are provided to Upstate clients at the department's Bryant Center in Lyman.
- The department has specialized services such as cardiac rehabilitation; deaf and hard of hearing services; job retention services for employees of businesses throughout the state whose jobs are jeopardized by disabling conditions; supported employment (worksite job coaching); and substance abuse treatment at SCVRD treatment centers in Greenville and Florence that serve the entire state.
- The department's 25 work training centers provide vital job training for clients and a cost-effective outsource option for more than 450 business and industry partners.
- The Social Security Disability Determination Services program, located in the Columbia, Greenville and Charleston areas, processes Supplemental Security Income and Social Security Disability Insurance claims for the Social Security Administration, and Medicaid disability claims for the Department of Health and Human Services.
- At the end of FY2016, the department had 1,175 employees in full-time equivalent positions and 276 employees in temporary positions.

Key customer segments and stakeholders

- **Primary customers (clients):** The department mission centers on employment of people with disabilities. It does not provide lifelong services. To be eligible, an applicant must have a physical or mental impairment that substantially interferes with his or her ability to work. The person must also require and be able to benefit from vocational rehabilitation services that would lead to permanent, competitive employment. The department is unique in that its primary customers are people with more than 135 different physically and mentally disabling conditions. The client's expectation is to receive appropriate services that will result in successful employment that is consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.
- **Business and industry partners:** This includes employers who expect the agency to provide well-qualified, reliable employees; companies that provide outsource work for clients in job readiness training and require high-quality, timely, and cost-effective production; companies that utilize job retention services, which help

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people whose jobs are jeopardized by disabling conditions; and businesses taking part in SCVRD work assessment, training, mentoring and job shadowing services. Business partners also include vendors who assist the agency in providing needed goods and services that contribute to successful employment outcomes for clients.

- **State and local agencies and private, non-profit organizations:** SCVRD has hundreds of cooperative agreements with organizations throughout the state. These agency partners expect SCVRD to provide the employment outcome component that their clients need to round out the scope of services that bring newfound independence for people with disabilities.
- **Taxpayers/legislators:** The agency must be accountable in its service delivery and its practices, and provide results that show efficiency and effectiveness.

Risk Assessment and Mitigation Strategies

The most negative impact on the public as a result of any potential agency failure in accomplishing its goals and objectives would be that South Carolinians with disabilities would not have the necessary supports to prepare for, achieve and maintain competitive employment. In turn, the state's employers would not benefit from having as many qualified and well-prepared job candidates.

Should the agency experience such negative impact, outside help would be available through the Rehabilitation Services Administration (RSA), U.S. Department of Education, which is the federal regulatory agency for the public vocational rehabilitation program. Historically, two consecutive years of substandard performance on primary indicators would trigger reviews by RSA. Several national technical assistance centers have also been established in various topical areas to assist vocational rehabilitation agencies in successfully meeting the requirements of service provision required by the Workforce Innovation and Opportunity Act.

General assembly options in helping to resolve these issues could include (1) open communication between legislative committee members and the agency; (2) review and discussion of assistance/recommendations provided by Rehabilitation Services Administration in the event that those recommendations did not result in improvements by the agency, to help the agency determine how it might improve upon its corrective actions; (3) review and discussion of assistance/recommendations provided by technical assistance centers in the event that those recommendations did not result in improvements by the agency, to help the agency determine how it might improve upon its corrective actions.

Restructuring Recommendations

The agency does not have any recommendations for restructuring.

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Fiscal Year 2016-17
Accountability Report

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Strategic Planning Template

Type	Goal	Item # Strat Object	Associated Enterprise Objective	Description
G	1		Education, Training and Human Development	Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.
S	1.1			Improve the quality of employment outcomes for eligible individuals with disabilities.
O		1.1.1		Support continuous improvement within Program Integrity; Productivity, Compliance Assurance and Customer Service.
O		1.1.2		Increase services to underserved and emerging disability populations.
O		1.1.3		Strengthen the workforce pipeline through matching client strengths and abilities with community employment results.
O		1.1.4		Demonstrate effectiveness in national comparative data for performance measures.
S	1.2			Enhance school-to-work transition services.
O		1.2.1		Maximize relationships with education officials in all S.C. school districts to support development of education and career pathways.
O		1.2.2		Improve services to individuals with autism spectrum disorders and intellectual/developmental disabilities.
O		1.2.3		Enhance services for at-risk youth with disabilities.
O		1.2.4		Expose students with disabilities to careers in science, technology, engineering and math through High School/High Tech programs.
O		1.2.5		Provide pre-employment transition services to prepare students for post-secondary outcomes.
S	1.3			Enhance job-driven vocational training programs.
O		1.3.1		Develop job-readiness skills through work training center activities, demand-driven skills training, and on-the-job supports.
O		1.3.2		Equip clients for job search through resume development, interviewing skills, other "soft" skills, and disability-related classes.
G	2		Government and Citizens	We will be a team of highly-qualified professionals who have the commitment, accountability and opportunity to excel.
S	2.1			Provide training to equip staff to provide quality vocational rehabilitation services.
O		2.1.1		Develop training based on needs assessment in accordance with the State Plan.
O		2.1.2		Enhance job-specific training for specialized areas of agency operations.
S	2.2			Foster opportunities for professional growth and the enhancement of future leadership.
O		2.2.1		Provide a professional development and leadership program.
O		2.2.2		Maintain a working environment that fosters measurable increases in job satisfaction and rewards accomplishment.
O		2.2.3		Structure a work environment that promotes employee accountability for performance and ethical standards.
G	3		Government and Citizens	Accountability to taxpayers through efficient and effective use of resources entrusted to us.
S	3.1			Successful outcomes for clients and claimants using resources efficiently.
O		3.1.1		High return on investment for clients through successful employment outcomes.
O		3.1.2		Demonstrate cost effectiveness that compares favorably with national/regional peers.
S	3.2			Continued evaluation and improvement of key processes.
O		3.2.1		Conversion to electronic case management system encompassing time management and compliance aids with statewide access.
O		3.2.2		Expansion and enhancement of quality assurance and program evaluation to support data-driven decision making and evaluation methods.
O		3.2.3		Evaluation and development of fiscal and programmatic joint processes.
S	3.3			Ensure safety and adequacy of infrastructure.
O		3.3.1		I.T. and systems security.
O		3.3.2		Promote a safe environment for staff and clients, resulting in minimal rates of injury.
G	4		Public Infrastructure and Economic Development	Maintain a dynamic network of partnerships to shape a better future for all stakeholders.
S	4.1			Increase collaboration with other state agencies and community organizations.
O		4.1.1		Inform stakeholders of services and get their feedback on VR performance in meeting needs.
O		4.1.2		Provide employment preparations and supports for people with disabilities referred by partner agencies and organizations.
O		4.1.3		Build relationships that encourage complementary interagency collaboration.
S	4.2			Mutually beneficial partnerships with business and industry that provide employment /training opportunities for clients.
O		4.2.1		Build and maintain VR Business Partnership Network and collaborate with business and industry associations.
O		4.2.2		Actively use business advisory councils for guidance on employment standards and training curricula.
O		4.2.3		Advanced solutions for job matching through Career Connect and Universal Business Database.

Strategic Planning Template

Agency Name: Vocational Rehabilitation Department			
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Type	Goal	Item # Strat	Object 4.2.4
O		Associated Enterprise Objective	
Description Provide outsource opportunities that meet clients' job readiness training needs and local labor market and industry needs.			

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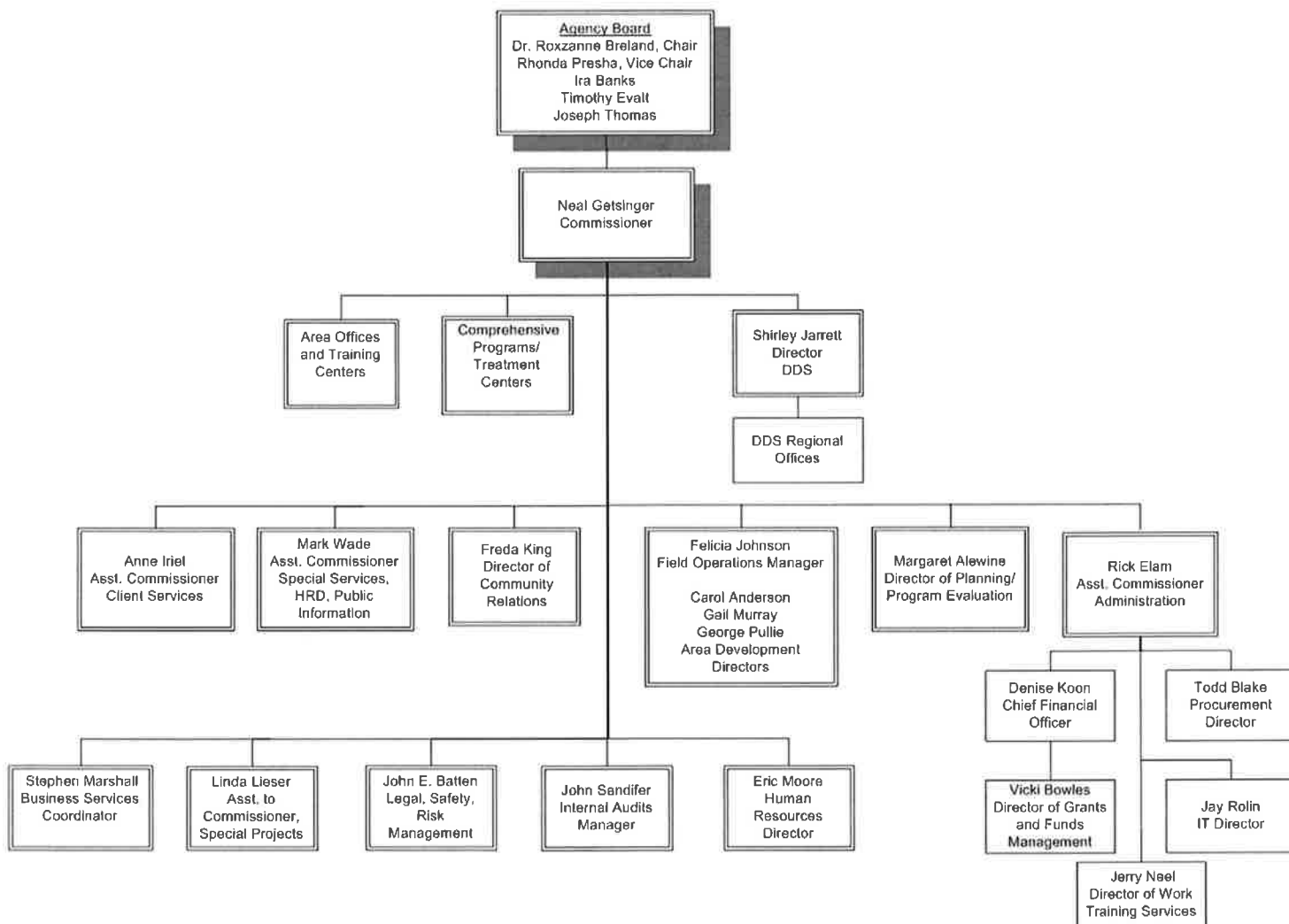
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South Carolina Vocational Rehabilitation Department
2016



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Performance Measure		Target Value	Actual Value	Future Target Value	Time Applicable	Data Source and Availability	Calculation Method	Associated Objective(s)
1	Successful Employment Outcomes (state fiscal year)	7,252	6,548	7,000	July 1-June 30	Internal IT program; real-time	number of individuals exiting program in employment and who remain employed for at least 90 days	1.1.1, 1.1.2, 1.1.3, 1.1.4
2	Rehabilitations Per 100,000 Population; national and regional ranking	Top 5 in US	136 4th in US (FFY14)	Top 5 in US	Oct. 1-Sept. 30	Rehabilitation Services Administration (RSA) and U.S. Census; annual	state population estimate divided by number of successful outcomes	1.1.1, 1.1.2, 1.1.3, 3.1.1
3	Percentage of program participants who are employed during 2nd quarter after exit	new WIOA measure; baseline being established	new measure	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	1.1.1, 1.1.3, 1.1.4, 3.1.1
4	Percentage of program participants who are employed during 4th quarter after exit	new WIOA measure; baseline being established	new measure	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	1.1.1, 1.1.3, 1.1.4, 3.1.1
5	Median earnings of program participants who are employed during 2nd quarter after exit	new WIOA measure; baseline being established	new measure	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	1.1.1, 1.1.3, 1.1.4, 3.1.1
6	Percentage of program participants obtaining recognized post-secondary credential or a secondary school diploma during participation or within one year of exit	new WIOA measure; baseline being established	new measure	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	1.1.1, 1.1.4, 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5
7	Percentage of participants who are in education or training program achieving measurable skills gains	new WIOA measure; baseline being established	new measure	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	1.1.1, 1.1.3, 1.1.4, 1.2.1, 1.3.1, 4.2.2
8	Effectiveness in serving employers	new WIOA measure; baseline being established	new measure	new WIOA measure; baseline being established	July 1-June 30	RSA and internal	instructions currently being finalized by RSA	4.2.1, 4.2.2, 4.2.3, 4.2.4
9	Change in number of successful employment outcomes from previous federal fiscal year	increase of at least 1 (national standard)	increase of 200	increase of at least 1 (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators and internal data	the difference between the number of individuals exiting the VR program who achieved an employment outcome during the current performance period and the number who achieved an employment outcome during the previous period	1.1.4

10	Percentage of clients with employment outcomes	55.8% (national standard)	60.29%	55.8% (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators and internal data	the percentage of individuals exiting the program during the performance period who have achieved an employment outcome after receiving services	1.1.4
11	Percentage of clients with employment outcomes who were competitively employed	72.6% (national standard)	98.87%	72.6% (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators and internal data	the percentage of individuals who exit the VR program in employment in integrated settings without ongoing support services or self-employment with hourly rate of earnings equivalent to at least the federal or state minimum wage rate, whichever is higher, based on all individuals exiting with an employment outcome after receiving services	1.1.4
12	Percentage of competitively employed clients having significant disabilities	62.54% (national standard)	94.95%	62.54% (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators and internal data	percentage of those individuals who are competitively employed after receiving services who have disabilities classified as significant	1.1.4
13	Ratio of rehabilitated client wages compared to state average wage	0.52 (national standard)	0.56	0.52 (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators and internal data	ratio of the average hourly earnings of all individuals in competitive employment after VR services to the average hourly earnings of all employed individuals in the state	1.1.4
14	Difference in percentage of clients self-supporting after services compared with before	53% (national standard)	68.63%	53% (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators and internal data	for all individuals with competitive employment outcomes, the difference in the percentage of individuals who at program entry reported their income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit	1.1.4
15	Service rate for minority clients as ratio to non-minority	0.8 (national standard)	0.99	0.8 (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators and internal data	the ratio of the percent of individuals with a minority background to the percent of individuals without a minority background exiting the program who received VR services	1.1.4

16	Program Integrity - Customer Service	improvement	92.45% (decrease of 3.84%)	improvement	July 1-June 30	Internal IT program; Intranet	percentages of satisfied ratings in client surveys (90% weight) and percentages of satisfied ratings in mystery shopper surveys (10% weight)	1.1.1, 1.1.2, 4.1.1, 4.2.1
17	Program Integrity - Compliance Assurance	improvement	92.84% (decrease of 4.39%)	improvement	July 1-June 30	Internal IT program; Intranet	adherence to client services policy as evidenced in quality assurance reviews; total number of correct procedural and substantial questions divided by total number of correct and incorrect questions	1.1.1, 3.2.2
18	Program Integrity - Productivity	100%	90.34%	100%	July 1-June 30	Internal IT program; Intranet	total number of clients who have achieved successful outcomes divided by the prorated goal	1.1.1, 1.1.2, 1.1.3, 1.1.4
19	Average Total Cost Per Client Served (lower=better); national and regional ranking	Top 10 in US	\$2,651 updated national data unavailable	Top 10 in US	Oct. 1-Sept. 30	data from RSA-2 applied to internal calculation annually	Total VR program expenditures divided by total persons served	3.1.1, 3.1.2
20	Average Total Cost Per Rehabilitation (lower=better); national and regional ranking	Top 5 in US	\$14,091 updated national data unavailable	Top 5 in US	Oct. 1-Sept. 30	data from RSA-2 and RSA-911 applied to internal calculation annually	Total VR program expenditures divided by total successful employment outcomes	3.1.1, 3.1.2
21	Amount each successfully rehabilitated client will repay in taxes for each dollar spent on his/her rehabilitation	increase	\$3.96 (decreased by \$0.58)	increase	July 1-June 30	internal from IT report calculated annually	factors include: total overhead cost; adjustment rate for wage change; unemployment rate; mortality rate; underestimation of referral earnings; gain not attributable to VR services; fringe benefits factor; discount rate; tax factor; retirement age	3.1.1
22	Number of years for each rehabilitated client to repay cost of rehabilitation	decrease	5.21 (increased by 0.7)	decrease	July 1-June 30	internal from IT report calculated annually	factors include: total overhead cost; adjustment rate for wage change; unemployment rate; mortality rate; underestimation of referral earnings; gain not attributable to VR services; fringe benefits factor; discount rate; tax factor; retirement age	3.1.1

23	Reimbursement from Social Security Administration for SCVRD Job Placements	10% increase	\$522,227 (decrease of \$491,317)	10% increase	Oct. 1-Sept. 30	Social Security Administration; annual	SSA reimburses state VR agencies for the cost of services provided to beneficiaries with disabilities if services result in achievement of employment at a specified earnings level and provide savings to the SSA trust fund	1.1.3, 3.1.1
24	New Applicants Referred to SCVRD	increase and representative of needs	15,314 (increase of 534)	increase and representative of needs	July 1-June 30	Internal IT program; realtime	count of new applicants statewide	1.1.2, 4.1.1, 4.1.2, 4.1.3
26	Successfully rehabilitated clients working 35+ hours per week exceeds national and regional VR averages	higher percentage than SE and US	63.35% SCVRD 46.90% U.S. 49.74% Southeast	higher percentage than SE and US	Oct. 1-Sept. 30	RSA database and internal data; annual	percentage of status 26 (employed at exit) clients working 35+ hours/week	1.1.3
26	Successfully rehabilitated clients (transition-aged) working 35+ hours per week exceeds national and regional VR averages	higher percentage than SE and US	56.36% SCVRD 40.64% U.S. 43.09% Southeast	higher percentage than SE and US	Oct. 1-Sept. 30	RSA database and internal data; annual	percentage of status 26 (employed at exit) clients ages 14-24 working 35+ hours/week	1.2.1, 1.2.2, 1.2.3, 1.2.4
27	Increase successful employment outcomes for transition-age clients (14-24)	increase	SFY2016: 1,760 SFY2015: 1,969	increase	July 1-June 30	SCVRD Planning and Program Development office; ongoing	Totals from all SCVRD field office locations	1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5
28	Percentage of individuals served by agency who are in transition age range (14-24)	+/- 5% of US avg. (35.12% in FFY 2014 last available data)	37.4% SFY 2016	+/- 5% of US avg. (35.12% in FFY 2014 last available data)	July 1 - June 30	Internal data; annual	total number of individuals between the ages of 14 and 24 at application who received services divided by the total number of individuals who received services multiplied by 100	1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5
29	Student participation in Disability Mentoring Day activities	increase	994 (decrease of 124)	increase	October 1-31, 2015	Planning and Program Development; annual	total number of students with disabilities participating in local Disability Mentoring Day activities in which employers provide job shadow/mentoring opportunities	1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5
30	Positive outcomes in employee well-being surveys	improvement	3.92 on scale of 5.0 (decrease of 0.02)	improvement	July 1- June 30	Surveys compiled by Human Resources department annually	Survey of 16 questions related to job satisfaction circulated to all locations and position types; each answered on scale of 5; measure shown is composite average.	2.2.2, 2.2.1
31	Level of Goal Attainment Toward Equal Employment Opportunity	100%	94.8% (10th highest among SC state agencies)	100%	October 1- September 30	S.C. Human Affairs Commission; annual	average percentage of goals met based on adjusted availability by category	2.2.2
32	Agency staff turnover rates compare favorably with average for S.C. state government and average for government entities nationally	favorable comparative rate	13.92% SCVRD 17.42% SC state govt. 18.7% nationally	favorable comparative rate	SCVRD: July 1-June 30; most recent available data for comparative	data from state Office of Human Resources, U.S. Department of Labor, SCVRD, annually	compiled from most recently available state and national data; current state comparative value estimated from available OHR data	2.2.2

33	Training events for staff (face-to-face, webinars, videoconference, online)	N/A	613	N/A	July 1- June 30	HRD director; ongoing	totals from training record system	2.1.1, 2.1.2
34	Professional Development and Leadership Program completion	47 (professional development) 33 (leadership)	41 (professional development) 31 (leadership)	35 (professional development) 30 (leadership)	July 1- June 30	HRD director; ongoing	number of employees who complete each program	2.2.1, 2.2.2, 2.2.3
35	Lower the Experience Modifier (EMOD) through excellence in safety precautions	lower	lowered from 1.11 to 1.09	lower	July 1-June 30	State Accident Fund	EMOD for all 24 work training centers added to EMOD for agency employees, then averaged.	3.3.2
36	Lower Worker's Compensation premiums	reduction	\$74,863 increase	reduction	July 1-June 30	State Accident Fund premium notices	Compare total premium amount from all policies from year to year and report change amount	3.3.2, 3.1.2
37	Work Training Center client injury rate lower than Goods Producing Industries rate (BLS)	lower comparative rate	1% SCVRD 3.6% BLS	lower comparative rate	July 1-June 30	Bureau of Labor Statistics and SCVRD injury database	Total number of client trainee injuries divided by total number of client trainees served; compared with BLS data	3.3.2
38	Employee injury rate lower than State Government Employees rate (BLS)	lower comparative rate	1.7% SCVRD 3.8% BLS	lower comparative rate	July 1-June 30	Bureau of Labor Statistics and SCVRD injury database	Total number of agency employee injuries divided by total number of agency employees; compared with BLS data	3.3.2, 2.2.2
39	Work Training Center client lost time to injury rate lower than Service Providing Industries rate (BLS)	lower comparative rate	.0008% SCVRD 1.1% BLS	lower comparative rate	July 1-June 30	Bureau of Labor Statistics and SCVRD injury database	Total number of agency employee injuries divided by total number of agency employees; compared with BLS data	3.3.2
40	Employee lost time to injury rate lower than Service Providing Industries rate (BLS)	lower comparative rate	.003 SCVRD 1.1% BLS	lower comparative rate	July 1-June 30	Bureau of Labor Statistics and SCVRD injury database	Total number of agency employee injuries divided by total number of agency employees; compared with BLS data	3.3.2, 2.2.2
41	Growth in Business Partnership Network	increase	649 members (increase of 298)	increase	July 1-June 30	Client Services (internal)	Collected internally from area offices	4.2.1, 4.2.2, 4.2.4
42	SSA Disability Determination Cost per Case	no standard issued	\$570.10	no standard issued	Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	Total operational cost of DDS divided by total number of claims cleared	3.1.2
43	SSA Disability Determination Documentation Accuracy	97%	99.10%	97%	Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	Percentage of correct decisions from random sample selected and reviewed by SSA	3.1.2
44	SSA Disability Determination Overall Processing Time	113 days	114.2 days	113 days	Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	Total time from the date of application to the actual decision date	3.1.2
45	Number of client complaints to Client Relations office	lower	49 (decrease of 37)	lower	July 1-June 30	Client Relations database, reported to RSA; ongoing	number of complaints received either directly from clients or through other advocacy/referral sources	1.1.1, 1.1.3, 2.2.3, 3.2.2

46	Percentage of client complaints resolved without need for formal administrative review	100%	100%	100%	July 1-June 30	Client Relations database, reported to RSA; ongoing	percentage of complaints received by Client Relations office resolved without client request for a hearing with an independent hearing officer application of internal controls and accounting compliance with federal Vocational Rehabilitation grant requirements and agency policies application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office	1.1.1, 1.1.3, 2.2.3, 3.2.2
47	Single Audit results	0 findings	1 finding	0 findings	July 1-June 30 2015	Office of State Auditor; annually		3.1.2, 3.2.3
48	Agreed Upon Procedures audit results	0 findings	1 finding	0 findings	July 1-June 30 2015	Office of State Auditor; annually		3.1.2, 3.2.3
49	Administrative Costs as a percentage of total operating expenditures	< 7%	5.66%	< 7%	July 1-June 30	SCEIS; ongoing	administrative costs as a percentage of all costs	3.1.2
50	Increase in Cooperative Agreements associated with strategic goals	N/A	323	N/A	July 1-June 30	Internal	new/continued memoranda of understanding with community resources, all types	4.1.1, 4.1.2, 4.1.3

Agency Name:	Vocational Rehabilitation Department
Agency Code:	H73
Section:	032

Program/Title	Purpose	FY 2015-16 Expenditures (Actual)			FY 2016-17 Expenditures (Projected)			Program Template	
		General	Other	Federal	TOTAL	General	Other	Federal	Associated Objective(s)
I. General Administration	Leadership, general operation and support of all agency programs	\$ 848,828	\$ 201,971	\$ 7,297,646	\$ 8,348,445	\$ 1,251,254	\$ 115,000	\$ 5,169,990	1.1.1, 2.2.1, 2.2.2, 2.2.3, 3.1.2, 3.2.3, 3.3.1, 3.3.2
II. A. Basic Service Program	Delivery of services to eligible South Carolinians with disabilities to prepare and assist them to achieve and maintain competitive employment	\$ 10,692,556	\$ 3,428,661	\$ 43,758,568	\$ 57,879,785	\$ 9,860,294	\$ 29,982,118	\$ 45,791,705	1.1.1-1.1.4, 1.2.1-1.2.4, 1.3.1, 1.3.2, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 4.1.1-4.1.3, 4.2.1-4.2.4
	Special grant programs targeted to specific areas, including In-Service Training, Independent Living, Supported Employment and WIPA (Work Incentives Planning and Assistance)	\$ 41,993		\$ 584,030	\$ 626,023	\$ 66,557		\$ 1,452,619	2.1.1, 2.1.2, 2.2.1, 2.2.2
II. B. Special Projects									
II. C. Workshop Production	Job readiness training program within Work Training Centers	\$ 15,829,529	\$ 302,147	\$ 16,131,676		\$		\$	1.3.1., 1.3.2, 4.2.1, 4.2.4
III. Disability Determination Services	Adjudication of SSI/SSDI claims for the Social Security Administration	\$ 2,175,972	\$ 34,211,266	\$ 36,387,238		\$ 3,214,572	\$ 45,801,197	\$ 49,015,769	3.1.2
IV. Employee Benefits	Employer Contributions	\$ 3,300,403	\$ 1,148,676	\$ 16,502,358	\$ 20,951,437	\$ 4,208,131	\$ 1,853,511	\$ 18,047,228	2.2.2
V. Non-Recurring Appropriations				\$				\$	N/A
All Other Items including Capital Projects		\$ 544,514	\$ 3,184,443	\$ 3,728,957		\$ 3,337,025	\$ 5,902,987	\$ 9,240,012	3.3.2, 3.3.3
Total Funds		\$ 14,883,780	\$ 23,329,323	\$ 105,840,458	\$ 144,053,561	\$ 15,386,236	\$ 38,502,226	\$ 122,165,726	\$ 176,054,188

Agency Name: Vocational Rehabilitation Department

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Legal Standards Template					
Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Associated Program(s)
1	South Carolina Code of Laws: Title 43, Chapter 31	State	Statute	Statutorily required to provide vocational rehabilitation services to every "eligible physically handicapped individual," except those qualifying under vocational rehabilitation for the blind, all as defined by law. The statutes, among other things, authorize SCVRD to enter into contractual arrangements with the Federal Government and other departments, agencies and institutions, both public and private, for performance of services related to vocational rehabilitation, and to conduct research and compile statistics relating to the provision of services to individuals with a disability.	1.1.1, 1.1.2, 1.1.3, 1.2.1, 1.3.1, 4.1.1, 4.1.2, 4.1.3, 4.2.1, 4.2.4
2	The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361	Federal	Regulation	Entitled the State Vocational Rehabilitation Program (VR program), the law and regulations establish the framework for providing grants to assist States in operating a statewide comprehensive, coordinated, effective, efficient and accountable program, as an integral part of a statewide workforce investment system designed to assess, plan, develop, and provide VR services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, so that they may prepare for and engage in gainful employment.	All
3	Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending	Federal	Statute	Replaces the Workforce Investment Act of 1998 and amends the Rehabilitation Act of 1973. Places significant emphasis on individuals with disabilities obtaining competitive integrated employment. The VR State plan must ensure that priority is given to individuals who are otherwise eligible for VR program services and who are at imminent risk of losing their jobs unless they receive additional necessary post-employment services. Requires the core programs of the Workforce Innovation System, including VR, to submit a Unified State Plan that includes common goals and strategies for fulfilling Federal requirements. Specifies requirements for VR in providing pre-employment transition services for students with disabilities.	All
4	20 CFR 404.1503 (for DDS)	Federal	Regulation	Permits State Agencies to make disability and blindness determinations for the SSA Commissioner for most persons living in the State. These determinations are made under regulations containing performance standards and other administrative requirements relating to the disability and blindness determination function.	3.1.2, 3.2.3
5	20 CFR 404 Subpart Q (for DDS)	Federal	Regulation	Describes the standards of performance and administrative requirements and procedures for States making determinations of disability for the SSA Commissioner under the Social Security Act.	3.1.2, 3.2.3

6	State Appropriations Act, 2015-2016 (R275, H5001) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.1	State	Proviso	(VR: Production Contracts Revenue) All revenues derived from production contracts earned by people with disabilities receiving job readiness training at the agency's Work Training Centers may be retained by the State Agency of Vocational Rehabilitation and used in the facilities for Client Wages and any other production costs; and further, any excess funds derived from these production contracts may be used for other operating expenses and/or permanent improvements of these facilities.	1.1.3, 1.3.1, 1.3.2, 3.1.2, 3.3.2, 4.1.2, 4.2.1, 4.2.2, 4.2.4
7	State Appropriations Act, 2016-2017 (R275, H5001) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.2	State	Proviso	(VR: Reallocation Funds) To maximize utilization of federal funding and prevent the loss of such funding to other states in the Basic Service Program, the State Agency of Vocational Rehabilitation be allowed to budget reallocation and other funds received in excess of original projections in following State fiscal years.	1.1.2, 1.1.3, 3.1.1, 3.1.2
8	State Appropriations Act, 2016-2017 (R275, H5001) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.3	State	Proviso	(VR: User/Service Fees) Any revenues generated from user fees or service fees charged to the general public or other parties ineligible for the department's services may be retained to offset costs associated with the related activities so as to not affect the level of service for regular agency clients.	3.1.2
9	State Appropriations Act, 2016-2017 (R275, H5001) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.4	State	Proviso	(VR: Meal Ticket Revenue) All revenues generated from sale of meal tickets may be retained by the agency and expended for supplies to operate the agency's food service programs or cafeteria.	3.1.2
10	State Appropriations Act, 2016-2017 (R275, H5001) Section 32 - H730-Department of Vocational Rehabilitation; Section 32.5	State	Proviso	(VR: Basic Services Program - Educational Scholarships) For those persons with disabilities who are eligible for and are receiving services under an approved plan of the South Carolina Vocational Rehabilitation Department (consistent with the 1973 Rehabilitation Act, as amended) tuition costs at state supported institutions (four year, technical, or trade schools) will not increase beyond the 1998 tuition rate, will be provided, or will be waived by the respective institution after the utilization of any other federal or state student aid for which the student is eligible. Persons eligible for this tuition reduction or sponsorship must meet all academic requirements of the particular institution and be eligible for State need-based scholarships as defined in Chapter 142, Title 59, Code of Laws of South Carolina, 1976.	1.2.5
11	State Appropriations Act, 2016-2017 (R275, H5001) Section 93 - D50-Department of Administration; 93.20-DOA: Sale of Surplus Real Property	State	Proviso	The Department of Vocational Rehabilitation shall be authorized to retain the net proceeds from the sale of 3.205 acres located at 22861 Highway 76 East in Clinton, South Carolina to be used for capital projects and deferred maintenance. The Department of Vocational Rehabilitation shall annually submit a report, within sixty days after the close of the fiscal year, to the Senate Finance Committee and the House Ways and Means Committee on the status of the sale of the identified property and a detailed accounting on the expenditure of funds resulting from such sale.	3.1.2, 4.1.1

12	State Appropriations Act, 2016-2017 (R275, H5001) Section 102.4 - E50-Revenue and Fiscal Affairs; 102.4- RFAO: SC Health & Human Services Data Warehouse	State	Proviso	Establishes within the Revenue and Fiscal Affairs Office, the South Carolina Health and Human Services Data Warehouse. The purpose of the Warehouse is to ensure that the operation of health and human services agencies may be enhanced by coordination and integration of client information. Designates SCVRD as one of the state agencies/programs that is required to report client information to the Warehouse.	4.1.3
13	State Appropriations Act, 2016-2017 (R275, H5001) Section 117 - X90-General Provisions; 117.65 -GP: Healthcare Employee Recruitment and Retention	State	Proviso	Designates the SC Vocational Rehabilitation Department as one of the agencies that is allowed to spend state, federal, and other sources of revenue to provide lump sum bonuses to aid in recruiting and retaining healthcare workers in critical needs healthcare jobs based on objective guidelines established by the Budget and Control Board. Within prescribed circumstances, allows for paid educational leave for certain FTE employees in healthcare degree programs, allows for repayment agreements for outstanding student loans associated with completion of a healthcare degree, authorizes SCVRD to allow employees working on a practicum or required clinical experience towards completion of a healthcare degree to complete these requirements at SCVRD or another state agency at the discretion of the agency head, and allows for certain tuition reimbursements or pre-payments for employees pursuing degrees in healthcare programs.	2.2.2
14	State Appropriations Act, 2016-2017 (R275, H5001) Section 83 - R600-Department of Employment and Workforce; 83.6 - DEW: Employment Training Outcomes Data Sharing	State	Proviso	Designates the SC Vocational Rehabilitation Department as one of the agencies required to enter into a data sharing agreement with the Department of Employment and Workforce (DEW). It will require reporting of personally identifiable information (PII) to match training and employment data to determine placement in companies and jobs by the Northern American Industry Classification (NAIC) System and Standard Occupation Classification (SOC) System and other information necessary for the DEW to accurately and completely assess the effectiveness and return on investment of all training programs offered by an entity.	1.1.3, 4.1.2, 4.1.3

Agency Name: Vocational Rehabilitation Department	
Agency Code: H73	Section: 32
Customer Template	
Specify only for the following segments: (1) Industry; Name; (2) Professional Organization; Name; (3) Public; Demographics.	

Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	Customer Template
VR Basic Services Program	Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.	Counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; substance abuse treatment; supported employment (job coaching); post-secondary training; apprenticeships and on-the-job training; job placement.	General Public	To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Demographics are a wide range: male or females as young as high school age and with no upper age limit as long as the person wants to work and is otherwise eligible. Any disabling condition other than blindness--the Commission for the Blind provides vocational rehabilitation services for that population.
VR Basic Services Program	Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.	Provision of qualified, well-prepared candidates for employment; internships or apprenticeships; supported employment services (on-site job coaching); on-the-job training; rehabilitation technology applications such as job site modifications to accommodate employees with disabilities; job retention services for employees whose jobs are jeopardized by disabling conditions, including substance abuse treatment; outsource opportunities at SCVRD work training centers, where agency clients in job readiness training perform tasks outsourced by industry.	Industry	Employers throughout South Carolina, of which a subset of more than 650 employers are currently members of SCVRD's Business Partnership Network.
Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Processes initial claims for Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), as well as claims at the first level of appeals (reconsideration). Performs continuing disability reviews (CDR) to monitor whether disability beneficiaries' medical conditions have improved relative to their ability to work.	General Public	To be eligible an individual must not be able to engage in any substantial gainful activity because of a physical or mental impairment that is expected to last for a continuous period of 12 months or result in death. For SSI Disabled Child's benefits a child must have a medically determinable impairment that results in marked and severe functional limitations. Demographics range from children at birth up to individuals under full-retirement age (currently age 66).
Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Processes claims for Medicaid disability benefits.	General Public	South Carolina residents who apply for Medicaid disability benefits through the South Carolina Department of Health and Human Services (SCDHHS).
Disability Determination Services (DDS)	Adjudication of disability claims for the Social Security Administration and for customers of other partner agencies.	Processes disability claims by South Carolina state employees.	General Public	South Carolina state employees who apply for disability benefits through the South Carolina Public Employee Benefit Authority (PEBA).

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Name of Partner Entity		Type of Partner Entity	Description of Partnership	Partner Template	
S.C.School Districts/Dept. of Education		K-12 Education Institute	School-to-work transition services in all districts.	Associated Objective(s)	
Adult Education	State Government		WorkKeys instruction and testing.	1.2.1-1.2.5	1.1.3, 1.3.1
Dept. of Disabilities and Special Needs	State Government		VR provides complementary, non-duplicative services leading to competitive employment of clients; DDSN is an extended complementary service provider beyond the term of VR involvement; also partner in assistive technology services.	1.2.2, 4.1.1, 4.1.2, 4.1.3	
Dept. of Mental Health	State Government		To provide complementary, non-duplicative services leading to competitive employment of clients. To process pre-release applications for Social Security and Supplemental Security Income Disability benefits to assist in the release and placement of DMH patients. To provide expedited processing of SOAR Social Security and Supplemental Security Income Disability applications for homeless individuals with mental illnesses.	4.1.1, 4.1.2, 4.1.3	
Dept. of Social Services	State Government		To provide complementary services leading to competitive employment of clients.	4.1.1, 4.1.2, 4.1.3	
Department of Health and Human Services	State Government		To provide complementary services leading to competitive employment of clients; provide Medicaid disability claims processing.	4.1.1, 4.1.2, 4.1.3	
Department of Employment and Workforce	State Government		Unified planning for implementation of Workforce Innovation and Opportunity Act (WIOA); coordinated business services teams; youth programs.	1.1.3, 4.1.1, 4.1.2, 4.1.3, 4.2.1	
Department of Juvenile Justice	State Government		To provide vocational rehabilitation services to youth with disabilities with DJJ involvement.	1.2.3, 4.1.1, 4.1.2, 4.1.3	

Department of Corrections	State Government	To provide vocational rehabilitation services to inmates with disabilities in preparation for employment upon release.	4.1.1, 4.1.2, 4.1.3
Department of Probation, Pardon and Parole Services	State Government	To provide vocational rehabilitation services to persons with disabilities for transition into employment upon release from correctional facilities.	4.1.1, 4.1.2, 4.1.3
Wil Lou Gray Opportunity School	State Government	To provide vocational rehabilitation services for "at risk" youth with disabilities.	1.2.3, 4.1.1, 4.1.2, 4.1.3
S.C. Commission for the Blind	State Government	To provide complementary services for individuals who may have disabilities in addition to visual impairments and could benefit from specific services or guidance from the partner agency.	4.1.1, 4.1.2, 4.1.3
S.C. Technical Colleges System	State Government	Demand-driven vocational training for persons with disabilities; manufacturing certification to enhance marketability of SCVRD clients.	1.1.3, 1.3.1, 4.1.1, 4.1.2, 4.1.3
Able SC, Walton Options, AccessAbility	Non-Governmental Organization	Client referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to Social Security benefits	4.1.1, 4.1.2, 4.1.3
Higher Education System	Higher Education Institute	Post-secondary education for clients; partnerships in programs and initiatives for demand-driven career opportunities.	1.1.3, 1.3.1, 4.1.1, 4.1.2, 4.1.3
Client Assistance Program	State Government	Resolution of complaints about SCVRD services.	2.2.3
Brain Injury Association of SC	Non-Governmental Organization	Mutual referrals of persons with traumatic brain injuries; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
Developmental Disabilities Council	State Government	Referrals of persons with developmental disabilities for vocational rehabilitation services; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
Spinal Cord Injury Association of SC	Non-Governmental Organization	Mutual referrals of persons with spinal cord injuries; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3

American Diabetes Association	Non-Governmental Organization	Mutual referrals of persons with diabetes; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
S.C. Autism Society	Non-Governmental Organization	Mutual referrals of persons with autism; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3, 1.2.2
Protection and Advocacy for People with Disabilities Inc.	Non-Governmental Organization	Advocacy for people with disabilities and resolution of service issues.	4.1.1, 4.1.2, 4.1.3, 2.2.3
S.C. Assistive Technology Program	Higher Education Institute	Education and awareness; provision of assistive technology devices for persons with disabilities.	1.3.1
Transition Alliance of South Carolina	Non-Governmental Organization	Brings multiple agencies and organizations together to enhance school-to-work transition services.	1.2.1-1.2.5
Center for Disability Resources	Higher Education Institute	Mutual referrals; education and awareness; training and technical assistance.	1.1.3, 4.1.1, 4.1.2, 4.1.3
Family Connection of SC	Non-Governmental Organization	Referrals of young persons with disabilities for SCVRD services; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
PRO-Parents of SC	Non-Governmental Organization	Referrals of young persons with disabilities for SCVRD services; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
College Transition Connection	Non-Governmental Organization	Transition and post-secondary education for young adults with intellectual disabilities.	1.2.2
Multiple Sclerosis Society of South Carolina	Non-Governmental Organization	Mutual referrals of persons with multiple sclerosis; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
SC Association for the Deaf	Non-Governmental Organization	Mutual referrals of persons who are d/Deaf or hard of hearing for services; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3
Arthritis Foundation	Non-Governmental Organization	Mutual referrals of persons with arthritis; education and awareness activities.	1.1.3, 4.1.1, 4.1.2, 4.1.3

Business Partnership Network (coordinated by SCVRD)	Private Business Organization	Development of job training and employment opportunities for SCVRD clients; assistance for businesses in hiring qualified job candidates; assistance with job site accommodations for employees with disabilities; education and awareness activities. 4.2.1, 4.2.2, 4.2.3, 4.2.4
Business Advisory Council	Private Business Organization	Council provides guidance for SCVRD's Information Technology Training Program, including curricula recommendations, selection of candidates, mentoring of students. 4.2.2
The NET	Professional Association	National and regional collaboration of the public vocational rehabilitation program and major companies/businesses to generate employment opportunities for people with disabilities. Coordinated by Council of State Administrators of Vocational Rehabilitation. 4.2.1
Regional Business Services Teams	Public, Business, Community Partnership	Coalition of workforce agencies, organizations and business leaders. SCVRD involvement enhances employment opportunities for persons with disabilities and benefits employers seeking qualified, job-ready candidates. 4.2.1-4.2.4, 4.1.1-4.1.3
State Workforce Development Board/ Local Workforce Development Boards	Public, Business, Community Partnership	As a CORE partner in WIOA, SCVRD's involvement enhances inclusion of people with disabilities in employment initiatives and job development opportunities, and for referrals of persons needing vocational rehabilitation services to become competitively employed. 1.1.3, 1.3.1, 4.1.1-4.1.3, 4.2.1-4.2.4
Department of Commerce	State Government	Regional education centers connecting employers to school districts; SC Talent Pipeline Project focused on industry sector strategies. 4.1.1-4.1.3, 4.2.1-4.2.4

SC Industry Liaison Group	Professional Association	Promotion of employment of SCVRD clients and exposure to federal contractors seeking qualified job candidates with disabilities.	4.2.1-4.2.4
State and Local Chambers of Commerce	Professional Association	Development of business relationships to enhance employment opportunities for SCVRD clients.	4.2.1-4.2.4
USC Rehabilitation Counseling Program	Higher Education Institute	Master's level instruction for staff; in-service training for staff.	2.1.1, 2.1.2, 2.2.3
S.C. State University Rehabilitation Counseling Program	Higher Education Institute	Master's level instruction for staff; in-service training for staff.	2.1.1, 2.1.2, 2.2.3
East Carolina University	Higher Education Institute	In-service training for staff.	2.1.1, 2.1.2, 2.2.3
Topically Organized Technical Assistance Centers	Non-Governmental Organization	Technical assistance on rehabilitation issues, practices and implementation of WIOA.	1.1.1, 1.1.3
Division of State Human Resources	State Government	Staff training resources; classification and compensation; professional growth training such as Certified Public Manager Program.	2.2.1-2.2.3
State Auditor's Office	State Government	Provision of audits.	3.1.2, 2.2.3, 3.2.3
State Accident Fund	State Government	Insurance issues and advisory capacity.	3.3.2
S.C. Workers' Compensation Commission	State Government	Referrals of persons with disabling conditions for SCVRD services.	1.1.3, 4.1.1-4.1.3
Emergency Management Division	State Government	Planning in coordinated agency response to emergencies; SCVRD provides crisis counselors, transportation, emergency materials storage.	4.1.3
Social Security Administration	Federal Government	Adjudication of initial and reconsideration claims for Social Security and Supplemental Security Income disability benefits; continuing disability reviews; participation in Cooperative Disability Investigations Unit.	3.1.2, 4.1.2
Public Employee Benefit Authority	State Government	Processing of state employee disability benefits claims.	3.1.2, 4.1.2, 4.1.3
U.S. Office of Inspector General	Federal Government	Partnership among state and federal entities to detect Social Security disability fraud (Cooperative Disability Investigations Unit).	4.1.3

State Law Enforcement Division (SLED)	State Government	Partnership among state and federal entities to detect Social Security disability fraud (Cooperative Disability Investigations Unit).	4.1.3
Palmetto Health	Non-Governmental Organization	To process Social Security and Supplemental Security Income disability applications and make presumptive decisions to expedite Medicaid decisions and to expedite processing of applications for patients.	4.1.3
SC Thrive	Non-Governmental Organization	Partnership for expedited processing of Social Security and Supplemental Security Income Disability applications for individuals served by SC Thrive.	4.1.3
Veterans Administration	Federal Government	Partnership for expedited processing of Social Security and Supplemental Security Income Disability applications for veterans who are inpatients at VA facilities.	4.1.3

Agency Name:	Vocational Rehabilitation Department	
Agency Code:	H73	Section: 032

Item	Report Name	Name of Entity Requesting the Report	Type of Entity	Reporting Frequency	Submission Date (MM/DD/YYYY)	Summary of Information Requested in the Report	Method to Access the Report
1	Agency Accountability Report	Executive Budget Office	State	Annually	September 15, 2016	Ties together agency strategic plan with performance measures/outcomes; demonstrates accountability in efficiency and effectiveness; allows opportunity to describe current initiatives, achievements, partnerships, oversight procedures, and challenges.	www.scsenatehouse.gov
2	State Information Technology Plan	Department of Administration	State	Annually	October 1, 2015	Information about state technology purchases	Department of Administration
3	Bank Account Transparency and Accountability	Executive Budget Office	State	Annually	November 9, 2015	Information on all transactions in accounts containing public funds which are not included in the Comptroller General's Statewide Accounting and Reporting System or SCEIS.	www.admin.sc.gov/budget
4	GCR-1	Executive Budget Office	State	As allotments are awarded	Ongoing	Information on each new federal allocation of funds	Executive Budget Office
5	Federal Project Review	Executive Budget Office	State	Annually	February 25, 2016	Detailed statements on sources of federal funds	Executive Budget Office
6	SF-425 Federal Financial Report	U.S. Department of Education, Office of Special Education and Rehabilitation Services--Rehabilitation Services Administration	Federal	Bi-annually	April 27, 2016	Financial report to assess grantee compliance with fiscal requirements of the Rehabilitation Act	www.fsa.ed.gov
7	RSA-2 Annual VR Program Cost Report	U.S. Department of Education, Office of Special Education and Rehabilitation Services--Rehabilitation Services Administration	Federal	Annually	December 16, 2015	Program cost information	www.fsa.ed.gov
8	RSA-113 Quarterly Cumulative Caseload Report	U.S. Department of Education, Office of Special Education and Rehabilitation Services--Rehabilitation Services Administration	Federal	Quarterly	08/25/2015 11/24/2015 01/26/2016 04/05/2016	Quarterly update on the number of clients currently in the VR program	www.fsa.ed.gov
9	RSA-911 Case Services Report	U.S. Department of Education, Office of Special Education and Rehabilitation Services--Rehabilitation Services Administration	Federal	Annually	November 20, 2015	Captures a variety of demographic and service data for each individual whose case is closed during the fiscal year.	www.fsa.ed.gov
10	State Fiscal Year Closing Packages	SC Comptroller General's Office	State	Annually	November 15, 2015	Multiple reports required for the year-end reporting process to assist in the completion of the state's Comprehensive Annual Financial Report (CAFR)	relam@scvrd.state.sc.us
11	Debt Collection Report	General Assembly	State	Annually	March 1, 2016	Amount of agency's outstanding debt and all methods it has used to collect that debt.	relam@scvrd.state.sc.us
12	Travel Report	SC Comptroller General's Office	State	Annually	September 18, 2015	Agency travel expenses for the prior fiscal year.	www.sc.gov/publicationsandreports/Pages/travelreports.aspx
13	EEO Report	SC Human Affairs Commission	State	Annually	October 23, 2015	Affirmative action and diversity in personnel practices (hiring, promotions, etc.)	www.scsenatehouse.gov/reports/reports.php
14	Survey of Occupational Injuries and Illnesses	U.S. Department of Labor, Bureau of Labor Statistics	Federal	Annually	February 10, 2016	Data on workplace injuries and illnesses	jhatten@scvrd.state.sc.us

15	Energy Conservation Annual Progress Report	SC Energy Office	State	Annually	September 15, 2015	Energy conservation measures; energy consumption data; purchase of energy conservation products; energy retrofit financing; energy plan update	www.energy.sc.gov/edata
16	RSA-722 Annual Report on Appeals Process	U.S. Department of Education, Office of Special Education and Rehabilitative Services--Rehabilitation Services Administration	Federal	Annually	October 20, 2016	Data on complaints received from SCVRD clients and the resolution/results of appeals.	jbatten@scvrd.state.sc.us
17	Annual Restructuring Report	S.C. House of Representatives Legislative Oversight Committee	State	Annually	February 26, 2016	Fiscal, strategic, structural information to identify opportunities for increased efficiencies and effectiveness among state agencies.	www.sctatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee.aspx
18	RSA In-Service Training Grant	Rehabilitation Services Administration (RSA)	Federal	Annually	December 23, 2015	Report of progress on meeting the goals and objectives of the in-service training grant. Grant provided funds to train staff to serve clients of the agency	mwade@scvrd.state.sc.us
19	Schedule of Federal Financial Assistance	Office of State Auditor	State	Annually	August 11, 2016	Schedule of federal program expenditures to ensure timely completion of Statewide Single Audit	relam@scvrd.state.sc.us
20	Minority Business Enterprise Utilization Plan	Small and Minority Business Contracting and Certification Division	State	Quarterly/Annually	July 30, 2016	Establishment of goal for spending a certain percentage of each governmental body's total dollar amount of funds expended with minority business enterprises (MBEs) certified by the Office of Small and Minority Business Assistance.	tblake@scvrd.state.sc.us

Fiscal Year 2015-16
Accountability Report

Agency Name: Vocational Rehabilitation Department

Agency Code: H73 Section: 032

Oversight Review Template

Item	Name of Entity Conducted Oversight Review	Type of Entity	Oversight Review Timeline (MM/DD/YYYY to MM/DD/YYYY)	Method to Access the Oversight Review Report
1	State Auditor	State	07/01/2014 to 06/30/2015	http://osa.sc.gov/Reports/stateengagements
2	Independent Contractor for State Auditor	Outside Organization	07/01/2014 to 06/30/2015	Relam@scvrd.state.sc.us
3	SCVRD Internal Audits Unit	State	07/01/2015 to 06/30/2016	Relam@scvrd.state.sc.us
4	SCVRD Executive Staff	State	07/01/2015 to 06/30/2016	Mwade@scvrd.state.sc.us
5	SCVRD Legal, Safety, Risk Management Unit	State	07/01/2015 to 06/30/2016	lbatten@scvrd.state.sc.us
6	Social Security Administration	Federal	10/01/2014 to 09/30/2015	shirley.jarrett@ssa.gov

Appropriations Request for SFY 2017-2018

SCVRD is requesting no new recurring or non-recurring state funding for 2017-2018 and has no FTE requests.

The agency requests an increase in authorization for administrative costs.

Statewide administrative costs allocated to the agency have increased dramatically over the past six years. Costs for fiscal year 2010-2011 were \$643,973, increasing to \$2,602,630 for fiscal year 2016-2017. Over the years, we have not requested corresponding increases in Administration budget authority. The requested amount is based on increases not budgeted for the Statewide Cost Allocation Plan since 2010-2011.

<i>Recurring</i>	<i>State</i>	<i>Federal</i>	<i>Other</i>	<i>FTEs</i>
Increase in Administrative Costs Related to Statewide Cost Allocation Plan		\$ 2,000,000		

S.C. VOCATIONAL REHABILITATION DEPARTMENT PROVISOS

32.1. (VR: Production Contracts Revenue) All revenues derived from production contracts earned by people with disabilities receiving job readiness training at the agency's Work Training Centers may be retained by the State Agency of Vocational Rehabilitation and used in the facilities for Client Wages and any other production costs; and further, any excess funds derived from these production contracts may be used for other operating expenses and/or permanent improvements of these facilities.

Note: In the event of a codification bill, the agency would recommend codification of this proviso. It directs income from SCVRD's 25 work training centers to be used for operation of the centers and is in alignment with federal VR directives (34 CFR 361.63) on expenditures of program income. The proviso has been in place for many years and its requirements have been considered standard practice.

32.2. (VR: Reallotment Funds) To maximize utilization of federal funding and prevent the loss of such funding to other states in the Basic Service Program, the State Agency of Vocational Rehabilitation be allowed to budget reallotment and other funds received in excess of original projections in following State fiscal years.

Note: In the event of a codification bill, the agency would recommend codification of this longstanding proviso. It has enabled the agency to access additional federal VR funds, beyond original allotments to the state, that are sometimes made available when other states are not able to utilize all funds they are allotted. The proviso recognizes that this funding method is beneficial to the state but may require further budget approvals since the timing and amount of these funds are unpredictable. SCVRD has utilized it to access reallocated funds in certain years, enhancing service provision for citizens with disabilities.

32.3. (VR: User/Service Fees) Any revenues generated from user fees or service fees charged to the general public or other parties ineligible for the department's services may be retained to offset costs associated with the related activities so as to not affect the level of service for regular agency clients.

32.4. (VR: Meal Ticket Revenue) All revenues generated from sale of meal tickets may be retained by the agency and expended for supplies to operate the agency's food service programs or cafeteria.

Note: In the event of a codification bill, the agency would recommend codification of this longstanding proviso. The agency operates residential programs where clients are provided meals. Some staff members are allowed to eat certain meals and are charged for agency cost. The agency encourages this practice as an effort to have sufficient levels of staff available for oversight of the facilities, and uses the revenue for the food service program.

32.5. (VR: Basic Services Program - Educational Scholarships) For those persons with disabilities who are eligible for and are receiving services under an approved plan of the South Carolina Vocational Rehabilitation Department (consistent with the 1973 Rehabilitation Act, as amended) tuition costs at state supported institutions (four year, technical, or trade schools) will not increase beyond the 1998 tuition rate, will be provided, or will be waived by the respective institution after the utilization of any other federal or state student aid for which the student is eligible. Persons eligible for this tuition reduction or sponsorship must meet all academic requirements of the particular institution and be eligible for State need-based scholarships as defined in Chapter 142, Title 59, Code of Laws of South Carolina, 1976.

Budget Carry Forward Information from SCEIS
01/03/2017

SC Vocational Rehabilitation Department

General Funds		No carry forward of funds from SFY2016
Capital Project Funds:		
36008000 State Appropriations		874,554
36038000 Capital Reserve Funds		4,163,880
39078000 Capital Projects Other Funds		2,465,452
57878001 Capital Projects Federal Funds		8,507,911
Total Capital Project Budget Carried Forward to SFY2017 per SCEIS		16,011,797

Source: SCEIS ZBUD1

Cash Carry Forward Information from SCEIS

01/03/2017

SC Vocational Rehabilitation Department**General Funds No carry forward of funds to SFY2017****Other Funds**

30267000 Payroll Liabilities	(806)
30350046 Miscellaneous Revenues	3,477
33170000 Basic Support Match	2,641
33170002 Basic Support Match - DJJ	3,715
33170005 Basic Support Match - County Revenue	1,834
33300001 DDS Agreements - SCRS	155,018
33300002 DDS Agreement - SCDHHS	607,858
33710000 Basic Support JRT Revenue	1,042,376
36008000 State Appropriations	874,554
36038000 Capital Reserve Funds	4,163,880
38720000 Social Security Revenue	66,816
39078000 Capital Projects Other Funds	148,691

Total Other Funds Cash Carried Forward to SFY2017 7,070,054**Federal Funds**

50020000 Federal Funds	(847,896)
50020P00 Federal Funds - Pass Through	(382,598)
57878000 Capital Projects Federal Funds	(824,854)
57878001 Capital Projects Federal Funds Internal Fund	834,816

Total Federal Funds Cash Carried Forward to SFY2017 (1,220,532)**Total Cash Carried Forward to SFY2017 5,849,522**

Source: SCEIS ZGLA

Three-Year Historical Comparison: Other Funds Authorization vs. Actual Expenditures

Program Number and Title	Major Program Area Purpose	FY 13-14 Other Funds Authorized	FY 13-14 Other Funds Actual Expenditures	FY 14-15 Other Funds Authorized	FY 14-15 Other Funds Actual Expenditures	FY 15-16 Other Funds Authorized	FY 15-16 Other Funds Actual Expenditures	FY 16-17 Other Funds Authorized
01000000 Administration	General administration and support of all agency programs.	130,000	147,459	115,000	199,540	115,000	201,971	115,000
05100000 Basic Services	Delivery of services to people with disabilities by preparing and assisting them to achieve and maintain competitive employment.	6,717,083	2,124,595	8,982,118	3,995,895	8,982,118	3,428,661	29,982,118
05250000 Special Projects	Other grant programs, including In-service Training, Independent Living and Supported Employment.	2,209,595	1,420,656	-	-	-	-	-
05300000 Workshop Production	Job Readiness Training Services	21,000,000	17,425,395	21,000,000	18,068,295	21,000,000	15,829,529	-
25000000 Disability Determination	Adjudicate SSI/SSDI claims for the Social Security Administration.	2,729,413	1,849,739	2,729,413	1,945,704	2,729,413	2,175,972	3,214,572
95000000 Employer Contributions	Employer Contributions	1,668,951	1,221,119	1,628,511	1,226,166	1,748,511	1,148,676	1,853,511
Total Recurring	ALL PROGRAMS	34,455,042	24,188,963	34,455,042	25,435,600	34,575,042	22,784,809	35,165,201
98010000 Non-Recurring	Non-Recurring Proviso Funds, Capital Projects	4,885,616	807,328	2,665,125	2,505,653	2,266,486	544,514	7,503,887

Love Chevrolet provides opportunity and growth



Delleney Love (second from left), Certified Technology Expert, and Mark Williamson (center), Service Director, from Love Automotive in Columbia, receive the SCVRA 2016 Exemplary Employer Award from Rita Artemus, VR Lexington Area Supervisor (left); Nasser Sartip, VR Vocational ACE, Lexington; and Dr. Roxzanne Breland (right), Chair of the SC State Agency of Vocational Rehabilitation.

Love Chevrolet in Columbia has been an indispensable partner to VR for more than 18 years. It has a long history of providing valuable training to VR clients through including job tryouts, trial work experiences, job shadowing and on-the-job training.

Over the years, Love has hired more than 65 VR clients for positions such as cashiers, customer service representatives, business development, housekeeping, lube technicians, sales, maintenance, and information technology. These positions offer competitive salaries, benefits and exceptional opportunities for advancement within the organization.

In addition to training and hiring Love's management has participated in numerous VR events, including open houses, Disability Mentoring Day, and local area job fairs.

"A lot of VR clients have become part of our family," says a smiling Mark Williamson, Service Director of Love Chevrolet.

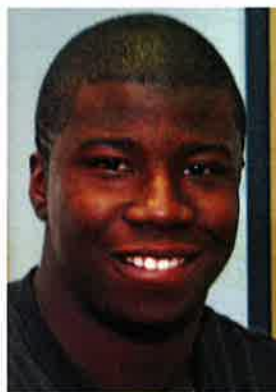
Bradley Green is one of those clients. Six years ago he was employed as a porter, parking cars for customers and driving the courtesy vehicle. His real interest was in computers, however,



Bradley Green

and today he is the IT Supervisor for the Love Automotive organization, which includes four dealerships and two insurance agencies.

"He just kept earning his way up," says Ben Hoover, General Manager of Love Chevrolet. "I'm not sure what he can't do."



Wendell Thurmond

bay at Love Buick GMC.

Francis Looper began as a receptionist 11 years ago. Now, as the Business Development Manager, she manages Love's websites and all internet correspondence, assigns customers to salespeople, makes service appointments, and handles online advertising.



Francis Looper

"She coaches my entire sales team each morning," adds Hoover. "She has our team's utmost respect."

"When we get a client from VR we know that this is where that person wants to be," says Williamson. "When we have a job opening, sometimes I don't even post an ad; I call Nasser first."

As the partnership between Love Chevrolet and VR has grown and strengthened over the years, the positive, far-reaching results for VR clients and Love continue to grow.

"VR offers business owners the opportunity for a tremendous relationship," says Hoover. "You're stacking the deck in your favor for success. And that's what we've had: a lot of success."

The South Carolina Vocational Rehabilitation Department at work in your state

And, he adds, "It's cost effective for us and an effective use of tax dollars."

VR clients assemble litters, create subassemblies for products, and pack backpacks and smaller kits that can be attached to a belt or leg. VR clients and staff meet demanding standards and quality control, knowing the work they do helps save lives.

Carino reveals that having workers with disabilities completing their products in a typical work environment has increased quality due to unparalleled accountability and pride in workmanship. NAR has been so pleased with VR clients that they have hired several as full-time employees.

"This is the culmination of our mission to return local residents to competitive employment," says David Turnipseed, VR Greenville Area Supervisor. "North American Rescue provides our clients with invaluable training opportunities in high quality production positions that prepare them for re-entry into the modern workplace.

"Our clients fulfill their desire to do meaningful work and be successful," continues Turnipseed, "and businesses get well-trained, pre-screened employees with an entire support network behind them."

And the community benefits from thriving businesses and individuals on the road to independence.

Win-win partnership results in full-time positions in Sumter



(left to right): Beverly Montgomery, VR Counselor, Sumter; John Hornsby, VR Sumter Area Supervisor; Dick McClain, District Manager, Defender Services; Patricia Gillins, Site Manager Defender Services; Rhonda Presha, Vice Chair, SC State Agency of Vocational Rehabilitation.

Defender Services, Inc. is a valued business partner of VR's Sumter office. They have interviewed 30 VR clients and hired 10 as a result of those interviews. An additional 13 clients received on-the-job training opportunities, and nine of those were also hired into

positions ranging from janitorial and cleaning to warehouse laborers and supervisors.

The partnership between Defender Services and VR has resulted in many individuals with disabilities entering into full-time employment with great benefits.

Skilled Workforce Apprenticeship Training (SWAT) in Aiken



Over the past two and a half years, the Aiken VR Office has developed an outstanding relationship with Encore Boat Builders, LLC.

The partnership began with a meeting between Walter Tyler, Chief Financial Officer of the company, and Freddie Boan, Business Development Specialist.

During the meeting, Tyler emphasized that Encore Boat Builders had suffered from high turnover due to employees not understanding what is necessary to succeed at the workplace. Boan assured him that VR could provide Encore with qualified candidates who possessed the skills needed to be successful.

Afterward, the company agreed to work with a VR client who would learn on the job through Skilled Workforce Apprentice Training (SWAT). Although he had no previous experience in welding, during the SWAT the client trained and learned to do aluminum welding and was hired by Encore Boat Builders. He has worked for the company for more than two years.

Since then, seven more VR clients have been hired by Encore Boat Builders, each after completing a SWAT. If a client struggles, the company uses the training period to try them in a different position. For example, two clients who each have a learning disorder were unable to sew well, but learned to weld, and now they work in the fabrication area.

Tyler has also been available and willing to give mock interviews, review resumes and provide advice to VR clients.