

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



Fiscal Year 2013-14 Accountability Report

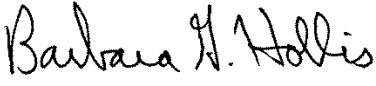
SUBMISSION FORM


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.
-----------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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:	Richard Elam	803-896-6506	relam@scvrd.state.sc.us

I have reviewed and approved the enclosed FY 2013-14 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN/DATE):	 <div style="text-align: right;">9-12-2014</div>
(TYPE/PRINT NAME):	Barbara G. Hollis

BOARD/CMSN CHAIR (SIGN/DATE):	 <div style="text-align: right;">9-12-2014</div>
(TYPE/PRINT NAME):	Derle A. Lowder Sr.

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

AGENCY’S DISCUSSION AND ANALYSIS

For the South Carolina Vocational Rehabilitation Department (SCVRD), state fiscal year 2013-2014 was a year of advancement in addressing its challenges and of placing a sharp focus on future continuous improvement in achieving its mission: To prepare and assist South Carolinians with disabilities to achieve and maintain competitive employment.

SCVRD rehabilitated 6,382 individuals with disabilities into employment in 2013-2014, an 18 percent increase from the previous year. The department served a total of more than 37,000 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 \$4.83 for every dollar spent on their services by becoming taxpayers instead of tax consumers.

During this past year, SCVRD ranked sixth nationally among all state vocational rehabilitation programs in competitive employment outcomes per 100,000 in population. In addition, it ranked first in the Southeast Region and seventh nationally in lowest total cost per successful client employment outcome.

The agency seeks to maximize its financial and human resources to achieve its mission. Several years of budget reductions saw the agency’s base state funding cut in half, with a resulting relinquishment of more than \$7 million of federal funds in 2011 and 2012. Fortunately, with strong support from the General Assembly the past few budget cycles, SCVRD has seen enough of its state base funding restored that it can now access its full allotment of federal funding for vocational rehabilitation services in South Carolina. A major factor in previous years’ declines in employment outcomes for clients, along with high unemployment rates, was the inability to maintain staffing levels for counselors and field staff. With funding restorations the agency is now re-staffing positions that had been vacant. However, with an influx of new and inexperienced staff, training becomes a substantial challenge. SCVRD has devoted great emphasis to training staff to provide a high level of quality services to our state’s citizens with disabilities.



This year SCVRD updated its mission, vision, and values statements to reflect its focus on individual employee responsibility for quality client service delivery, one client at a time, and quality partnerships, one partner at a time. The agency’s goals, strategies and objectives in the attached accountability report documents reflect the mission, vision and values as well as the needs assessment-based State Plan submitted to and approved by the Rehabilitation Services Administration, U.S. Department of Education.

Quality happens one person at a time

Accordingly, continuous improvement initiatives to build on the agency’s long-term history of success have focused on quality. SCVRD has just embarked on an initiative known as “Quality One” (or “Q1”), which has a theme of “Quality happens one person at a time.” This has included the establishment of workgroups to address quality measures and provide recommendations for a cohesive system that supports the provision of quality client services and metrics to gauge success and to realize results in

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

increased successful employment outcomes for clients. Areas of current focus in the quality initiative include referral development, vocational assessment, individualized plans for employment, placement/employment retention, and employer relationships.

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. National standards and indicators, issued by the agency’s parent federal organization, the Rehabilitation Services Administration, are also critical measures of SCVRD’s success. The agency’s performance levels in meeting those standards have been consistently high.



Facility maintenance is an ongoing challenge for SCVRD. Many of the agency’s owned and operated facilities 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. SCVRD has begun to address the needed repairs or other facility improvements but it will be a long-term challenge to meet the many deferred maintenance needs throughout the state and to address opportunities for strengthening the agency’s presence in the communities it serves.

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.

A key occurrence during this fiscal year came at the national level. SCVRD’s enabling federal legislation, the Rehabilitation Act, was reauthorized for the first time since 1998. It is part of the Workforce Innovation and Opportunity Act (WIOA) signed into law by the President after a bipartisan, bicameral bill passed both houses of Congress in the spring of 2014. The WIOA affects numerous workforce-related programs, including the public vocational rehabilitation program. It brings significant changes in several key areas, most notably in school-to-work transition services for young people with disabilities and in its increased emphasis on partnerships with and supports for employers in enhancing employment opportunities for people with disabilities.

While both of those areas of WIOA emphasis are generally aligned with initiatives that SCVRD already had in place, the new law will require higher levels of commitment of resources and intensity in fulfilling the goals of the legislation. Transition services will need to be further expanded to reach a greater number of young people who are in the critical stage of needing supports to be able to move into the employment arena, and SCVRD will also be tasked to provide a greater range of pre-employment services and supports. A new set of common performance measures for all programs included in WIOA will be developed at the national level and will be implemented. Uncertainty about the costs and integration of new data tracking for these measures are among many concerns that state vocational rehabilitation programs face with this legislation.

The agency has already made significant inroads in transition services in recent years by ramping up partnerships in schools and dedicating more staffing to school-to-work transition. The number of successful employment outcomes for that age group grew by more than 500 last year, an increase of 38 percent from the

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

previous year, and the percentage of SCVRD clients that received services and are in the transition age range grew by more than two percent. However, to meet the new WIOA requirements, additional resources will need to be in place for these services.

Similarly, SCVRD is increasing its presence in the business community by adding local business development specialists to increase client job marketability and generate new opportunities for clients in all aspects of VR services and job preparation.

New expectations for hiring people with disabilities have been placed on businesses that are federal contractors and SCVRD views this as an excellent opportunity to connect its clients with employers to fill their jobs by matching client skills and abilities with employer needs in local communities. During this year SCVRD has implemented and continues to develop a computerized Career Connect system that draws from various business databases and resources and identifies SCVRD clients who are suitable, qualified and well-prepared for available jobs.

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.

In addition to the school-to-work transition and business staffing roles, several positions within the agency have been re-evaluated and adapted to better meet client needs in their quest for employment. With these role refinements and an influx of new staff, training and development activities for staff increased significantly this year and will continue to be critical in meeting the needs of the people with disabilities served by the agency.

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 manage 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. Eighty employees graduated from level one of the program (Professional Development) in 2014. Sixty-seven will begin level two (Leadership) in the October 2014 and another 39 were accepted into the next level one class.

Background information about SCVRD that may be helpful in reviewing the accompanying agency accountability report for 2013-2014:

Main products, services and delivery methods

- Eligible applicants with disabilities have a program of services coordinated by their counselors at one of 22 area offices and 24 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 preparedness 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.

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

- 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 24 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 FY2014, the department had 1,129 employees in full-time equivalent positions and 266 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 and are 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 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.

Agency Name: Vocational Rehabilitation Department

Agency Code: H73 Section: 032



Fiscal Year 2013-14
Accountability Report

Program Template

Program/Title	Purpose	FY 2012-13 Expenditures				FY 2013-14 Expenditures				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. General Administration	Leadership, general operation and support of all agency programs	\$ 638,571	\$ 135,402	\$ 5,283,351	\$ 6,057,324	\$ 669,338	\$ 147,459	\$ 6,349,653	\$ 7,166,450	1.1.1, 2.2.1, 2.2.2, 2.2.3, 3.1.2, 3.2.3, 3.3.1, 3.3.2, 3.3.3.
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	\$ 8,811,015	\$ 2,020,113	\$ 30,376,441	\$ 41,207,569	\$ 9,739,104	\$ 2,124,595	\$ 33,973,568	\$ 45,837,267	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
II. B. Special Projects	Special grant programs targeted to specific areas, including In-Service Training, Independent Living, Supported Employment and WIPA (Work Incentives Planning and Assistance)	\$ 41,986	\$ 1,166,159	\$ 950,424	\$ 2,158,569	\$ 36,072	\$ 1,420,656	\$ 799,886	\$ 2,256,614	2.1.1, 2.1.2, 2.2.1, 2.2.2
II. C. Workshop Production	Job readiness training program within Work Training Centers		\$ 16,612,106		\$ 16,612,106		\$ 17,446,532		\$ 17,446,532	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		\$ 1,729,921	\$ 33,777,476	\$ 35,507,397		\$ 1,849,739	\$ 32,484,066	\$ 34,333,805	3.1.2
IV. Employee Benefits	Employer Contributions	\$ 3,219,940	\$ 1,286,718	\$ 12,424,145	\$ 16,930,803	\$ 3,370,876	\$ 1,224,480	\$ 13,381,356	\$ 17,976,712	2.2.2
V. Non-Recurring Appropriations	Case Services	\$ 1,000,000			\$ 1,000,000	\$ 500,000			\$ 500,000	1.1.1-1.1.4, 1.2.1-1.2.4, 1.3.1, 1.3.2, 3.1.1, 3.1.2
All Other Items including Capital Projects			\$ 9,722	\$ 6,316	\$ 16,038		\$ 811,734	\$ 215,300	\$ 1,027,034	3.3.2, 3.3.3
Total Funds		\$ 13,711,512	\$ 22,960,141	\$ 82,818,153	\$ 119,489,806	\$ 14,315,390	\$ 25,025,195	\$ 87,203,829	\$ 126,544,414	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	

Agency Name: Vocational Rehabilitation Department



Fiscal Year 2013-14
Accountability Report

Agency Code: H73 Section: 032

Strategic Planning Template

Type	Item #			Description
	Goal	Strat	Object	
G	1			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	<i>Support continuous improvement within Program Integrity: Productivity, Compliance Assurance, Customer Service.</i>
O			1.1.2	<i>Expand outreach efforts to underserved and emerging disability populations.</i>
O			1.1.3	<i>Identify opportunities for matching client strengths and abilities with community employment needs.</i>
O			1.1.4	<i>Demonstrate effectiveness in achieving RSA standards and indicators.</i>
S		1.2		Enhance school-to-work transition services.
O			1.2.1	<i>Maximize relationships with education officials in all S.C. school districts.</i>
O			1.2.2	<i>Improve services to individuals with autism spectrum disorders and intellectual/developmental disabilities.</i>
O			1.2.3	<i>Enhance services for at-risk youth with disabilities.</i>
O			1.2.4	<i>Expose students with disabilities to careers in science, technology, engineering and math through High School/High Tech programs.</i>
S		1.3		Enhance job driven vocational training programs.
O			1.3.1	<i>Develop job-readiness skills through work training center activities, advanced skills training, and on-the-job supports.</i>
O			1.3.2	<i>Equip clients for job search through resume development, interviewing skills, other "soft" skills, and disability-related classes.</i>
G	2			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	<i>Develop training based on needs assessment in accordance with the State Plan.</i>
O			2.1.2	<i>Enhance job-specific training for specialized areas of agency operations.</i>
S		2.2		Foster opportunities for professional growth and the enhancement of future leadership.
O			2.2.1	<i>Provide a professional development and leadership program.</i>
O			2.2.2	<i>Maintain a working environment that fosters job satisfaction and rewards accomplishment.</i>
O			2.2.3	<i>Structure a work environment that promotes employee accountability for performance and ethical standards.</i>
G	3			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	<i>High return on investment for clients through successful employment outcomes.</i>
O			3.1.2	<i>Demonstrate cost effectiveness that compares favorably with national/regional peers.</i>
S		3.2		Continued evaluation and improvement of key processes.
O			3.2.1	<i>Conversion to electronic case management system encompassing time management and compliance aids with statewide access.</i>
O			3.2.2	<i>Expansion and enhancement of quality assurance and program evaluation.</i>
O			3.2.3	<i>Evaluation and development of fiscal and programmatic joint processes.</i>
S		3.3		Ensure safety and adequacy of infrastructure.
O			3.3.1	<i>I.T. and systems security.</i>
O			3.3.2	<i>Further development of facility and maintenance projects system.</i>
O			3.3.3	<i>Promote a safe environment for staff and clients.</i>
G	4			Maintain a dynamic network of partnerships to shape a better future for all stakeholders.

Agency Name: Vocational Rehabilitation Department

Agency Code: H73 Section: 032



Fiscal Year 2013-14
Accountability Report

Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
1	Successful Employment Outcomes (state fiscal year)	5,413	6,382	7,015	July 1-June 30	internal IT program; real-time	monthly	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	134 US: 4th Southeast:2nd	114 US:6th Southeast:2nd	Top 5 in US	Oct. 1-Sept. 30	Rehabilitation Services Administration (RSA) and U.S. Census; annual	annual	state population estimate divided by number of successful outcomes	1.1.1, 1.1.2, 1.1.3, 3.1.1
3	Change in number of successful employment outcomes from previous federal fiscal year	-882	1049 (projected for FFY14)	increase of at least 1 (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators; online	annual	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
4	Percentage of clients with employment outcomes	59.58%	60.15%	55.8% (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators; online	annual	the percentage of individuals exiting the program during the performance period who have achieved an employment outcome after receiving services	1.1.4
5	Percentage of clients with employment outcomes who were competitively employed	99.59%	99.54%	72.6% (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators; online	annual	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
6	Percentage of competitively employed clients having significant disabilities	92.31%	90.22%	62.54% (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators; online	annual	percentage of those individuals who are competitively employed after receiving services who have disabilities classified as significant	1.1.4

Agency Name: Vocational Rehabilitation Department

Agency Code: H73 Section: 032



Fiscal Year 2013-14
Accountability Report

Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
7	Ratio of rehabilitated client wages compared to state average wage	0.57	0.55	0.52 (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators; online	annual	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
8	Difference in percentage of clients self-supporting after services compared with before	66.13%	66.97%	53% (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators; online	annual	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
9	Service rate for minority clients as ratio to non-minority	0.99	1.01	0.8 (national standard)	Oct. 1-Sept. 30	RSA Standards and Indicators; online	annual	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
10	Program Integrity - Customer Service	90.73%	92.59%	improvement	July 1-June 30	Internal IT program; Intranet	quarterly	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
11	Program Integrity - Compliance Assurance	97.38%	97.20%	improvement	July 1-June 30	Internal IT program; Intranet	quarterly	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
12	Program Integrity - Productivity	90.89%	97.41%	100%	July 1-June 30	Internal IT program; Intranet	quarterly	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
13	Average Total Cost Per Client Served (lower=better); national and regional ranking	\$1,912 11th in US 3rd in Southeast	\$2,093 13th in US 3rd in Southeast	Top 10 in US	Oct. 1-Sept. 30	data from RSA-2 applied to internal calculation annually	annual	Total VR program expenditures divided by total persons served	3.1.2, 1.1.1

Agency Name: Vocational Rehabilitation Department

Agency Code: H73 Section: 032



Fiscal Year 2013-14
Accountability Report

Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
14	Average Total Cost Per Rehabilitation (lower=better); national and regional ranking	\$11,592 3rd in US 1st in Southeast	\$14,565; 7th in US 1st in Southeast	Top 5 in US	Oct. 1-Sept. 30	data from RSA-2 and RSA-911 applied to internal calculation annually	annual	Total VR program expenditures divided by total successful employment outcomes	3.1.1., 3.1.2
15	Amount each successfully rehabilitated client will repay in taxes for each dollar spent on his/her rehabilitation	\$3.05	\$4.83	increase	July 1-June 30	internal from IT report calculated annually	annual	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
16	Number of years for each rehabilitated client to repay cost of rehabilitation	8.05	4.44	decrease	July 1-June 30	internal from IT report calculated annually	annual	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.
17	Reimbursement from Social Security Administration for SCVRD Job Placements	\$497,283	\$906,146	10% increase	Oct. 1-Sept. 30	Social Security Administration; annual	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
18	New Applicants Referred to SCVRD	14,892	13,714	increase and representative of needs	July 1-June 30	Internal IT program; realtime	monthly	count of new applicants statewide	1.1.2, 4.1.1, 4.1.2
19	Successfully rehabilitated clients working 35+ hours per week exceeds national and regional VR averages	66% SCVRD 54% Southeast 49% US	64% SCVRD 53% Southeast 48% US	higher percentage than SE and US	Oct. 1-Sept.30	RSA database	annually	percentage of status 26 (employed at exit) clients working 35+ hours/week	1.1.3
20	Successfully rehabilitated clients (transition-aged) working 35+ hours per week exceeds national and regional VR averages	58% SCVRD 47% Southeast 43% US	57% SCVRD 44% Southeast 42% US	higher percentage than SE and US	Oct. 1-Sept. 30	RSA database	annually	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
21	Increase successful employment outcomes for transtion-age clients (14-24)	1,328	1,838	increase	July 1-June 30	SCVRD Planning and Program Development office; ongoing	monthly	Totals from all SCVRD field office locations	1.2.1, 1.2.2, 1.2.3, 1.2.4

Agency Name: Vocational Rehabilitation Department

Agency Code: H73 Section: 032



Fiscal Year 2013-14
Accountability Report

Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
22	Percentage of individuals served by agency who are in transition age range (14-24)	27.6%	30.0%	+/- 5% of US avg. (34.9% in 2013)	Oct. 1-Sept. 30	RSA database	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
23	Student participation in Disability Mentoring Day activities	753	1,083	increase	Oct-13	Planning and Program Development; annual	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
24	Positive outcomes in employee well-being surveys	3.85 on scale of 5.0	3.95 on scale of 5.0	improvement	July 1- June 30	Surveys compiled by Human Resources department annually	annual	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, 3.1.2
25	Agency staff turnover rates compare favorably with average for S.C. state government and average for state governments nationally	11.2% SCVRD 12.3% SC state gov. 16.1% nationally	9.1% SCVRD 10.9% SC state gov. (estimated) 16.2% nationally	lower 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	annual	compiled from most recently available state and national data; current state comparative value estimated from available OHR data	2.2.2
26	Training events for staff (face-to-face, webinars, videoconference, online)	532	613	N/A	July 1- June 30	HRD director; ongoing	bi-annually	totals from training record system	2.1.1
27	Professional Development and Leadership Program completion	63 (leadership level)	80 (professional development level)	34 (professional development) 60 (leadership)	July 1- June 30	HRD director; ongoing	annual	number of employees who complete each program	2.2.1, 2.2.2
28	Lower the Experience Modifier (EMOD) through excellence in safety precautions	1.19	1.13	lower	July 1-June 30	State Accident Fund	annual	EMOD for all 24 work training centers added to EMOD for agency employees, then averaged.	3.3.3
29	Lower Worker's Compensation premiums	\$95,033 reduction	\$114,857 reduction	further reduction	July 1-June 30	State Accident Fund premium notices	annual	Compare total premium amount from all policies from year to year and report change amount	3.3.3, 3.1.2
30	Work Training Center client injury rate lower than Goods Producing Industries rate (BLS)	1.3% SCVRD, 3.9% BLS	1.1% SCVRD, 4.1% BLS	lower rate	July 1-June 30	Bureau of Labor Statistics and SCVRD injury database	annual	Total number of client trainee injuries divided by total number of client trainees served; compared with BLS data	3.3.3

Agency Name: Vocational Rehabilitation Department

Agency Code: H73 Section: 032



Fiscal Year 2013-14
Accountability Report

Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
31	Employee injury rate lower than Service Providing Industries rate (BLS)	1.5% SCVRD, 3.1% BLS	1.8% SCVRD, 3.2% BLS	lower rate	July 1-June 30	Bureau of Labor Statistics and SCVRD injury database	annual	Total number of agency employee injuries divided by total number of agency employees; compared with BLS data	3.3.3, 2.2.2
32	Growth in Business Partnership Network	295 members	343 members	increase	July 1-June 30	Client Services (internal)	annual	Collected internally from area offices	4.2.1, 4.2.4
33	SSA Disability Determination Cost per Case	\$454	\$437.77	no standard issued	Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	annual	Total operational cost of DDS divided by total number of claims cleared	3.1.2
34	SSA Disability Determination Documentation Accuracy	98.10%	98.60%	97%	Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	annual	Percentage of correct decisions from random sample selected and reviewed by SSA	3.1.2
35	SSA Disability Determination Overall Processing Time	104 days	118 days	109 days	Oct. 1-Sept. 30	SSA Management Information; issued internally by SSA	annual	Total time from the date of application to the actual decision date	3.1.2
36	Number of client complaints to Client Relations office	113	127	lower	July 1-June 30	Client Relations database, reported to RSA; ongoing	annual	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
37	Percentage of client complaints resolved without need for formal administrative review	99.1%	99.2%	100%	July 1-June 30	Client Relations database, reported to RSA; ongoing	annual	percentage of complaints received by Client Relations office resolved without client request for a hearing with an independent hearing officer	1.1.1, 1.1.3, 2.2.3, 3.2.2
38	Single Audit results	3 findings	2 findings	0 findings	July 1-June 30 2013	Office of State Auditor: annually	annual	application of internal controls and accounting compliance with federal Vocational Rehabilitation grant requirements and agency policies	3.1.2, 3.2.3
39	Agreed Upon Procedures audit results	1 finding	1 finding	0 findings	July 1-June 30 2013	Office of State Auditor; annually	annual	application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office	3.1.2, 3.2.3
40	Administrative Costs as a percentage of total operating expenditures	4.82%	5.55%	< 7%	July 1-June 30	SCEIS; ongoing	annual	administrative costs as a percentage of all costs	3.1.2

Agency Name: Vocational Rehabilitation Department



Fiscal Year 2013-14
Accountability Report

Agency Code: H73 Section: 032

Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
41	Rehabilitation rate for clients in work training centers	48.5%	60.1%	55.8% (national standard)	July 1 - June 30	Internal IT program; ongoing	monthly	number of clients in job readiness training who progressed to competitive employment divided by the sum of that number plus the number whose cases were closed without employment	1.3.1, 1.3.2, 1.1.1, 1.1.3, 4.2.4
42	Revenues from outsource agreements between work training centers and business/industry to support job readiness training for clients.	\$18.29 million	\$19.42 million	N/A	July 1 - June 30	SCEIS; ongoing	monthly	Total sales amount from all work training center outsource agreements; used for client stipends and to help offset total center operational costs	4.2.4, 4.2.1, 1.3.1
43	Increase in Cooperative Agreements	108	48	N/A	July 1-June 30	Internal	annual	new memoranda of understanding with community resources, all types	4.1.1, 4.1.2, 4.1.3