

Legislative Oversight Committee
South Carolina House of Representatives
Post Office Box 11867
Columbia, South Carolina 29211
Telephone: (803) 212-6810 • Fax: (803) 212-6811



Extension Request Guidelines

Restructuring & Seven-Year Plan Report

March 11, 2015

EXTENSION REQUEST GUIDELINES

Background

Section 1-30-10(G) requires agencies to submit an Annual Restructuring Report and Seven-Year Plan. Legislative Oversight Standard Practices 4.1 and 6.1 state the Legislative Oversight Committee (“Committee”) shall provide agencies with a uniform format for submitting their Annual Restructuring Report and Seven-Year Plan to the House.

The Committee provided agencies the uniform format for these reports. The correspondence with the Report Guidelines, and the actual Report Guidelines, stated the deadline for agencies to submit their completed reports.

The Committee has received a request from the agency for an extension in which to provide the agency’s completed report. Pursuant to the Committee’s Standard Practice 1.2 and Committee Rule 7.1, the following procedures apply to these types of Requests for Extension:

4.1.1 The Chairman may, for reasons he determines as good cause, provide an agency an extension to submit its Annual Restructuring Report.

4.1.2 Before the Chairman will consider a request from an agency for an extension, the agency must fully complete a Committee Extension Request form, as approved by the Committee Chairman, and provide it to the Chairman for consideration.

4.1.3 Until the agency receives a response, it should continue to complete the report to the best of its ability as if it is due on the original deadline.

6.1.1 The Chairman may, for reasons he determines as good cause, provide an agency an extension to submit its Seven-Year Plan.

6.1.2 Before the Chairman will consider a request from an agency for an extension, the agency must fully complete a Committee Extension Request form, as approved by the Committee Chairman, and provide it to the Chairman for consideration.

6.1.3 Until the agency receives a response, it should continue to complete the report to the best of its ability as if it is due on the original deadline.

Submission Process

Please complete the Extension Request Form included on the following pages. All forms should be submitted electronically to the House Legislative Oversight Committee (HCommLegOv@schouse.gov) in both the original format (Word) and saved as a PDF for online reporting. The signed copy of the complete Extension Request Form should be mailed to: House Legislative Oversight Committee, Post Office Box 11867, Columbia, South Carolina 29211. Please direct any questions about this process to Jennifer Dobson (jenniferdobson@schouse.gov) or Charles Appleby (charlesappleby@schouse.gov).

Note the Extension Request Forms will be published online.

EXTENSION REQUEST FORM

RESTRUCTURING & SEVEN-YEAR PLAN REPORT

Department of Employment and Workforce

I. Extension Requested

1. List the Sections for which the Agency is Requesting an Extension:	<i>Annual Restructuring Report and Seven-Year Plan</i>
2. State the date the agency originally received the report guidelines:	<i>3/3/15</i>
3. State the date the agency submitted this request for an extension:	<i>3/30/15</i>
4. State the original deadline for the report:	<i>3/31/15</i>
5. State the number of additional days the agency is requesting:	<i>10 days</i>
6. State the new deadline if the additional days are granted:	<i>4/10/15</i>

II. History of Extensions

1. List the years in which the agency previously requested an extension, putting the years the extension was granted in bold:	<i>N/A</i>
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EXTENSION REQUEST FORM

RESTRUCTURING & SEVEN-YEAR PLAN REPORT

III. Organizational Knowledge

Please attach an agency organization structure. Below, and if needed attach additional pages, list all individuals considered upper management at the agency with the section(s) of the agency they oversee and their date of hire.

Position	Section of Agency	Date of Hire	Name
Agency Director	Cheryl M. Stanton	May 2013	cstanton@dew.sc.gov
<i>Add as many as needed</i>			

IV. Good Cause

Please state below good cause as to why the Committee should grant the extension requested by the agency. Please limit the response to two (2) pages.

The Department of Employment and Workforce (DEW or the agency) takes services for and responsibilities to the citizens of South Carolina very highly. The agency is requesting a ten (10) day extension for the Annual Restructuring Report and Seven-Year Plan. The agency would like to ensure all of our submittals are detailed and comprehensive for the purposes of merging or eliminating duplicative or unnecessary divisions, programs, or personnel within each department in order to provide the highest, efficient administration of government services. Additionally, this extension would guarantee that all initiatives and planned actions DEW will take during the next seven (7) fiscal years concerning cost savings and increased efficiencies are captured fully in our report.

EXTENSION REQUEST FORM

RESTRUCTURING & SEVEN-YEAR PLAN REPORT

V. Verification

I have reviewed and approved the information provided in this Extension Request Form. The information contained in this form is complete and accurate to the extent of my knowledge.

Current Agency Director
(Sign/Date):

(Type/Print Name):

Cheryl M. Stanton

VI. Committee Response

Leave this Section blank. The Chairman will complete this Section after fully considering the agency's request.

Sections for which an Extension is Granted:	Entire Report
Number of Additional Days Granted:	10 days
New Deadline for Agency Response:	April 10, 2015



South Carolina Department of Employment
and Workforce

Restructuring & Seven-Year Plan

Report

April 10, 2015

SCDEW RESTRUCTURING & SEVEN-YEAR PLAN

Department of Employment and Workforce

Date of Submission: April 10, 2015

Please provide the following for this year's Restructuring and Seven-Year Plan Report.


	Name	Date of Hire	Email
Agency Director	Cheryl M. Stanton	June 24, 2013	cstanton@dew.sc.gov
Previous Agency Director	Ret. Brig. Gen. John L. Finan Ret. Maj. Abraham J. Turner	February 26, 2013 September 1, 2011	Not available to the agency at this time.

	Name	Phone	Email
Primary Contact:	Sally Foster	803-737-0089	sfoster@dew.sc.gov
Secondary Contact:	Darrell Scott	803-737-0366	dscott@dew.sc.gov

Is the agency vested with revenue bonding authority? (re: Section 2-2-60(E))	NO
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I have reviewed and approved the enclosed 2015 Restructuring and Seven-Year Plan Report, which are complete and accurate to the extent of my knowledge.

Current Agency Director
(Sign/Date):

 April 10, 2015
(Type/Print Name): Cheryl M. Stanton

If applicable, Board/Commission Chair
(Sign/Date):

(Sign/Date):
(Type/Print Name):

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EXECUTIVE SUMMARY

I. Executive Summary

A. Historical Perspective

1. Please see Excel.

B. Purpose, Mission and Vision

2. Please see Excel.

C. Key Performance Measure Results

1. The South Carolina Department of Employment and Workforce (DEW) is dedicated to promoting and supporting an effective, customer-driven workforce system that facilitates financial stability and economic prosperity for employers, individuals, and communities. The unemployment insurance trust fund is on a path to solvency in 2015 and more South Carolinians are employed than ever before in the Palmetto State's history. In 2014, DEW helped more than 140,000 South Carolinians find work.

Unemployment Insurance (UI) Trust Fund

Due to the economy continuing to improve and the structure put in place by the General Assembly, DEW is aggressively repaying its loan to the federal government for the unemployment insurance (UI) trust fund. As a result of declining benefit payments (nearly \$86 million less between April 2014 and March 2015 than between April 2013 and March 2014) and increasing employment, South Carolina was able to make several early, voluntary payments. From 2012 to present, we estimate early and voluntary payments saved between \$10 and \$12 million interest costs for the state's businesses. South Carolina is on track to have the federal loan debt paid by summer of this year.

In addition, for the fifth consecutive year, South Carolina businesses will pay the lowest possible federal unemployment taxes (FUTA) (0.6 percent per employee) because South Carolina successfully exhibited fiscal responsibility in repaying its debt, resulting in hundreds of millions of savings for South Carolina businesses. South Carolina is the only state in the nation to have avoided the federal credit reduction this many times.

DEW has had an open dialogue with the business community and General Assembly on the best way to rebuild the trust fund as statutorily required once the federal loan is paid off. As a result of dozens of discussions on this matter, the agency has

promulgated a regulation to rebuild the trust fund for the General Assembly to consider this year.

Unemployment Insurance (UI) Claims Process

After transforming the way UI services are delivered to claimants and the introduction of the call center concept in June 2013, claimants can now submit their claims through a web portal or a Teleclaim system – a fully automated process. Today, the average wait time for a call to the Teleclaim system is about two (2) minutes, a wait time that is better than many industry standards.

DEW exceeded the federal timeliness requirement to process claims (Time Lapse) for eleven (11) out of twelve (12) months in calendar year 2014. This federal measure requires the agency to pay 87 percent of eligible claims within twenty one (21) days. As of March 2015, the agency's performance was at 90.0 percent, which is consistently higher than most other states in the southeast region. However, DEW has not sacrificed quality for timeliness as demonstrated by the fact that during the same period of time, DEW exceeded all federal quality performance goals for claims adjudications.

DEW issued a Request for Proposal to review the UI claims process in March 2014. A vendor began work with DEW in July 2014 reviewing the UI claims process to identify areas where changes in process would reduce errors and wait times and increase consistency of decisions for both claimants and the business community.

DEW has partnered with SCBOS, since 2011, to provide improved services to increase businesses' accessibility to make quick and easy tax filings. Since launching the ability to file and pay quarterly UI taxes online, DEW has experienced an increase in the number of businesses taking advantage of the service from nearly 3,500 reports filed in 2011 to nearly 40,000 reports filed in 2013. In the fiscal year 2014, DEW saw a 6.3 percent increase in the number of businesses submitting tax payments through SCBOS. Additionally, there was a 9.6 percent increase in the number of businesses filing their wage reports through SCBOS.

DEW also is partnering with SCBOS to provide larger payroll providers and Third Party Administrators an easier way to file unemployment wage and contribution reports on line. This will eliminate a large amount of manual work processing paper contribution reports and physical checks.

DEW launched the nation's first I-claim app in April of 2014 allowing claimants to file their weekly UI claim with a smartphone. The application also provides geocoding traceability to enhance fraud detection and prevention efforts as well as messaging capabilities to enhance claimant education on their responsibilities while filing.

Over the past 18 months within the Appeals Division, DEW has implemented of a myriad of process improvements and increased training. Both Higher and Lower

Authority far exceed DOL time lapse and case aging metrics despite an influx of appeals submissions. DEW hired and trained additional staff beginning in August 2013 to address the significant appeals backlog and increased hearing officer weekly case load by approximately 40% over optimal level until the backlog cleared. By increasing notice to the parties of the hearing date from seven to fourteen days, DEW not only addressed parties' concerns about receiving adequate notice, but also reduced significantly the number of no-shows and ill prepared witnesses, thus enabling a much more efficient hearing schedule. DEW reorganized the division's incoming phone tree to create distinct lines/paths for calls regarding missed hearings, calls requesting postponements, calls for status/information regarding appeals to HAA and calls for general appeal information. Lower Authority began issuing dismissals by letter to dispose of untimely appeals and reduced unnecessary postponements by asking more questions to determine if a postponement should be granted. Finally, DEW also began a number of training initiatives to ensure that the quality of decisions, which were already exceeding federal standards, dramatically increased during the expedited decision process. This includes graded peer reviews, reversal memos detailing why a decision was overturned or remanded by the Appellate Panel, and enhanced group training sessions. DEW now requires new appeals hearing officers hired to have a Juris Doctorate degree.

Lower Appeals Authority (LAA)

For the 1st Quarter of 2015, LAA exceeded all U.S. Department of Labor (USDOL) measures. DEW's 30-day time lapse was 88.3 percent compared to the USDOL requirement of 60 percent. DEW's 45-day time lapse was 97.4 percent compared to the USDOL requirement of 80 percent. An average case age was fifteen (15) days with a USDOL requirement of thirty (30) days. This is based on 3,486 decisions issued during the quarter.

Higher Appeals Authority (HAA)

For the 1st Quarter of 2015, HAA exceeded all USDOL measures. DEW's 45-day time lapse was 68.2 percent compared to the USDOL requirement of 50 percent. DEW's 75-day time lapse was 97.7 percent compared to the USDOL requirement of 80 percent. An average case age was twenty three (23.1) days with a USDOL requirement of 40 days. This is based on 466 decisions issued during the quarter. At the close of the 1st Quarter of 2015, Higher Authority Appeals was at or near Agency record numbers in all the USDOL metrics used to measure time lapse.

DEW is on the verge of implementing a case management solution that has converted the Appeals Division into a nearly paperless environment, as well as streamlined the process for claimants and businesses. The solution automated many lengthy manual processes; improved customer service by making records more accessible and searchable when dealing with constituent inquiries; and saved the agency money in time, personnel and materials. The initiative also enabled businesses to file appeals electronically on SC Business One Stop (SCBOS).

DEW continues to work with SCBOS to add features that will allow businesses to submit and view pertinent appeals documents, including proposed appeal exhibits from DEW and claimants. The agency is also working to bring this same functionality to the MyBenefits portal, allowing claimants to also electronically file appeals.

Business Process Improvements

In 2014, DEW improved its improper payments recovery and prosecution business process by creating the Fraud, Investigation, Recovery & Enforcement (FIRE) within the Division of Organizational Integrity. This division is focused on audit and detections as well as investigations and collection recovery efforts. For example, DEW increased the use of involuntary wage withholdings from claimants who owe DEW money but have returned to work. DEW has automated the process and increased its collections efforts through involuntary wage withholdings from \$942,502 in 2013 to \$3,080,059 in 2014 – a 325 percent increase. Additional collection recovery efforts include DEW lowering the U.S. Department of Treasury Offset Program (TOPS) debt recovery threshold to \$50 from \$500. This action resulted in 15,220 additional claimants with potential federal income tax offsets being submitted for intercept. In fiscal year 2012-2013, DEW collected \$10.91 million from TOPS and increased that collection to \$11.05 million in fiscal year 2013-2014. DEW has recovered \$6.1 million from TOPS through 2015.

South Carolina also is the first state in the nation to partner with a vendor, APPRISS, to cross match claimants in real time who are incarcerated in local and county jails while filing for benefits, and therefore unavailable for work. This program launched in 2014 and as of April 7, 2015, more than \$219,000 in potential trust fund savings and nearly \$45,500 in actual trust fund savings had been realized by preventing improper payment to incarcerated individuals.

Workforce and Economic Development

Economic development is the biggest team sport and DEW continuously reaffirms its commitment to playing its part in economic development for South Carolina. In 2014, DEW announced the Workforce and Economic Development Division (WED), illustrating that DEW has a crucial role in promoting business development and retention through South Carolina's competitive workforce. To more effectively and efficiently meet the needs of job seekers and the business community, DEW gathered feedback from both internal and external stakeholders to cultivate a more strategic approach to delivering services.

DEW continues to lead the state's efforts to create Certified Work Ready Communities. In the past fiscal year, 7,237 more National Career Readiness Certificates (NCRC) were issued in twenty-two (22) counties, including an additional 20 platinum certificates over the previous year.

South Carolina was the first state in the country to receive approval from USDOL to increase the amount of state set-aside Rapid Response funding from 20 percent to 40 percent to be used for Incumbent Worker Training (IWT) to serve existing businesses, setting a precedent for other states to use as well. This waiver enables South Carolina to help businesses avoid closing down altogether, rather than wait until a plant actually closes to help workers. In this way, South Carolina helped 934 employees avert layoff and keep their jobs during 2014. The Department of Labor has praised South Carolina's efforts on IWT nationally and numerous other states have begun applications to create a similar process.

DEW has also received national recognition for its Jobs for America's Graduates-SC (JAG-SC) program, focused on academic and career readiness skills for high school students. The program has consistently exceeded national standards and the extended graduation rate, which is measured after a one-year follow-up period, was 95.5 percent for the last program year. In 2014, the program ensured 296 youth out of 315 seniors teenagers graduated with jobs or continued their education. It currently serves over 1,300 active high school participants.

Because of South Carolina's stellar workforce efforts, the Palmetto State was only one (1) of eight (8) states to receive a \$1,079,016 Workforce Investment Act (WIA) incentive grant in April of 2014 to improve the state's workforce and promote collaboration among workforce and education partners, primarily the South Carolina Department of Education and the South Carolina Technical College System.

DEW also has created customized information packets for businesses that outline the tax credits they are eligible to receive including Work Opportunity Tax Credits (WOTC), federal bonding and On the Job Training reimbursements. These customized reports are a partnership document which includes information not only on DEW, but also the Workforce Investment Act (WIA), technical colleges and Apprenticeship Carolina highlighting all of the business resources available for workforce development.

In the first quarter of fiscal year 2014, South Carolina had the highest number of Trade Adjustment Assistance (TAA) eligible workers who received job search allowances in the nation, illustrating that South Carolina is maximizing the benefits available to ensure people return to work. The goal of the TAA program is to help workers become reemployed in a suitable job as quickly as possible by providing benefits and services tailored to their needs. Individuals who cannot find employment within their local community may be reimbursed for job search activity outside of the designated commute area. Job search allowances cover necessary and reasonable travel and subsistence expenses, varying between 90% and 100% of allowable costs, up to either \$1,250 or \$1,500, depending on the petition number.

DEW coordinated with the Governor's Office and the National Guard to launch Operation Palmetto Employment in February 2014 to create

operationpalmettoemployment.sc.gov to serve as a one-stop employment resource for South Carolina's military community. DEW's efforts with the South Carolina veterans community has helped contribute to the unemployment rate for veterans 18 and older dropping to 3.5 percent in March 2014, down from 4.1 percent the same time in 2013. South Carolina had the nation's 7th lowest veteran unemployment rate in 2014.

DEW, the S.C. Department of Education, and the S.C. Technical College System have collaborated to develop a comprehensive, coordinated effort to meet basic skills needs of adults and create a pipeline of skilled youth and adult workers for the Healthcare, Advanced Manufacturing, and Transportation, Distribution, and Logistics industries (to include entrepreneurship). This initiative, called *Learn 2 Earn*, will be deliver career awareness and career pathways for high school students enrolled in CATE and adult education students residing in Allendale, Bamberg, Barnwell, Clarendon, Edgefield, Hampton, and Orangeburg. In addition to the occupational skill training, a statewide soft skills curriculum will be developed and implemented. The soft skills component is in the developmental stages and will be piloted in the six (6) aforementioned counties before being introduced statewide. The curriculum will be geared towards both high school students and adults. The method of delivery will be both on-line and classroom style training.

ORGANIZATIONAL PROFILE

II. Organizational Profile

This section asks for a fact based description of the agency. Please provide information in the stated Excel template. If an Excel template is not referenced, provide the information in bullet style.

1. The agency's main deliverables (i.e., products or services) and the primary methods by which these are provided;
 - Please see Excel.
2. The agency's key customers and their requirements and expectations;
 - Please see Excel.
3. The agency's key stakeholders (other than customers);
 - Please see Excel.
4. Other state agencies which have the biggest impact on the agency's mission success;
 - Please see Excel.
5. The agency's performance improvement system(s);
 - The agency unveiled a Virtual Suggestion Box in December of 2013 with the intent to engage employees to improve methods, procedures, eliminate duplication, reduce cost, increase production, and increase efficiency of services. The Virtual Suggestion Box is the embodiment of our agency motto, "See It. Own It. Work it. DEW It." in that our agency is committed at all levels of the organizational chart to continuous performance improvement.
 - Director Stanton conducted Listening Tours with all divisions of the agency in 2014 and 2015. She visited employees in their work settings to gather feedback and ideas for overall business process improvement. Two agency-wide Listening Rallies have also been held. At these events, all staff were invited to attend in person or watch via a live video stream broadcast via the Intranet as Director Stanton offered updates on agency progress and took questions from employees. Governor Haley attended the March 2014 Listening Rally. The other agency-wide rally was recently held in January 2015.
 - After developing the mission and vision, the agency worked together to construct five (5) key strategies and goals necessary to fulfill the mission. They are as follows:
 - 1- Information Security:
 - Ensure appropriate controls have been built into all information systems and platforms

- Provide system access on a need-to-know basis to agency personnel
 - Ensure confidentiality, integrity, and availability of agency information systems
 - 2-Improvements in Business Processes:
 - Reduce error rates
 - Increase collection rate of improper payments to claimants and taxes owed by businesses
 - Use more re-employment dollars for re-employment services than administrative services
 - Enhance use of facilities
 - Realize full potential of existing resources
 - Meet and/or exceed performance measures established by federal and state laws and regulations
 - 3- Deliberate Strategies for Exceptional Customer Service Delivery:
 - Reduce unemployment and under-employment
 - Reduce the skills gap
 - Increase the use of DEW services by new businesses
 - Have customers view unemployment insurance and employment services as one continuous process
 - Improve relationships with partners
 - 4- Strategic Vision for Customer Service:
 - Become more efficient
 - Increase customer satisfaction and positive feedback from customers
 - Earn the trust of the public
 - 5- Employee/Manager Training
 - Start measuring and increasing the retention rate
 - Increase staff morale and employee satisfaction
 - Increase employee investment and ownership
 - Increase employee perception of career opportunities
- 6. The agency's organizational structure in flow chart format;
 - Please see the attached organizational chart.
- 7. Details about the body to whom the Agency Head reports;
 - Please see Excel.
- 8. Major Program Areas Chart.
 - Please see Excel.

9. Please identify any emerging issues the agency anticipates may have an impact on its operations in the upcoming five years.
- Interactive Voice Response (IVR) – This is critical to UI operation to help our efforts in providing customer service solutions to clients, customers and employers. We are currently working to procure a new IVR on state contract. We hope to have a new IVR in place by July of 2016.
 - TAX Replacement System – We are currently operating with an outdated System that is primarily configured using a dead programming language. Our modernization efforts are to replace the current application with a solution that will support the UI Employer Tax Service Department’ current and future approach to business.
 - New Benefits System – South Carolina is currently a part of a three state consortium including North Carolina and Georgia to work with a vendor to procure a new Benefits system to replace our old mainframe-based systems.
 - Workforce Innovation and Opportunity Act of 2014 (WIOA) – We are transitioning from the Workforce Investment Act (WIA) to WIOA over the next two (2) years.
 - Workforce planning for retirement eligible employees (28.6% of DEW employees are currently eligible or will be eligible to retire within 5 years).
 - To address workforce needs, South Carolina must adopt a long-term strategy that ensures technical workforce development initiatives are effective and have sustainability. For this to come to fruition, state agencies, local partners, community-based and faith-based organizations, business and industry, and educating partners must work together. Comprehensive collaboration of all parties is crucial in meeting the growing challenge of finding skilled workers to fill available skilled jobs. Developing our workforce will determine whether our continued participation becomes a reality.
 - Employers in today’s job market aren’t just looking for candidates with the right technical skills. In fact, recent studies show most hiring managers place as much importance on the less tangible traits associated with personality – like a positive attitude or willingness to work as a team. SC Works centers throughout the state offer a variety of free workshops designed to boost your soft skills so you get a great job. The sessions cover topics such as interviewing skills, workplace etiquette, marketing yourself and personality assessments. These soft skills have less do to with specific techniques acquired to perform job functions but are important to employers because they show how candidates will fit in with and contribute to the overall workplace environment. Strong work ethic, dependability, positive attitude, self-motivation and being team-oriented top the list of soft skill employers s said they look for when hiring were.

ORGANIZATIONAL PROFILE

III. Laws (Statutes, Regulations, Provisos)

This section asks for state and federal statutes, regulations and provisos (“Laws”) which apply to the agency.

- Please see Excel

IV. Reports and Reviews

This section asks for information about reports the agency is required to submit to a legislative entity and the agency’s internal review process.

1. Please see Excel.
2. Please see Excel.

RESTRUCTURING REPORT

V. Key Performance Measurement Processes

A. Results of Agency's Key Performance Measurements

Mission Effectiveness

Unemployment Insurance (UI)

1. Federal first payment time lapse—the percentage of individuals eligible for unemployment benefits that receive payment within 21 days of the effective date of their claim. USDOL considers 87.0 percent or higher to be an acceptable level of performance on this metric.

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014	88.50%	91.40%	89.30%	89.40%
2013	85.80%	89.90%	87.00%	87.90%
2012	66.60%	77.10%	73.60%	77.20%
2011	61.80%	76.30%	70.70%	70.30%

- a. USDOL provides statistics on this measure for all states and territories participating in the unemployment insurance program. The top three performing states for the most recently available quarter (2014Q4) are: North Dakota (98.2%), Delaware (96.2%), and South Dakota (95.2%). These areas have very low levels of unemployment. States that are more comparable to South Carolina include: Alabama (92.6%), Mississippi (87.1%), and Georgia (85.3%)
 - b. The agency always strives to keep this measure as high as possible with a minimum acceptable performance of 87.0%.
 - c. The USDOL has expertise in this metric.
2. The Benefits manager (currently vacant), Local Operations managers (Brent Phillips), and the Unemployment Insurance Division Interim Assistant Executive Director (Jamie Suber) and Deputy (Jeremy Cannon) all review this measure on a weekly, monthly, and quarterly basis. The agency Executive Director (Cheryl Stanton) and Chief of Staff (Darrell Scott) monitor the monthly number.
 3. This measure has improved dramatically since the end of the recession as claim loads have declined and business process improvements have been implemented. New processes include a digital fact-finding system, also the Fact-Finder/Adjudicator pilot program, QA/QC Unit began evaluating and monitoring in November of 2014.
 4. The agency has significant control over this measure. Economic conditions do impact the ability to meet the performance goal but business process improvements over

the past two years have contributed to an increased ability to meet this demand even during periods of higher claim volume.

Workforce and Economic Development (WED)

1. The entered employment rate, employment retention rate, and average earnings are standard performance measures.
 - a. There are not three other state agencies that would be classified as such concerning WED. However, Texas is considered the model state in workforce development measures and performance.
 - b. The stated performance measures indicated are not chosen from observing other states methodology, but rather negotiated with USDOL at the beginning of every program year.
 - c. DEW considers AIFE an expert in developing and maintaining effective programs.
2. The Rebecca Battle-Bryant (Assistant Executive Director), Michelle Paczynski (Deputy Assistant Executive Director), Executive Director (Cheryl Stanton), and Chief of Staff (Darrell Scott) review the performance measures at least monthly, seeking opportunity for improvement.
3. Entered employment performance continues to increase as the economy recovers and service strategies are improved.
4. Yes, DEW has reasonable control over performance measures, either by direct program management or technical assistance to stakeholders who are responsible for WIA.

Mission Efficiency

Unemployment Insurance (UI)

1. Call wait times—the average time an individual must wait before being assisted by an unemployment claims specialist via the statewide call center. The call center only has data back to July 2013 (the call center opened June 10, 2013).

Unemployment Insurance Call Wait Times in South Carolina

Time Period	Average Wait Time	# Calls Received
July 2013	5:00	70,506
December 2013	7:23	67,474
March 2014	0:21	57,598
July 2014	2:59	71,047
December 2014	6:45	57,117
March 2015	1:33	41,723

- a. There is no standard for average call center wait times in the unemployment insurance field. However, lower wait times are always the goal as well as

- providing additional self-service options for customers. South Carolina's call wait times appear to be significantly better than other state unemployment agencies. An informal survey of other state workforce agencies in early 2014 showed wait times varying widely with an average wait time of about 14 minutes. South Carolina has consistently been well below this mark.
- b. Many private companies typically aim for 80% of all calls answered in 20-30 seconds. This may not be an appropriate target for the agency as it would indicate a potential over-supply of staff members.
 - c. The agency does not have the contact information for anyone they consider an expert in this area.
2. The Local Operations Manager (Brent Phillips) reviews this information on a daily basis. The Unemployment Insurance Interim Assistant Executive Director (Jamie Suber), the Chief of Staff (Darrell Scott), and the Executive Director (Cheryl Stanton) receive and review this information on a weekly basis.
 3. The agency uses call center software provided by Avaya to monitor call center statistics. Due to a reduction in workload and budget cuts, there has been some reduction in the number of staff in the call center. This resulted in a slight increase in average wait times during the last half of 2014. Claim loads have continued to drop and more recent trends show a slow decline in wait times to under two (2) minutes, on average.
 4. The main control the agency has over this measure is the number of staff that are available to take calls. Economic conditions impact the number of calls received and thus actual wait times.

Workforce and Economic Development (WED)

1. DEW tracks claimants average duration of unemployment, indicating how quickly they become employed.
 - a. There are not three other state agencies that would be classified as such but Texas is considered the model state in workforce development measures and performance.
 - b. DEW has not instilled a performance measure for average duration at this time.
 - c. DEW considers AIFE an expert in developing and maintaining effective programs.
2. Division directors, Rebecca Battle-Bryant (Assistant Executive Director), Michelle Paczynski (Deputy Assistant Executive Director), Executive Director (Cheryl Stanton), and Chief of Staff (Darrell Scott) review monthly productivity reports to track the quantity of core and intensive services provided as well as the positive referral rate.
3. Entered Employment performance continues to increase as the economy recovers and service strategies are improved.
4. Yes, DEW has reasonable control over performance measures, either by direct program management or technical assistance to stakeholders who are responsible for WIA.

Quality (Customer Satisfaction)

In June 2014, DEW launched an agency wide customer service program titled, “It’s all about your perspective-Framework.” The program consists of online reinforcement tools, manager toolkits to reinforce the principles daily, performance metrics by unit and EPMS objectives regarding customer service for all employees. In addition, each employee within DEW is required to participate in a six-series cross-functional training program over 18 months to improve their customer service both internally and externally. The training is being conducted by DEW’s internal training team. Every DEW employee from the Executive Director to the front line staff is required to attend.

DEW’s commitment is to continue to See it. Own it. Work it. DEW it.

Unemployment Insurance (UI)

1. Non-Monetary Determination Quality (Separations and Non-Separation*)—the percent of claims sampled that scored 95 points or better based on USDOL validation measures. This provides a check on whether the appropriate information was gathered to validate an eligibility determination. Separate samples are pulled for decisions regarding separations (initial eligibility) and non-separations (able, available, and actively looking for work).

Year/Quarter	Separation	Non-Separations
2014Q4	82.76%	92.86%
2013Q4	65.31%	87.23%
2012Q4	63.33%	77.78%
2011Q4	50.00%	75.00%

* • Nonmonetary Determination Quality- Nonseparations: 75% of Nonseparation Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of nonseparation determinations.

• Nonmonetary Determination Quality- Separations:75 % of Separation Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of separation determinations.

- a. Within our region, Kentucky is the state which has consistently met or exceeded the USDOL’s goal for acceptable level of performance on this measure.
- b. The agency uses the USDOL goal for benchmarking performance for claim quality.

- c. Staff with CSG Government Solutions performed an analysis with the agency to identify ways to improve in this metric. Their recommendations are in the process of being implemented and the most recent quarterly scores are encouraging.
2. The Interim Unemployment Insurance Assistant Executive Director (Jamie Suber) and Deputy (Jeremy Cannon) as well as the Chief of Staff (Darrell Scott) and Executive Director (Cheryl Stanton) review this information from staff on a quarterly basis.
3. While between quarters variance in this measure has been high, on average the agency is improving in both of these measures over the past four years. Additional pilot programs and training sessions have been centered on this area to continue to help improve performance.
4. The agency has control of this measure.

Workforce and Economic Development (WED)

1. South Carolinians and businesses seek DEW services for their employment and training needs. Utilizing the USDOL performance measures, DEW is able to verify customer satisfaction based upon the outcome of services provided.

Program and Measure	PY'14 2nd Qtr (01/01/14-12/31/14)
WP Entered Employment Rate	62.2%
WP Employment Retention Rate	83.3%
WP Six-Month Average Earnings	\$11,897
Veterans Entered Employment Rate	59.6%
Veterans Employment Retention Rate	83.2%
Veterans Six-Month Average Earnings	\$15,537
Disabled Veterans Entered Employment Rate	51.5%
Disabled Veterans Employment Retention Rate	81.2%
Disabled Veterans Six-Month Average Earnings	\$16,268
DVOP - Intensive Services Provided	46.2%
DVOP - Veterans Entered Employment Rate	61.4%

DVOP - Veterans Employment Retention Rate	81.6%
DVOP - Veterans Six-Month Average Earnings	\$14,618
DVOP - Disabled Veterans Entered Employment Rate	53.3%
DVOP - Disabled Veterans Employment Retention Rate	78.5%
DVOP - Disabled Veterans Six-Month Average Earnings	\$15,024
WIA Adult Entered Employment Rate	74.1%
WIA Adult Employment Retention Rate	85.8%
WIA Adult Six-Month Average Earnings	\$10,998
WIA Dislocated Worker Entered Employment Rate	82.3%
WIA Dislocated Worker Employment Retention Rate	92.0%
WIA Dislocated Worker Six-Month Average Earnings	\$14,196
WIA Youth Placement in Employment or Education	70.7%
WIA Youth Attainment of Degree or Certificate	71.8%
WIA Youth Literacy or Numeracy Gains	58.8%

Program and Measure	FY'15 1st Qtr (4/01/13-3/31/14)
TAA Entered Employment Rate	71.8%
TAA Employment Retention Rate	91.6%
TAA Six-Month Average Earnings	\$16,680

a. There are not three other state agencies that would be classified as such but Texas is considered the model state in workforce development measures and performance.

b. Not applicable.

c. DEW considers AIFE an expert in developing and maintaining effective programs.

2. Division directors, Rebecca Battle-Bryant (Assistant Executive Director), Michelle Paczynski (Deputy Assistant Executive Director), Executive Director (Cheryl Stanton), and Chief of Staff (Darrell Scott) review the performance measures at least monthly, seeking opportunity for improvement.

3. Entered Employment performance continues to increase as the economy recovers and service strategies are improved.

4. Yes, DEW has reasonable control over performance measures, either by direct program management or technical assistance to stakeholders who are responsible for the various programs.

Workforce Engagement

At the agency level, DEW is currently engaged in numerous workforce engagement, satisfaction, retention, and development activities. The agency has regularly scheduled listening rallies, departmental listening tours by executive leadership, conducts exit interviews, and solicits ongoing communication via a monthly employee newsletter and an anonymous virtual suggestion box for process change recommendations. The agency has worked diligently to functionally align the broad range of departmental duties. Functional alignment (rather than along divisional lines) leads to greater synergies in workflow, job variety for employees, greater cross functional awareness of key agency programs and measures, and ultimately greater job satisfaction and ownership.

The agency operates under the belief that a well trained workforce is an engaged workforce and offers a myriad of development opportunities from job specific training to soft skills training to advanced strategic and management training. In accordance with key performance indicator (number here) and in alignment with our agency's strategic plan, the agency has invested in the development of an extensive customer service training program to ensure all employees provide superior customer experiences. This comprehensive program is a six part course delivered quarterly and defines the expectations of a consistently excellent DEW customer experience statewide. In accordance with key performance indicator (number here/whichever one is time lapse), DEW provides in house developed electronic learning modules to train front line employees in a step by step format with simulation and scoring for areas of improvement. This is not only an excellent tool for learning the basics of completing a claim to meet time lapse, but it serves as a cross training tool to allow other units of the agency to understand how roles interconnect to ensure time lapse and other federal measures are met.

Unemployment Insurance: Improving Processes and Access to Services

From July 1, 2013, to December 31, 2014, South Carolina's unemployment rate decreased by 0.9 percentage points. Initiatives implemented during that period have resulted in streamlined processes in serving the unemployed and greater access to services. In FY 2013, the South Carolina Department of Employment and Workforce established a new unemployment insurance call center model. The new innovative model had a very successful first year. UI staff took over 1 million phone calls between July 1, 2013, and December 31, 2014, with an average wait time of about two (2) minutes.

As the FY 2014 began, DEW had approximately 66 "Connection Points" including SC Works Centers and libraries. By June 30, 2014, the number of connection points had increased throughout the state to over 160.

These connection points include partnering locations at Goodwill Industries and many county library systems. Now individuals can use computers at the various connection points to file their initial claim, file for weekly benefits, or complete their weekly online job search. DEW continues to make great strides in returning the UI Trust Fund to solvency. From borrowing nearly \$1 billion from the federal government to pay unemployment benefits, DEW has repaid all but \$270 million and is on track to pay off all loans in 2015.

DEW continues to make great strides in returning the UI Trust Fund to solvency. From borrowing nearly \$1 billion from the federal government to pay unemployment benefits, DEW has repaid all but \$120 million and is on track to pay off all loans in 2015.

Reemployment of UI Claimants Pilot

Reemployment of UI claimants continues to be a top priority for the Department of Employment and Workforce. The agency is actively seeking methods to improve programs and return claimants to employment. Between July 2013 and June 2014 (the latest available data), DEW's performance level of 67.6% was well above the Acceptable Level of Performance of 57% and a marked improvement from the 63.9% recorded between July 2012 and June 2013. The agency recently received an annual grant to continue participation in the Reemployment and Eligibility Assessment (REA) program. This initiative provides funds for states to better link the unemployed with the overall workforce system by bringing individuals receiving UI benefits into One-Stop Career Centers for personalized assessments and referrals to reemployment services. The goal of this program is to provide unemployed workers who receive UI benefits with early access to specific strategies that can help get them back into the workforce faster. To increase the effectiveness of the REA program, DEW has collaborated with two local workforce areas, Lowcountry and WorkLink, to develop a pilot project plan that will be tested in PY 14. In the coming year, the Worker Profiling and Reemployment Services (WPRS) program, which requires that UI claimants who are identified through profiling methods as likely to exhaust benefits and who are in need of reemployment services to transition to new employment participate in

reemployment services, such as job search assistance, will also be revitalized to ensure that those claimants most likely to exhaust benefits receive timely reemployment services.

Workforce Investment Act (WIA) Fund Utilization Policy

The State Workforce Investment Board implemented a Fund Utilization Rate Policy beginning in PY 2013. The policy communicates an expectation of 70% expenditure of all Workforce Investment Act funds available in the program year (to include carry-in funds and current year allocations) for each fund stream. Of the 12 LWIAs, 10 met the requirement for the Adult fund stream, and 9 met the requirement for the Dislocated Worker and Youth fund streams in PY 2013. The LWIAs that did not meet the 70% fund utilization rate were required to submit to the SWIB an explanation for falling below the expenditure requirement and corrective measures to ensure future compliance with the policy.

Employer Services Metrics

The SC Works system continues to focus on improving the quality and quantity of services provided to businesses. In an effort to implement performance measures related to serving our employers, the SWIB approved a set of metrics.

The SC Works system's ability to effectively serve businesses is measured through:

- Employers Served Rate:
 - Small Businesses (5-49 employees)
 - Medium Businesses (50-249 employees)
 - Large Businesses (250+ employees)
- New and Repeat Employer Customers

The SC Works system's ability to efficiently serve businesses is measured through:

- Positions Filled Rate
- Positions Filled within 30, 60, and 90 Days

Preliminary data, comparing employer services outcomes from PY 2012 to PY 2013, shows strides in SC Works' services to large businesses and improvements in filling positions within 60 days or less.

Workforce and Economic Development (WED)

1. Once a year, an Annual Report is submitted to USDOL and certain legislative committees.
 - a. There are not three other state agencies that would be classified as having a best annual report.
 - b. DEW has not instilled a performance measure for completion of the Annual Report other than ensuring it is completed with detail and submitted on-time.
 - c. DEW considers DOL the expert in how Annual Reports are to be completed and submitted.

2. Division directors, Rebecca Battle-Bryant (Assistant Executive Director), Michelle Paczynski (Deputy Assistant Executive Director), Executive Director (Cheryl Stanton), Chief of Staff (Darrell Scott), State Workforce Investment Board members and Local Board members review the reports.

3. The Agency has seen that the report highlights innovation that is across the agency and includes partner agencies as well.

4. Yes, DEW has reasonable control over the report in that it is responsible for producing it every year.

V. Key Performance Measurement Processes (cont.)

B. Most Critical Performance Measures

DEW has identified our strengths, recognized our challenges, and created opportunities for improvement. We believe our most critical performance measures are information security, improvements in business processes, deliberate strategies for exceptional customer service delivery, customer service vision, and employee and manager training.

C. Databases/Document Management

1. List all electronic databases/document management/business intelligence systems or programs utilized by the agency, including, but not limited to all relational database management systems.
 - IBM DB2 - database for IBM Mainframe system
 - Microsoft SQL database for modern open systems (Initial Claims, Fact Finding, Eligibility Review), and data warehouse
 - SAP Business Objects Business Intelligence Suite
 - SCWOS – vendor provided case management solution for WED functions
 - ABPS – Mainframe Automated Benefits Payment System for UI benefits administration
 - SCATS – Mainframe South Carolina Automated Tax System for the determination of tax liability and payment tracking
 - EDMS – Vendor provided imaging repository

D. Recommended Restructuring

1. No. By an Act of the General Assembly on April 10, 2010, the agency then became the S.C. Department of Employment and Workforce (DEW). This action established DEW as a cabinet agency and ordered the transition of the Workforce Investment Act (WIA) program from the Department of Commerce to the newly created agency.

VI. Seven-Year Plan

A. General

1. No. DEW does not have a plan that provides initiatives and/or planned actions the agency will take during the next seven fiscal years that implement cost savings and increased efficiencies of services and responsibilities in order to continually improve its ability to respond to the needs of the state's citizens

B. Current/Recommended Actions

Skipped per instructions by the committee.

C. Additional Questions

1. What top three strategic objectives of the agency will have the biggest impact on the agency's effectiveness in accomplishing its mission?

1. DEW would like to continue to implement business process improvements in our tax department by improving our unemployment insurance (UI) benefits system as to further the solvency and security of the Trust Fund.
2. SucceedSC is an exciting initiative that allows South Carolina to develop its workforce by recruiting, training, and marketing workers into high-demand jobs, and offering businesses training opportunities for new and existing workers.

Succeed SC complements existing workforce programs with two components: *Ticket to Tech* for the job seeker and *evolveSC* for the business. Ticket to Tech empowers unemployed or under-employed job seekers to become certified for high-demand jobs, equips them with the necessary soft skills for the job, and markets them to future employers. *evolveSC* provides businesses that do not meet the criteria for other state-funded training programs, such as *readySC* and *Incumbent Worker Training* grants, to be reimbursed for specialized training programs that lead to entry- and mid-level job placement. SucceedSC is designed to train our fellow South Carolinians so they can fill these available jobs and continue to grow our state's economy.

3. Business Continuity (BC) is a key objective here it DEW. BC ensures that the agency can continue to fulfill its mission and perform its core functions in the event of any disaster. Further, it is one of the primary domains of concern within information security. Conceptually, BC is a three legged stool: people, process,

and technology. Business continuity planning (BCP), the process of assessing and modifying plans, must be completed every two years as a best practice and as required by regulation. Disaster recovery is the technology component of BC. The agency is in the process of reviewing and finalizing its most recent BCP and is updating technology and infrastructure in order to meet the agency's technology needs in the event of a disaster.

4. South Carolina continues to recruit new businesses and see expansions in existing industries at a high rate. One of our goals at DEW is to address the 70,000 unfilled jobs in our database and provide a highly skilled workforce to new and existing employers in the state.

Sector strategies are partnerships of employers within one industry that bring government, education, training, economic development, labor, and community organizations together to focus on the workforce needs of an industry within a regional labor market. Sector strategies are among the few workforce interventions that statistical evidence shows to improve employment opportunities for workers and to increase their wages once on the job.

2. What are the fundamentals required to accomplish the objectives?

1. The current unemployment benefits (UI) system is over thirty (30) years old and is no longer supportive in a cost effective manner. The U.S. Department of Labor (DOL) has granted funds to South Carolina for the specific purpose of building a highly flexible and configurable modern UI solution. This will improve our UI benefits system. The Southeast Consortium Unemployment Insurance Benefits Initiative (SCUBI) Consortium solution is multitenant to include the states of Georgia and North Carolina which will lead to economy of scale and cost savings for the three states once implemented. Deployment for SCUBI is scheduled for the fourth quarter (Q4) of calendar year 2016.
2. The state needs to invest in a comprehensive workforce strategy to ensure South Carolina continues to recruit leading, global industries. Governor Haley requested a \$15 million investment in the executive budget for SucceedSC. We would ask that the General Assembly fully fund this critical initiative for workers to be trained and businesses to find the skilled workers they desperately need. It will bring state and local partners, as well as community-based and faith-based organizations, together to comprehensively meet the growing challenge of finding skilled workers to fill available skilled jobs.
3. DEW will continue to finalize its business continuity planning (BCP) and procure the necessary infrastructure to support the emerging requirements of the business continuity plan.

4. DEW will collaborate with the Governor appointed task force to design and implement sector strategies.
3. What links on the agency website, if any, would the agency like listed in the report so the public can find more information about the agency?

<https://www.dew.sc.gov/>

<https://www.dew.sc.gov/about-service-locations.asp>

<https://www.dew.sc.gov/jobs-land.asp>

<https://jobs.scworks.org/vosnet/Default.aspx>

<https://www.dew.sc.gov/claim-guide.asp>

<https://www.dew.sc.gov/emp-land.asp>

<https://www.dew.sc.gov/media.asp>

4. Is there any additional information the agency would like to provide the Committee or public?

Not at this time, thank you.

5. Consider the process taken to review the agency's divisions, programs and personnel to obtain the information contained in response to all the previous questions in the Restructuring Report and Seven-Year Plan ("Process"). State the total amount of time taken to do the following:
 - a. Complete the Process – Not applicable.
 - b. Complete this Report – 352 hours
6. Please see Excel.

CHARTS APPENDIX

VII. Excel Charts

Please send an electronic copy of the entire Excel Workbook and print hard copies of each of the Charts to attach here. Please print the charts in a format so that all the columns fit on one page. Please insert the page number each chart begins on below.

Similar Information Requested Chart _____	1
Historical Perspective Chart _____	2
Purpose, Mission Chart _____	3
Key Partner Agency Chart _____	4-6
Key Deliverables Chart _____	7-8
Key Customers Chart _____	9-12
Key Stakeholders Chart _____	13-15
Overseeing Body Chart (General and Individual Member) _____	16-17
Major Program Areas Chart _____	18-19
Legal Standards Chart _____	20-44
Agency Reporting Requirements Chart _____	45
Internal Audits Chart _____	46
Personnel Involved Chart _____	47-48

Agency Name:
Agency Code:
Agency Section:

Similar Info Requested

INSTRUCTIONS: Please provide details about other reports which investigate the information requested in the Restructuring Report. This information is sought in an effort to avoid duplication in the future. In the columns below, please list the question number in this report, name of the other report in which the same or similar information is requested, section of the other report in which the information is requested, name of the entity that requests the other report and frequency the other report is required. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Restructuring Report Question #	Name of Other Report	Section of Other Report	Entity Requesting Report	Freq. Other Report is Required
S.C. Department of Employment and Workforce	1	Senate Oversight Report		Senate Oversight Committee	At the request of the committee

INSTRUCTIONS: Please provide information about any restructuring or major changes in the agency's purpose or mission **during the last ten years.**
 NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Year	Description of Restructuring that Occurred	Description of Major Change in Agency's Purpose or Mission
S.C. Department of Employment and Workforce	2010	The SC Employment Security Commission was established by an Act of the General Assembly, which was passed on June 6, 1936. The agency is a state agency, which works in concert with the Federal Government to provide economic stability. By an Act of the General Assembly on April 10, 2010, the agency then became the S.C. Department of Employment and Workforce (DEW). This action established DEW as a cabinet agency and ordered the transition of the Workforce Investment Act (WIA) program from the Department of Commerce to the newly created agency. This also resulted in the replacement of three legislatively appointed Commissioners with three legislatively appointed Appellate Panel members, who act as the higher authority appeals body for the agency for Unemployment Insurance. An Executive Director, appointed by the Governor through a legislatively mandated process, is responsible for daily agency operations.	This change was legislatively mandated. When established, the term "employment security" meant the service of finding jobs for people who need them, by matching the unemployed with employers who need workers. The agency encompasses employment security as well as workforce development initiatives for the state. This includes business services for employers and training opportunities for customers seeking employment or other employment. Customer needs and service delivery methods have also changed.
	2011	Creation of Chief of Staff role to allow Executive Director to focus on agency mission, goals, and external partnerships.	No change
	2013	The unemployment insurance division of the agency restructured how unemployment services were delivered by moving from an in-person, local office approach to an automated, self-service model. This was accomplished, in part, through the implementation of a statewide call center to serve customers remotely rather than in multiple locations throughout the state.	The mission and purpose of the agency did not change with this restructuring, but this helped to ensure the agency could serve all customers in the most efficient manner possible given significant budget cuts from the federal Department of Labor as the economy recovered.
	2013	In consultation with local areas, Workforce and Economic Development Reemployment Operations restructured field service delivery from a generalist to a specialist model to better serve claimants, job seekers, and businesses.	No change
	2013	Creation of Chief Legal Officer Division as a direct report to the Executive Director, to provide strategic legal guidance for the agency. This division combined all legal functions in the agency, to include the Office of General Counsel and Appellate process.	No change; functional alignment
	2013	Creation of Organizational Integrity Division as a direct report to the Executive Director, which added compliance, risk management, and separation of information security duties from Information Technology.	No change; functional alignment
	2014	Transition from Benefits Payments Control Unit in the Unemployment Insurance Division to the Fraud, Investigation, Recovery, and Enforcement Unit in the Organizational Integrity Division. This transition provided separation of duties and active detection and collection efforts to protect the trust fund.	No change; functional alignment
	2014	Creation of Policies and Procedures Department from two separate divisions to stand alone department reporting to the Chief of Staff. Develops, implements, and communicates agencywide guidelines and interprets federal guidance for all programmatic functions of the agency.	No change; functional alignment
	2015	Transition from Business Intelligence Unit from three separate divisions to stand alone department reporting to the Chief of Staff. Combines all agency statistical reporting to ensure efficiencies in data collection and manipulation.	No change; functional alignment
	2015	Creation of Business Solutions unit to provide project planning and management functions across multiple agency divisions to provide a holistic view of the agency's key initiatives.	No change; functional alignment

Agency Name:
 Agency Code:
 Agency Section:

Purpose and Mission

INSTRUCTIONS: Provide information about the date the agency, in its current form, was initially created and the present purpose, mission and vision of the agency, with the date each were established in paranthesis. The Legal Standards Cross Reference column should link the purpose, mission and vision to the statutes, regulations and provisos listed in the Legal Standards Chart, which they satisfy.

Agency Submitting Report	Date Agency created	Purpose	Mission	Vision	Legal Standards Cross References
S.C. Department of Employment and Workforce	10-Apr-10	"Create a state agency which will operate an unemployment insurance program and a public employment service, meeting minimum Federal standards" from legislation passed on June 6, 1936, by the US General Assembly.	To promote and support an effective, customer-driven workforce system that facilitates financial stability and economic prosperity for employers, individuals and communities.	South Carolinians will view the South Carolina Department of Employment and Workforce as an efficient, transparent, customer-friendly partner in providing quality workforce solutions.	(41-27-20 deals with unemployment) (41-29-120 deals with employment stabilization & Bureau of Labor Statistics requirements) (41-29-230 deals with state/federal cooperation and references SSA, FUTA, WP, EUC)

Agency Name:
 Agency Code:
 Agency Section:

Key Partner Agency

INSTRUCTIONS: List the names of the other state agencies which have the biggest impact on the agency's mission success (list a minimum of three); partnership arrangements established and performance measures routinely reviewed with the other entity. The Major Program Areas Cross References Column should link the Partner Agency to the major program area, in the Major Program Areas Chart, on which it has the biggest impact. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable and a minimum of three.

Agency Submitting Report	Agency w/ Impact on Mission Success	Partnership Arrangement Established	Performance Measures Routinely Reviewed Together	Major Program Areas Cross Reference
S.C. Department of Employment and Workforce	S.C. Department of Revenue	SCDOR provides DEW with employer UI tax liability and payment data.	None	UI Tax Administration
	S.C. Department of Revenue -- S.C. Business One-Stop (SCBOS)	The South Carolina Business One-Stop (SCBOS) system, through the DOR, allows the business community to interact with the agency on many topics including: filing and paying unemployment taxes, filing unemployment benefit appeals, responding to claims for unemployment benefits, and registering for and maintaining their unemployment insurance account.	Usage of the various SCBOS-SCDEW systems is reviewed at the SCBOS steering committees on an ongoing basis.	Unemployment Insurance
	S.C. Department of Revenue	The DOR partners with DEW to intercept income tax refunds due to unemployment benefit claimants who have been overpaid by DEW and have failed to properly repay those funds. Through the State Offset Debt program, DEW is able to recoup millions of dollars in overpayments each year.	SOD payments from DOR are tracked on a daily basis.	Unemployment Insurance
	S.C. Department of Social Services (UI)	SCDEW and SCDSS cross-match key data points against data provided by the National and State Directories of New Hires to ensure that neither agency makes improper payments to constituents.	None	UI Benefits Administration
	S.C. Department of Social Services (WED)	1998 With the Implementation of WIA	Entered Employment Rate, Employment Retention and Average Wages of WIA participants	Enrollment in WIA
	S.C. Department of Health and Human Services	SCDEW and SCDHHS cross-match key data points against data their own internal databases to ensure that neither agency makes improper payments to constituents.	None	UI Benefits Administration (Improper Payment Detection)

Agency Name:
Agency Code:
Agency Section:

Key Partner Agency

	Vocational Rehabilitation	1998 With the Implementation of WIA	Entered Employment Rate, Employment Retention and Average Wages of WIA participants	Enrollment in WIA
	S.C. Department of Education	1998 With the Implementation of WIA	Entered Employment Rate, Employment Retention and Average Wages of WIA participants	Enrollment in WIA

INSTRUCTIONS: Provide information about the agency's key deliverables (i.e. products or services); primary methods by which these are delivered; and, as applicable, actions that may reduce the general public and/or other agencies initial or repetitive need for the deliverable. List each deliverable on a separate line. If there are multiple ways in which the deliverable is provided, list the deliverable multiple times with each delivery method on a separate line. In the "Three Greatest" column, indicate and rank the three most significant deliverables the agency brings to the people of South Carolina with #1 being the most significant. For the deliverables which are not one of three most significant, do not put anything in this column. The Major Program Areas Cross References Column should link the deliverable to the major program area, in the Major Program Areas Chart, within which that product or service is provided. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Deliverable (i.e. product or service)	Three Most Significant (#1, #2, #3)	Primary Method of Delivery	What can be done to reduce the general public and/or other agencies initial need for this deliverable? (i.e. preventive measures before the citizen or agency needs to come to the agency)	What can be done to reduce the general public and/or other agencies need to return for this deliverable? (i.e. preventive measures to ensure they do not need to come back to the agency for this service or product after already receiving it once)	If deliverable is identified as one of the three most significant, what would allow the agency to focus on it more?	Major Program Areas Cross Reference
S.C. Department of Employment and Workforce	1	Information Security	#1 Agency	Agency information systems, technology	On-boarding of key positions to ensure the confidentiality, integrity and availability of agency information systems. Provide system access to appropriate agency personnel to ensure consistent and accurate information is provided to all citizens seeking services.	Continue to on-board key positions to provide quality customer service. Continue to train our employees to provide accurate and consistent information to all customers.	Continue to provide lifelong training for all employees relative to program areas and customer service.	Admin
	2	Improvements in Business Processes	#2 Agency	Conduct business process reviews and implement recommendations.	Public Information Office's continuous deployment of statewide information to educate the business community and our customers on key performance measures. Maintain transparency of Agency information to legislators and general public.	Continue to provide information on a consistent basis.	Technology resources to match the technology our customers are using to receive information and receive services.	ES, UI
	3	Improvements in Business Processes		Continuous improvement following strategic plan by all departments and divisions within the Agency.	Public Information Office's continuous deployment of statewide information to educate the business community and our customers on key performance measures. Maintain transparency of Agency information to legislators and general public.	Continue to provide information on a consistent basis.	Technology resources to match the technology our customers are using to receive information and receive services.	ES, UI
	4	Deliberate Strategies for Exceptional Customer Service	#3 Agency	Electronic information and messaging, statewide meetings and training events.	Customer service training initiative, use of video, electronic mail messaging and monthly newsletters to communicate information to employees. Newsletter to businesses to educate and inform the business community.	Continue to provide quality and informative information to employees, the general public and business customers.	Resources available to continue these initiatives.	ES, UI, WIA, Trade, SCOIS
	5	Strategic Vision for Customer Service		Become more efficient in operations	Procuring updated systems for operations, completion of the customer service training program	Procuring updated systems for operations, successful framework training for all employees		Admin, UI
	6	Strategic Vision for Customer Service		Earn the trust of the public	Transparency of appeal hearings, detection, reduction and prosecution of fraud in UI program	Online appeal filing, continued communication by PIO staff bringing light to prosecutions		Admin, UI
	7	Employee/Manager Training		Identify training needs of employees	This is an internal deliverable. Other agencies' general public do not have a need for this	This is an internal deliverable. Other agencies' general public do not have a need for this		Admin
	8	Employee/Manager Training		Increase staff morale and employee satisfaction	This is an internal deliverable. Other agencies' general public do not have a need for this	This is an internal deliverable. Other agencies' general public do not have a need for this		Admin
	9	Economic data, analysis, and reporting requirements prepared in cooperation with the Department of Labor		Electronic	Required under cooperative agreements with BLS and ETA of the Department of Labor	Required under cooperative agreements with BLS and ETA of the Department of Labor	Additional resources	
	10	Federal reporting requirements for WIA, TAA, Wagner Peyser and Veterans		Electronic	Required by federal statute (WIA of 1998 Sections 136 and 185; 20CFR 667.300	required by federal statute (WIA of 1998 Sections 136 and 185; 20CFR 667.300	Additional resources	
	11	Unemployment benefit payments	#1 UI	Payments are made through direct deposit, debit cards, or, in rare instances, checks.	Economic development efforts to increase the jobs available is the single best way to prevent unemployment and thus the need for unemployment benefits. Job training programs are also essential to helping individuals obtain the skills necessary to find and maintain gainful employment in the state.	Helping individuals find the right, long-term job rather than just placing them in any available job is the best way to reduce unemployment benefit recidivism. Short-term, low-paying, or temporary jobs may be beneficial for the individual in the short-term, but matching individuals with jobs that can provide them with a career would help reduce the need for unemployment benefits in the future.	This is the primary mission and deliverable for the unemployment insurance division of the agency and is not in jeopardy of having a lack of focus.	Unemployment Insurance
	12	Proof of benefit receipt		The SC Department of Social Services and many other social assistance programs require that individuals furnish proof that they are either receiving unemployment benefits or have been denied or exhausted benefits prior to receiving additional assistance. DEW provides electronic and written verification documents, upon request, to those individuals who need them.	While it may not be possible to effectively and efficiently interface with all of the different programs that require this type of documentation, it may be possible to increase data sharing between DEW and DSS to prevent individuals from having to make a manual request. Increased data sharing could allow the automation of verification.	Preventing multiple spells of unemployment (see prior response) is the best way to prevent the need for this deliverable more than once. Additionally, if the verification could be done automatically through increased data sharing, there would be less need for manual intervention to produce the necessary documentation.		Unemployment Insurance
	13	Unemployment benefit information	#2 UI	Individuals receiving unemployment benefits or who have applied for benefits often have questions regarding their eligibility and payments. This information is delivered via a statewide call center.	In addition to reducing unemployment overall, additional information can be made available online through the MyBenefits web portal where citizens can find answers to many of their commonly asked questions.			Unemployment Insurance
	14	Certification of tax payments for IRS form 940		This information is provided electronically to the IRS on behalf of the employers within the state so that they can qualify for additional credits against their federal unemployment taxes. Individual businesses can also request paper copies of the certification for their records.	An online employer portal where businesses could request and receive copies of the 940 certification electronically could prevent them from having to make this request by paper and receive paper copies in the mail.	This is not something that is generally needed more than once per year. As it is an IRS annual requirement, there may not be a way to reduce the need for this service completely.		Unemployment Insurance
	15	Required reports		The US Department of Labor (DOL) requires the most reports from the agency. These are typically submitted electronically via the DOL's "Sun System." The SC General Assembly also requires periodic reports from the agency, especially in regards to the Unemployment Trust Fund. These reports are typically delivered electronically via email and also posted online at the agency's website.	Posting the General Assembly required reports online at the agency's website as eliminated the need for members of the public or other agencies to request this information.	There is no known need for this deliverable for the general public and the agencies that need the information are receiving it electronically or have the ability to access it via the agency's website.		Unemployment Insurance

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Key Customers

INSTRUCTIONS: Provide information about the key customer segments identified by the agency and each segment's key requirements/expectations. A customer is defined as an actual or potential user of the agency's deliverables. Please be as specific as possible in describing the separate customer segments (i.e. do not simply put "public.") The Deliverables Cross References column should link customer groups to the deliverable listed in the Key Deliverables Chart, which they utilize. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Customer Segments	Requirements/Expectations	Deliverables Cross References
S.C. Department of Employment and Workforce	1	Unemployed individuals (jobseekers)	Access to relevant economic data that aids in career planning and job search. Individuals who are unemployed and entitled to unemployment compensation expect that the agency will provide those benefits in a timely manner.	Unemployment benefit payments and unemployment benefit information
	2	Low income or unemployed individuals (jobseekers)	Access to relevant economic data that aids in career planning and job search. Many social assistance programs require proof of either receipt of unemployment benefits, exhaustion of unemployment benefits, or denial of unemployment benefits prior to receiving assistance. The agency ensures that customers that require this information as part of their application for other services receive it in a timely manner.	Information Security, Business Process Improvements, Customer Service, and Proof of benefit receipt
		Jobseekers	Job Seekers want DEW's assistance in finding employment quickly in jobs that align with their career interests and skill sets. We provide them with the tools and expertise to help them navigate through what can be a tedious process and triage them to training resources as appropriate.	Employment confirmed with wage records
	3	S.C. Employers and businesses	Employers expect that the agency will provide accurate and timely information to them regarding unemployment claims filed against their business as well as the unemployment tax rate applicable for a given year. They also expect the agency to timely certify to the IRS any contributions made to the agency for state unemployment taxes that can be used as additional credit against federal unemployment taxes. Businesses seek our assistance in quickly finding workers with the right skill set that matches their workforce needs. Businesses expect services to be provided with a comprehensive approach and without program silos. Access to relevant economic data that aids in career planning and job search.	Information Security, Business Process Improvements, Customer Service, and Certification of tax payments for IRS form 940. Monitor time to fill job openings through the SC Works On-line System (SCWOS)
	4	Claimants	Access to relevant economic data that aids in career planning and job search	Information Security, Business Process Improvements, and Customer Service
	5	Taxpayers	Access to relevant economic data that aids in career planning and job search	Information Security, Business Process Improvements, and Customer Service & Vision
	6	Employees	Access to relevant economic data that aids in career planning and job search	Information Security, Business Process Improvements, and Customer Service & Vision
	7	S.C. General Assembly	Access to relevant economic data immediately as available	Information Security, Business Process Improvements, and Customer Service & Vision
	8	S.C. Governor	Access to relevant economic data immediately as available	Information Security, Business Process Improvements, and Customer Service & Vision

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	9	U.S. Department of Labor	The US Department of Labor is responsible for overseeing the administration of the state's unemployment insurance program as part of a federal/state partnership. They expect to receive feedback from the agency in the form of required reports (weekly, monthly, etc.) as well as information on the agency's plans via the State Quality Service Plan which is submitted biannually with updates and corrective action plans submitted quarterly, as needed. Access to relevant economic data immediately as available	Information Security, Business Process Improvements, Customer Service, and Required Reports
	10	Internal SCDEW users	Access to relevant economic data that aids planning and development	Information Security, Business Process Improvements, and Customer Service & Vision
	11	State Workforce Investment Board	Access to relevant economic data that aids planning and development	Information Security, Business Process Improvements, and Customer Service & Vision
	12	Local Workforce Investment Board	Access to relevant economic data that aids planning and development	Information Security, Business Process Improvements, and Customer Service & Vision
	13	Chambers of Commerce	Access to relevant economic data that aids planning and development	Information Security, Business Process Improvements, and Customer Service & Vision
	14	Researchers	Access to relevant economic data that aids planning and development	Information Security, Business Process Improvements, and Customer Service & Vision
	15	Workforce Investment Partners	Access to relevant economic data that aids planning and development	Information Security, Business Process Improvements, and Customer Service & Vision
	16	S.C. Department of Labor, Licensing, and Regulation	Report to Quarterly Census of Employment and Wages	Information Security, Business Process Improvements, and Customer Service & Vision
	17	Department of Education	Reports of employment and wage data that deliver assistance with performance outcomes	Information Security, Business Process Improvements, and Customer Service & Vision
	18	SC State Technical College System	Reports of employment and wage data that deliver assistance with performance outcomes	Information Security, Business Process Improvements, and Customer Service & Vision
	19	Commission on Higher Education	Reports of employment and wage data that deliver assistance with performance outcomes	Information Security, Business Process Improvements, and Customer Service & Vision
	20	News Media	Access to relevant economic data immediately as available	Information Security, Business Process Improvements, and Customer Service & Vision
	21	Other State Agencies	Access to relevant economic data that aids planning and development	Information Security, Business Process Improvements, and Customer Service & Vision

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Key Stakeholders

INSTRUCTIONS: Provide information about the agency's key stakeholder groups and their key requirements and expectations. A stakeholder is defined as a person, group or organization that has interest or concern in an agency. Stakeholders can affect or be affected by the agency's actions, objectives and policies. Please be as specific as possible in describing the separate stakeholder groups (i.e. please do not simply put "the public.") The Deliverables Cross References column should link stakeholder groups to the deliverable, listed in the Key Deliverables Chart, for which they group has the most interest or concern. **NOTE:** Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Stakeholder Group	Requirements/Expecations	Deliverables Cross References
S.C. Department of Employment and Workforce	1	State Agencies	Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Information Security, Business Process Improvements, and Customer Service & Vision
	2	Department of Education	Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Information Security, Business Process Improvements, and Customer Service & Vision
	3	SC State Technical College System	Relevant and timely economic data that aids research, planning and development, and assists with resource allocations. Refer job seekers in need of skill development to appropriate curriculum.	Programs that support training needs are intended to promote adult workers enrolling in curriculum that aligns with high-demand jobs.
	4	Commission on Higher Education	Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Information Security, Business Process Improvements, and Customer Service & Vision
	5	News Media	Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Information Security, Business Process Improvements, Customer Service & Vision, and Required Reports
	6	S.C. General Assembly	The S.C. General Assembly has responsibility for agency oversight. There are several reports required on an annual basis from the agency to report on the financial health of the agency and the unemployment trust fund as well as reports on overall operations. Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Information Security, Business Process Improvements, Customer Service & Vision, and Required Reports

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Key Stakeholders

	7	Job Seekers	Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Information Security, Business Process Improvements, and Customer Service & Vision
	8	South Carolina businesses, industries, and employer trade associations	Employers expect that the agency will provide accurate and timely information to them regarding unemployment claims filed against their business as well as the unemployment tax rate applicable for a given year. They also expect the agency to timely certify to the IRS any contributions made to the agency for state unemployment taxes that can be used as additional credit against federal unemployment taxes. Relevant and timely economic data that aids research, planning and development, and assists with resource allocations. Maintaining and referring qualified workers.	Information Security, Business Process Improvements, Customer Service, and Certification of tax payments for IRS form 940. Workforce Development is critical to economic development. Without a qualified workforce, the business community cannot prosper.
	9	Internal SCDEW users	Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Information Security, Business Process Improvements, Customer Service & Vision
	10	State Workforce Investment Board	The SWIB is the Governor's arm for workforce development and it expects the public workforce system to provide demand-driven services as part of the state's economic development strategy. Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Business Retention and Job Seekers becoming employed. Information Security, Business Process Improvements, Customer Service & Vision, and Employee/ Manager Training.
	11	Twelve (12) Local Workforce Investment Boards	The LWIBs are expected to reinforce the SWIBs expectations by promoting workforce services that directly align with the needs of the businesses in their area. Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Business Retention and Job Seekers becoming employed. Information Security, Business Process Improvements, Customer Service & Vision, Employee/ Manager Training.
	12	Chambers of Commerce	Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Information Security, Business Process Improvements, and Customer Service & Vision

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Key Stakeholders

	13	Researchers	Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Information Security, Business Process Improvements, and Customer Service & Vision
	14	Workforce Investment Partners	Relevant and timely economic data that aids research, planning and development, and assists with resource allocations	Information Security, Business Process Improvements, Customer Service & Vision, and Employee/ Manager Training
	15	Unemployed individuals	Individuals who are unemployed and entitled to unemployment compensation expect that the agency will provide those benefits in a timely manner.	Unemployment benefit payments, Unemployment benefit information, and Proof of benefit receipt
	16	U.S. Department of Labor	The US Department of Labor is responsible for overseeing the administration of the state's unemployment insurance program as part of a federal/state partnership. They expect to receive feedback from the agency in the form of required reports (weekly, monthly, etc.) as well as information on the agency's plans via the State Quality Service Plan which is submitted biannually with updates and corrective action plans submitted quarterly, as needed.	Required Reports

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Overseeing Body: General

INSTRUCTIONS: Provide information about the body that oversees the agency and to whom the agency head reports including what the overseeing body is (i.e. board, commission, etc.); total number of individuals on the body; whether the individuals are elected or appointed; who elects or appoints the individuals; the length of term for each individual; whether there are any limitations on the total number of terms an individual can serve; whether there are any limitations on the number of consecutive terms an individual can serve; and any other requirements or nuances about the body which the agency believes is relevant to understanding how the agency performs and its results.

Agency Submitting Report	Type of Body (i.e. Board, Commission, etc.)	# of Times per Year Body Meets	Total # of Individuals on the Body	Are Individuals Elected or Appointed?	Who Elects or Appoints?	Length of Term	Limitations on Total Number of Terms	Limitations on Consecutive Number of Terms	Challenges imposed or that Agency staff and the Body have faced based on the structure of the overseeing body	Other Pertinent Information
S.C. Department of Employment and Workforce	Cabinet Agency									The Director meets with Governor upon request or when necessary.

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Overseeing body: Individual Members

INSTRUCTIONS: Provide information about the individual members on the body that oversees the agency including their name, contact information, length of time on the body, profession and whether they are a Senator or House Member. The Major Program Areas Cross References Column should link the individual to the major program area, in the Major Program Areas Chart, in which the individual has a particular influence, if any, by way of serving on a subcommittee within the body, task force, etc. **NOTE:** Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Name of Individual on Body	Contact Information	Profession	Date First Started Serving on the Body	Last Date Served on the Body	Length of Time on the Body (in years)	Senator or House Member? (put Senate or House)	Major Program Areas Cross Reference
S.C. Department of Employment and Workforce	N/A							

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Legal Standards Chart

INSTRUCTIONS: List all state and federal statutes, regulations and provisos that apply to the agency ("Laws") and a summary of the statutory requirement and/or authority granted in the particular Law listed. Included below is an example, with a partial list of Laws which apply to the Department of Juvenile Justice and Department of Transportation. Please delete the example information before submitting this chart in final form. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Statute/Regulation/ Provisos	State or Federal	Summary of Statutory Requirement and/or Authority Granted
S.C. Department of Employment and Workforce	1	§§ 1-23-110 -- 160	State	These provisions set forth the procedures for promulgating proposed agency regulations; Provides for publication of notice, public participation, public hearings, contesting regulation for procedural defects, regulation processes, required reports, General Assembly approval, disapproval and modification of regulations, petitions, emergency regulations, duties of state agencies to provide public inspection and information, and appeals contesting agency authority to promulgate regulations
	2	§§ 1-23-320 -- 360	State	Governs administrative procedures, appeals and hearings before DEW and other state agencies; Sets forth procedures, notice requirements, record of hearing, evidentiary matters, and final agency decision or order in contested case hearings.
	3	§ 1-23-380	State	Governs judicial review of appeals of final administrative decisions of DEW; Appeal must be filed/served within 30 days to Administrative Law Court; Scope of review is confined to record and to determining whether DEW's decision is supported by substantial evidence or controlled by error of law.
	4	§§ 41-27-10 -- 40	State	These general provisions establish: 1) the public policy of the state to provide eligible claimants unemployment benefits; 2) the coverage of employers is not intended to be identical to the coverage requirements of the Federal Internal Revenue Code; and 3) the General Assembly may amend or repeal Chapters 27-41 of Title 41 at any given time.
	5	§§ 41-27-110 -- 390	State	These sections list definitions of common terms throughout Chapters 27 through 41 of Title 41.
	6	§ 41-27-410	State	Establishes the computation of the administrative contingency assessment and to whom it applies.
	7	§ 41-27-510	State	Establishes that DEW must promulgate regulation applicable to individuals who are unemployed in any manner.
	8	§ 41-27-520	State	Establishes the threshold for which included and excluded services for an employer will be considered employment.
	9	§ 41-27-525	State	Establishes that an eligible individual whose base period includes part-time work shall not be denied benefits for seeking part-time employment.
	10	§ 41-27-530	State	Establishes that an employing unit which maintains two or more establishments will be considered a single employing unit for purposes of these Chapters.
	11	§ 41-27-540	State	Indicates that a person employed to assist agents or employees of an employing unit will be deemed an employee of the employing unit.
	12	§ 41-27-550	State	Provides that under appropriate circumstances DEW may enter into agreements with other state and federal agencies.
	13	§ 41-27-560	State	Provides that reports or communications made during the normal course of business cannot be used in a libel or slander suit.
	14	§ 41-27-570	State	Provides that DEW must be a party to any suit to enjoin the collection of contributions and that the AG's Office or a DEW attorney must defend the suit.
	15	§ 41-27-580	State	Provides that in a civil action DEW may be defended by a DEW attorney or the AG's Office.
	16	§ 41-27-590	State	Provides that in cases of significant fraud or criminal violations of Chapters 27 through 41, the cases shall be referred to/prosecuted by the AG's Office.
	17	§ 41-27-600	State	Establishes the DEW may settle cases and provides a procedure to follow upon the decision to compromise.
	18	§ 41-27-610	State	Establishes that the failure to do an act anywhere in the state under Chapters 27 through 41 shall be deemed, in part, a failure to do an act in Columbia.
	19	§ 41-27-620	State	Establishes that a certificate of DEW that a required act was not done is prima facie evidence of the alleged action.
	20	§ 41-27-630	State	Provides that neither DEW nor the state is liable for any sum in excess of the amount of available money to pay benefits.

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21	§ 41-27-640	State	Provides that unemployment insurance coverage is extended to political subdivisions of the state.
22	§ 41-27-650	State	Provides that DEW must work with the Budget and Control Board and the Dept. of Commerce on certain computer hardware and software matters.
23	§§ 41-27-700 -- 750	State	Establishes the DEW Review Committee and provides for the Committee's organization, duties, powers, membership, expenses, staff support and reports and recommendations the Committee may make.
24	§ 41-27-760	State	Establishes rules of behavior for prospective candidates for the Appellate Panel and for the General Assembly in the election of Appellate Panel members.
25	§ 41-29-20 -- § 41-29-35	State	Establishes the creation of DEW and the provides for the appointment, removal, compensation and duties of the Executive Director.
26	§ 41-29-40	State	Establishes the creation of the Unemployment Compensation and Employment Services divisions of DEW and provides that each must have a director.
27	§ 41-29-50	State	Establishes the Executive Director may appoint an advisory council and provides for the membership of the council.
28	§§ 41-29-70 -- 80	State	Establishes the personnel and standards for personnel for DEW.
29	§ 41-29-110	State	Establishes the powers and duties of DEW.
30	§ 41-29-120	State	Establishes the DEW must maintain and publish various reports and statistics and provides that DEW may require that employing units provide DEW with certain reports and statistics.
31	§ 41-29-140	State	Establishes the DEW must maintain and publish various reports and statistics and provides that DEW may require that employing units provide DEW with certain reports and statistics.
32	§§ 41-29-150-- 170	State	Establishes that information DEW obtains is confidential, not open to the public, and cannot reveal the individual's or employing unit's identity. Also establishes defined exceptions to this general rule.
33	§ 41-29-180	State	Establishes that DEW should attempt to confine reports to the minimum necessary.
34	§ 41-29-190	State	Establishes that in the discharge of its duties, DEW may administer oaths or affirmations, take depositions and issue subpoenas.
35	§ 41-29-200	State	Provides that an individual cannot be excused from complying with a DEW subpoena on the grounds it may incriminate them. All testimony and evidence supplied by an individual to DEW cannot be used in a subsequent prosecution of subject the individual to penalty or forfeiture.
36	§ 41-29-210	State	Provides the penalties for refusal or failure to obey a subpoena.
37	§ 41-29-220	State	Allows for and establishes the process for DEW to examine returns or reports of Banks.
38	§§ 41-29-230 -- 240	State	Provides that DEW must cooperate with the USDOL, the Railroad Retirement Board and other Federal agencies in all matters consistent with the proper administration of Chapters 24-41.
39	§ 41-29-250	State	Provides that DEW must make regulations, reports to the Governor and General Assembly, and all other suitable materials available on DEW's website and available for printing and public distribution.
40	§ 41-29-270	State	Provides that DEW may promulgate regulations for the operation of an emergency unemployment compensation system in emergency situations.
41	§ 41-29-280	State	Provides that DEW must yearly submit an annual report no later than January 15th, to the Governor and General Assembly and make recommendations for any appropriate statutory changes.
42	§ 41-29-290	State	Provides that DEW must notify the Governor and General Assembly and provide recommendations if it believes a change in contribution of benefit rates is necessary.
43	§ 41-29-300	State	Establishes the creation of the DEW Appellate Panel and provides for the powers, purpose and composition of the Panel.
44	§ 41-29-310	State	Transferred the operation and execution of the Workforce Investment Act program from the Dept. of Commerce to DEW.
45	§ 41-31-5	State	Provides definitions for: benefit ratio, department, statewide average required rate, and statewide average interest surcharge
46	§ 41-31-10	State	States that each employer shall pay unemployment tax contributions equal to the tax rate assigned to rate class twenty, except as otherwise provided by Title 41, Chapters 27 through 41.
47	§ 41-31-20	State	Establishes that DEW shall maintain separate accounts for each employer in order to determine an employer's unemployment experience for the purpose of tax rate assignments; also provides for joint accounts under certain circumstances.
48	§ 41-31-30	State	Provides that DEW shall annually classify employers' contribution rates based on their actual experience (with respect to taxable wages reported and unemployment benefits charged against their accounts).
49	§ 41-31-40	State	Establishes base rate computation periods.
50	§ 41-31-45	State	Provides certain definitions, rules for determining when the Unemployment Insurance Trust Fund is in debt status, and making projections related to the income necessary to pay both benefits debt management; in addition, once trust fund is solvent, requires DEW to promulgate regulations regarding income need to maintain an adequate level of the trust fund.

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51	§ 41-31-50	State	Establishes rules governing DEW's calculation of annual tax contribution rate for each employer qualified for an experience rating.
52	§ 41-31-52	State	Outlines benefits for seasonal workers [law passed in 2011, but DOL determined not in conformity with FUTA and so DEW is not currently implementing]
53	§ 41-31-55	State	Provides for additional surcharges on all contributory employers when UI Trust Fund is insolvent.
54	§ 41-31-60	State	Provides that DEW must assign tax class twenty to an employer who has a delinquent report and/or is subject to a outstanding tax execution
55	§ 41-31-70	State	Sets forth that an employer account shall not be terminated if the suspension of the business is due to an owner's service in the Armed Forces
56	§ 41-31-90	State	Permits that when a corporation's name is changed without change in ownership, DEW can continue the experience rating of the old corporation
57	§ 41-31-100 thru -120	State	Provides rules for the transfer of an employer's benefit experience record and the computation of tax rates when a business is acquired and continued by a successor
58	§ 41-31-125	State	Provides alternate rules for assignment of employment benefit record upon acquisition or reorganization of an existing business unit; designed to prevent "SUTA dumping" and provides for penalties for knowing violations
59	§ 41-31-130	State	Establishes that DEW is not authorized or required to refund any sums lawfully paid into the trust fund and provides that only unemployment benefits may be paid out of the trust fund; however, DEW may make adjustments to accounts for future contributions under certain circumstances
60	§ 41-31-140	State	Governs the transfer of experience rating account
61	§ 41-31-150	State	Provides treatment of assessment for a fractional part of a cent
62	§ 41-31-160	State	Establishes that DEW shall not require contribution and wage reports more frequently than quarterly
63	§ 41-31-170	State	Provides that DEW shall annually report to any employer the account status and provides for protest rights within 30 days of report mailing
64	§ 41-31-310	State	Establishes that an employer's tax contributions shall not be deducted from employees' wages and limits assessments to four years
65	§ 41-31-320	State	Directs that DEW examine contribution reports as soon as practicable and computer contribution due.
66	§ 41-31-330	State	Provides for imposition of penalty for deliberate understatement of contribution.
67	§ 41-31-340	State	Establishes that DEW must notify an employer when it fails to make reports or has filed incorrect/insufficient report; also provides that DEW will estimate and double the contribution rate if the employer fails to remedy after notice.
68	§ 41-31-350	State	If employer fails to file a report after demand by DEW, then DEW shall assess penalty of ten percent (but penalty is limited to between \$25 and \$1,000).
69	§ 41-31-360	State	Provides for adjustments to, and in limited circumstances, refunds of, tax contribution.
70	§ 41-31-370	State	Establishes interest rate on and penalties for unpaid contributions.
71	§ 41-31-380 thru -400	State	Provides that taxes owed to DEW, including interest, penalties, contingency assessments, etc., are considered a lien on the real property of debtor; also establishes procedures for issuing warrant of execution for collection on delinquent tax contributions; bestows on DEW all collection powers that Dept. of Revenue has for recovery of unpaid income taxes.
72	§ 41-31-410	State	Establishes that clerk of court or county treasurers shall be entitled to fees for filing, enrolling, and satisfying a tax execution issued by DEW.
73	§ 41-31-420	State	Establishes priorities under legal distribution of an employer's assets pursuant to a court order.
74	§ 41-31-600 thru 670	State	Provides for financing of benefits paid to employees of non-profit organizations
75	§ 41-31-810 thru -820	State	Provides for financing of benefits paid to employees of governmental entities
76	§ 41-31-910 thru -930	State	Relates to the payment and collection of DEW's administrative contingency assessments
77	§ 41-33-10	State	Establishes the unemployment compensation fund, which must be administered separate and apart from all public monies or funds of the State.
78	§ 41-33-20	State	Establishes that DEW has full authority and jurisdiction over the unemployment compensation fund, and may perform any and all acts which are necessary or convenient in the administration of Title 41, Chapters 27 through 41.
79	§ 41-33-30	State	Provides that the State Treasurer is <i>ex officio</i> treasurer and custodian of the unemployment compensation fund and shall administer it pursuant to DEW's directions.
80	§ 41-33-40	State	Establishes that the State Treasurer shall maintain the following three separate accounts within the unemployment compensation fund: (a) a clearing account; (b) an unemployment trust fund account; and (c) a benefit account.
81	§ 41-33-45	State	Requires an annual report to the General Assembly, the Review Committee, and to the Governor regarding the amount in the unemployment trust fund and an assessment of its funding level, including a trend chart and cost analysis.

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82	§ 41-33-50	State	Transfer of Funds to United States Secretary of the Treasury for Federal Unemployment Trust Fund
83	§ 41-33-60	State	Withdrawals from Unemployment Trust Fund shall constitute Benefit Account
84	§ 41-33-70	State	Deposit of moneys in Clearing and Benefit Accounts
85	§ 41-33-80	State	Moneys Shall be requisitioned from State's Account in Unemployment Trust Fund for payment of Benefits and Refunds
86	§ 41-33-90	State	Establishes requisitions by DEW on State Treasurer
87	§ 41-33-100	State	Deposit of Amounts Drawn by DEW; Security
88	§ 41-33-110	State	Representatives of DEW shall be delegated to sign checks; Bonds of Representatives
89	§ 41-33-120	State	Authorizes payment of refunds pursuant to 41-31-360 or 41-27-260 (6) from the clearing or benefit accounts upon requisition by DEW to the Comptroller General
90	§ 41-33-130	State	Appropriation or formal release not required for expenditures from Benefit Account or refunds from Clearing Account
91	§ 41-33-140	State	Withdrawal and use of money credited to State's account in Unemployment Trust Fund may not be withdrawn or used except for the payment of benefits and for the payment of expenses for the administration of Chapters 27 through 41
92	§ 41-33-150	State	Specific appropriation by the Legislature is required for requisitions from Unemployment Trust Fund for Payment of Administrative Expenses and must specify the purpose for which the money is appropriated and the amounts appropriated therefore
93	§ 41-33-160	State	Money appropriated from unemployment trust fund for administrative expenses must be deposited in the employment security administration fund from which payment shall be made. If it will not be expended, it shall be returned promptly to the unemployment trust fund.
94	§ 41-33-170	State	Provides for disposition of unused amounts in benefit payment account shall be redeposited with the Secretary of the Treasury of the United States to the credit of the State's account in the unemployment trust fund.
95	§ 41-33-180 -- § 41-33-200	State	Withdrawals from Unemployment Trust Fund for certain Federal Benefits; Bank Account for payment of certain Federal Benefits; and Disposition of unused funds withdrawn for certain Federal Benefits
96	§ 41-33-210	State	Provides for the management of funds upon discontinuance of Unemployment Trust Funds
97	§ 41-33-220	State	Establishes liability of State Treasurer on bond
98	§ 41-33-410	State	Establishes the creation and content of the DEW Workforce Administration Fund
99	§ 41-33-420	State	Requires that all money deposited in the DEW Administration Fund shall not be commingled and shall be maintained in a separate account
100	§§ 41-33-430 -- 440	State	Use of DEW Administration Fund: All moneys in the fund shall be expended by DEW solely for the purpose of defraying the cost of the administration of Chapters 27-41 and for the purposes and in amounts found necessary by the Secretary of Labor for the proper and efficient administration of Chapters 27 through 41
101	§ 41-33-450	State	The State Treasurer shall be liable on his official bond for the faithful performance of his duties in connection with the administration fund
102	§§ 41-33-460 -- 470	State	The State shall replace funds lost or improperly spent; DEW shall file report to State Budget and Control Board with a statement of the amounts required for any replacement required
103	§ 41-33-610	State	Establishes the creation and content of the DEW Special Administration Fund, which shall consist of all penalties and interest collected on contributions due and unpaid contributions; Sets forth the purposes for which moneys in the fund may be expended.
104	§ 41-33-710	State	Establishes the creation and content of the DEW Administrative Contingency Fund; consists of all assessments collected pursuant to 41-27-410; and sets forth the purposes for which the DEW may expend moneys from the fund
105	§ 41-33-810	State	Establishes the creation and content of the DEW Interest Assessment Fund: consists of all assessments collected pursuant to 41-31-55(A); Money in the fund shall not be commingled and shall be maintained in a separate account; All monies in this fund shall be expended solely for the purpose of defraying the cost of interest on advances from the federal Unemployment Trust Fund. Any balance in the fund shall not lapse but shall be available to DEW for expenditure consistent with Chapters 27-41.
106	§ 41-33-910	State	Establishes the creation and content of the DEW Integrity Fund. This fund shall not be commingled and shall be maintained in a separate account. The fund consists of monetary penalties collected pursuant to 41-41-45 (C) (3). This fund shall be used for the purpose of preserving the integrity of the unemployment compensation fund and promoting unemployment insurance integrity efforts. These efforts may include verifying eligibility, determining status, and updating technology and educational tools to support integrity activities.
107	§ 41-35-10	State	Generally, benefits shall be made to unemployed and eligible individuals subject conditions listed in Chapters 27 - 41 of Title 41.

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108	§ 41-35-20	State	Provides for the payment or nonpayment of unemployment compensation to certain individuals who perform services in schools or institutions of higher education.
109	§ 41-35-30	State	Under certain conditions, benefits owed an individual at the time of his death may be paid to relatives or dependents of the deceased.
110	§ 41-35-40	State	Establishes the computation of an insured worker's weekly benefit amount.
111	§ 41-35-50	State	Establishes that the maximum potential benefit amount for and insured worker for one year is: 1) 20 times his weekly benefit amount; or 2) one-third of his wages for insured work paid during the base period.
112	§ 41-35-60	State	Establishes the conditions in which an individual may be eligible for weekly benefits due to partial unemployment.
113	§ 41-35-66	State	Establishes that benefits shall not be paid to an individual on the basis of employment consisting of participation in athletic events or preparation and training for athletic events.
114	§ 41-35-67	State	Establishes that benefits shall not be paid to aliens unless the alien is lawfully in the US and lawfully admitted for permanent residence.
115	§ 41-35-100	State	Establishes that benefit rights of individuals currently serving in the military or any organization affiliated with the defense of the United States are preserved during service.
116	§ 41-35-110	State	Establishes the Conditions of eligibility for an unemployed worker to receive unemployment compensation benefits.
117	§ 41-35-115	State	Establishes that an individual eligible for benefits may not be denied benefits because they are required by law to serve on a jury.
118	§ 41-35-120	State	Establishes the conditions under which an individual separated from employment would be ineligible for benefits.
119	§ 41-35-125	State	Establishes: 1) an individual is not disqualified from benefits if the separation from employment is directly resulting from domestic abuse; and 2) an individual is not disqualified from benefits if the separation from employment is due to compelling family circumstances.
120	§ 41-35-126	State	Establishes that an individual is not disqualified from benefits if the separation from employment is due to the relocation of a spouse who has been reassigned from one military assignment to another.
121	§ 41-35-130	State	Lists the circumstances in which benefits paid to a claimant will not be charged against a former employee.
122	§ 41-35-135	State	Establishes the conditions that DEW will not relieve the charges of overpaid benefits to an employers account if the employer's inactions contribute to the overpayment.
123	§ 41-35-140	State	Establishes that DEW may enter into agreements with the federal government and other states where the wages or services of the federal government or other states are considered wages for employment, as long as the trust fund is properly reimbursed.
124	§ 41-35-310	State	Defines "Extended Benefits Period."
125	§ 41-35-320	State	Establishes the parameters in which the state will participate in distributing federally funded extended unemployment security benefits.
126	§§ 41-35-330 -- 400	State	Defines the following terms pertaining to extended benefits, respectively: 1) state "on" and "off" indicator; 2) rate of insured unemployment; 3) regular benefits; 4) additional benefits; 5) extended benefits; 6) eligibility period; 7) exhaustee; and 8) state law.
127	§ 41-35-410	State	Establishes that the provisions which apply to regular benefits must apply to claims for and the payment of extended benefits.
128	§ 41-35-420	State	Establishes the conditions in which an individual may be eligible for extended benefits.
129	§ 41-35-430	State	Establishes the calculation of the weekly extended benefit amount.
130	§ 41-35-440	State	Establishes the total extended benefit amount that may be paid to an individual.
131	§ 41-35-450	State	Establishes that DEW must publically announce the "on" and "off" indicators for extended benefits.
132	§ 41-35-610	State	Provides that certain procedures for DEW must be made pursuant to promulgated regulations.
133	§ 41-35-615	State	Provides that all notices to employers must be sent by either US mail or electronic mail, at the employers discretion.
134	§ 41-35-620	State	Provides that written notice of insured status must be given to claimant.
135	§ 41-35-630	State	Establishes DEW's process of actions when a claim or claims arise from a labor dispute.
136	§ 41-35-640	State	Establishes the conditions for reconsideration of determinations.
137	§ 41-35-650	State	Claimant must be notified of the reasons for denial on findings subsequent to the initial determination
138	§ 41-35-660	State	Establishes a 10 day time frame to appeal determination decisions.
139	§ 41-35-670	State	Establishes that if a determination to provide benefits has been appealed, benefits shall be paid until the determination or decision has been modified or reversed.
140	§ 41-35-680	State	Provides that the appeal tribunal must decide appeals within 30 days from the hearing date.
141	§ 41-35-690	State	Provides that the appeal procedure established in § 41-29-300 is the exclusive appeal procedure.

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142	§ 41-35-700	State	Establishes the composition of appeal tribunals.
143	§ 41-35-710	State	Establishes the procedure of Appellate panel review of appeal tribunal decisions.
144	§ 41-35-720	State	Establishes that DEW must promulgate regulations establishing rules of procedure for the appeals tribunal and appellate panel.
145	§ 41-35-730	State	Establishes that subpoenaed witnesses for appeal hearings must be allowed fees and mileage.
146	§ 41-35-740	State	Establishes that appeal decisions become final 10 days after mailing unless appealed and that DEW must be considered a party to the appeal.
147	§ 41-35-750	State	Establishes procedures for appealing Appeals Tribunal decisions to the Administrative Law Court.
148	§ 41-35-760	State	Establishes that all regulations must be published online.
149	§ 41-37-10	State	Provides that any employing unit which is or becomes an employer subject to Chapters 27 through 41 of this Title within any calendar year shall be subject to such chapters during the whole of such calendar year.
150	§ 41-37-20	State	This section describes the time lines and requirements involved in voluntary election of coverage by employers for employees who are otherwise exempt from coverage under specific circumstances.
151	§ 41-37-30	State	This section describes the time lines and requirements involved when covered employers may terminate coverage for employees who are otherwise exempt from coverage under specific circumstances.
152	§ 41-39-10	State	This section states in summary that an employer and employee cannot enter into an agreement to waive employee's right to benefits. Neither can an employer deduct the cost of payment of UI taxes from an employee's wages. It further makes it a crime to do or attempt to do the above actions.
153	§ 41-39-20	State	This section states that other than for child support, unemployment benefits cannot be garnished to pay debts.
154	§ 41-39-30	State	This section limits the amount of fees a court or attorney can charge a claimant in pursuing a claim for benefits. The limits are established by DEW.
155	§ 41-39-40	State	A claimant must be advised that he or she can elect to have taxes withheld from benefits or pay them at a later date.
156	§ 41-41-10	State	Provides that making false statements to increase a person's UI benefit amount is a misdemeanor.
157	§ 41-41-20	State	Provides that if DEW determines a person has made a false statement to increase a person's UI benefit amount it may hold them retroactively ineligible for all benefits received and disqualify the up to 52 weeks in the future.
158	§ 41-41-30	State	Provides an employing unit who has made a false statement to prevent or reduce the payment of benefits to a claimant has committed a misdemeanor.
159	§ 41-41-40	State	Establishes that a claimant who is later determined ineligible for benefits which they have already received is liable to repay those benefits to DEW. This section also provides for methods of collecting these debts, the applicable statutes of limitations on collection actions and under what circumstances such overpayments may be waived by DEW.
160	§ 41-41-45	State	This section provides when DEW has determined the receipt of benefits was the result of fraud, the claimant will be charged with an additional administrative penalty of 25%. It also explains where such money is to be applied.
161	§ 41-41-50	State	This section provides both a civil and criminal penalty against a person who willfully fails to comply with the requirements of Chapters 27 through 41 of Title 41.
162	§ 38-55-530	State	Authority to prosecute under Title 38, Chapter 55 is granted under this provision which states, in relevant part: " 'Authorized agency' means... the Department of Employment and Workforce" S.C. Code Ann. § 38-55-530(A)
163	§ 38-55-540	State	Establishes criminal Penalties for making a false statement or misrepresentation, or assisting, abetting, soliciting or conspiring to do so; Restitution to Victims
164	§ 38-55-550	State	Civil penalties for violations of article; costs; payment; use of revenues; Attorney General to assist Insurance Fraud Division; consent agreements
164	§ 12-56-10 et. Seq	State	Establishes the Setoff Debt Collection Act. Pursuant to § 41-41-40, DEW utilizes this Act to intercept the State income tax refunds of persons owing debts to DEW such as unemployment overpayments and delinquent unemployment taxes.
166	§ 12-49-10 et. Seq	State	Pursuant to § 41-31-400(B), DEW may utilize the collection methods used by SCDOR in their collection of unpaid income taxes for the purposes of collecting both unpaid unemployment taxes as well as unpaid unemployment overpayments. See § 41-41-40(A)(2) ("[Overpayments] must be collectible in the manner provided in Sections 41-31-380 through 41-31-400 for the collection of past due contributions.")

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167	§ 12-53-10 et. Seq	State	Pursuant to § 41-31-400(B), DEW may utilize the collection methods used by SCDOR in their collection of unpaid income taxes for the purposes of collecting both unpaid unemployment taxes as well as unpaid unemployment overpayments. See § 41-41-40(A)(2) ("Overpayments] must be collectible in the manner provided in Sections 41-31-380 through 41-31-400 for the collection of past due contributions.")
168	§ 12-54-10 et. Seq	State	Pursuant to § 41-31-400(B), DEW may utilize the collection methods used by SCDOR in their collection of unpaid income taxes for the purposes of collecting both unpaid unemployment taxes as well as unpaid unemployment overpayments. See § 41-41-40(A)(2) ("Overpayments] must be collectible in the manner provided in Sections 41-31-380 through 41-31-400 for the collection of past due contributions.")
169	Proviso § 23.6	State	Provides that the methodology for allocating funds provided to the State Board for Technical and Comprehensive Education for E&G STEM programs must be created by the State Board in consultation with the Dept. of Commerce and DEW.
170	Proviso § 83.1	State	Provides that user fees collected by the South Carolina Occupational Information Coordinating Committee (SCOICC) through DEW may be retained by SCOICC
171	Proviso § 83.2	State	Provides that all earmarked funds retained by DEW's LMI -Training-Development Sessions, Media Services and Program Contracts may be retained by DEW for operating those programs.
172	Proviso § 83.3	State	Provides that DEW may pay prior year obligations with current year funds.
173	Proviso § 83.5	State	Provides that DEW must publish a report on its website of all taxes, fees and payments charged and collected in the prior fiscal year.
174	Proviso § 83.6	State	Provides for certain uses and conditions for usage of contingency assessment funds.
175	Proviso § 83.7	State	Provides that DEW must attempt to negotiate a waiver of interest on the state's FUTA loan debt.
176	Proviso §117.95	State	Provides for DEW to report how funds were expended in the prior fiscal year to provide marketable work skills training and to report any restructuring or realignment of DEW functions.
177	S.C. Regs. Ann. §§47-1 - 47-3	State	Regulations that provide general provisions, including how the cash value of certain remunerations is determination; authorization for the Department to designation employees to administer oaths and affirmations and issue subpoenas; and definitions
178	S.C. Regs. Ann. §47-4	State	Explains how the Department assigns the classification of the legal entity for an employer.
179	S.C. Regs. Ann. §47-5	State	Explains that missing contribution and wage reports on the rate computation date are delinquent for the purpose of experience tax rate calculation and tax rate assignment.
180	S.C. Regs. Ann. §47-6	State	Explains how the benefit ratio is determined for zero taxable wages
181	S.C. Regs. Ann. §47-7	State	Requires all contributory employers to pay an interest surcharge.
182	S.C. Regs. Ann. §47-8	State	Provides information regarding how the Department determines an Employer-Employee relationship, including the common law test.
183	S.C. Regs. Ann. §§47-11 - 47-13	State	Provides employers shall display informational posters and coverage information, including where a worker reports in the event of becoming unemployed.
184	S.C. Regs. Ann. §47-14	State	Requires employers to preserve for five years records regarding the number of workers in employment and their information. Employers must all keep their payroll records.
185	S.C. Regs. Ann. §47-15	State	Requires employers to make reports, as instructed by the Department, including reports covering the wages of individuals in their employment.
186	S.C. Regs. Ann. §47-16	State	Explains that contributions are to be paid quarterly and what happens when employers are delinquent. All collections remedies set forth in Chapter 12, Chapter 54 can be used to enforce payment of the amount due when there is a lien in favor of the Department.
187	S.C. Regs. Ann. §47-17	State	Provides for the information that an employer must provide to the Department when there is a change in ownership. It includes information for the employer acquiring the business, including how the experience rating from the former business transfers to the new business.
188	S.C. Regs. Ann. §47-18	State	Requires employers to collect the Social Security Account Number for each worker employed and includes the duty to provide application forms for workers that do not have a Federal Social Security Account Number.
189	S.C. Regs. Ann. §47-19	State	Provides information regarding separation notices, including the Request to Employer for Separation Information and the handling of mass separations.
190	S.C. Regs. Ann. §47-20	State	Describes "non-job-attached unemployment" and "job-attached unemployment."

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191	S.C. Regs. Ann. §47-21	State	Provides information for filing claims for benefits and registration for work for both non-job-attached unemployment claims, including individual and mass claims, and job-attached claims. The regulation includes the process for employer filing when there is a labor dispute.
192	S.C. Regs. Ann. §47-22	State	Provides that benefits shall be paid by the Department from the Benefit Payment Account.
193	S.C. Regs. Ann. §47-23	State	Provides for what constitutes an offer of work (written or oral), which may result in disqualification for refusing to accept available work. This regulation includes as a failure to accept a suitable offer or work, a claimant who tests positive for drugs after being given a drug test as a condition of employment by a prospective employer
194	S.C. Regs. Ann. §47-24	State	Defines week for non-job attached unemployment and job attached unemployment
195	S.C. Regs. Ann. §47-25	State	Explains the terms wages payable in a quarter.
196	S.C. Regs. Ann. §47-26	State	Provides for payment of benefits to a deceased claimant when the claimant has filed a valid claim and dies prior to receiving the benefits.
197	S.C. Regs. Ann. §47-27	State	Provides employers are automatically notified when benefit payments are charged against the employer's account.
198	S.C. Regs. Ann. §47-28	State	Explains the benefit year for military service and that benefits for ex-service members are assigned based on the Title XV of the Social Security Act.
199	S.C. Regs. Ann. §47-29	State	Provides for the payment of benefits to Interstate Claimants and the combination of wage credits. It includes the determination of claims and the appellate procedure.
200	S.C. Regs. Ann. §§47-30 - 47-31	State	Explains that the terms shall be construed in the sense they were defined. The term "public employment office" means a free public employment office operated by the state or the U.S. Employment Service.
201	S.C. Regs. Ann. §47-32	State	Provides the time for filing of continued claims for non-job attached unemployment.
202	S.C. Regs. Ann. §47-33	State	Provides how the Department handles employer elections to cover multi-state workers. The regulation include applicable definitions and the submission and approval of coverage election under interstate reciprocal coverage agreements.
203	S.C. Regs. Ann. §47-34	State	Provides for the Notice of benefit determinations
204	S.C. Regs. Ann. §47-35	State	Provides for what benefits are payable under Title XV of the Social Security Act, including benefits to Federal employees and ex-service members.
205	S.C. Regs. Ann. §47-36	State	Provides for the process of a review of rulings with respect to status, liability, and rate contributions of employers
206	S.C. Regs. Ann. §§47-39 - 47-40	State	Provides for a joint account between two or more employers and the establishment of joint account for parent employer and one or more subsidiary legal entity rendering no employment.
207	S.C. Regs. Ann. §47-41	State	Provides the bonding requirements for certain nonprofit organization that become liable for benefits in lieu of contributions and do no own real property in S.C. valued in excess of two million dollars.
208	S.C. Regs. Ann. §47-42	State	Provides for child support intercept of unemployment benefits.
209	S.C. Regs. Ann. §47-43	State	Provides for the exclusion of claims for extended benefits in determining the rate of insured unemployment.
210	S.C. Regs. Ann. §§47-44 - 47-45	State	Provides for limitations on Trade Readjustment Allowances and the prohibition against the disqualification from Trade Readjustment Allowances when enrolled for approved training.
211	S.C. Regs. Ann. §47-48	State	Provides for what the suitable work requirements are for extended benefits.
212	S.C. Regs. Ann. §47-49	State	Provides for the reduction of unemployment benefits by pension benefits on a pro-rata basis.
213	S.C. Regs. Ann. §47-51	State	Explains the process for appeals to the Department's Appeal Tribunal, including the presentation of appeals, hearing of appeals are de novo in nature and conducting informally and in conformity with the South Carolina Administrative Procedures Act.
214	S.C. Regs. Ann. §47-52	State	Explains the process of appeals to the Department's Appellate Panel, including the presentation of application for leave to appeal to the Appellate Panel; Hearing of Appeals, and the Appellate Panel on its own motion may remove any decision from the Appeal Tribunal to its own jurisdiction for review.
215	S.C. Regs. Ann. §47-53	State	Provides for subpoenas to compel witnesses and the production of records for an appeal

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216	S.C. Regs. Ann. §47-54	State	Provides for orders to supply information from the Department's record to claimant
217	S.C. Regs. Ann. §47-55	State	Provides for representation before the Appeal Tribunal and the Appellate Panel. An individual may represent himself or herself. A partnership may be represented by any of its partners. A corporation may only be represented by an attorney.
218	S.C. Regs. Ann. §47-56	State	Provides for the inspection of the Appeal Tribunal's and the Appellate Panel's decisions. Copies are open to the public, but such copies shall not reveal the identity of the parties.
219	S.C. Regs. Ann. §47-57	State	Any party that has exhausted his or her remedies before the Department may file a petition to the court designed for a review of the Appellate Panel's decision. A party filing a petition for review shall serve a copy on the Department's legal department.
220	S.C. Regs. Ann. §47-100	State	Explains what constitutes "cause other than misconduct" as referred to in S.C. Code Ann. §41-35-120(2)(b).
221	S.C. Regs. Ann. §47-101	State	Explains what the Department considers "substandard performance due to inefficient, inability, or incapacity" as referred to in S.C. Code Ann. §41-35-120(2).
222	S.C. Regs. Ann. §47-103	State	Provides for the process when the Department may waive a non-fraudulent or no-fault overpayment.
223	26 U.S.C.A. §3301	Federal	Establishes, under the Federal Unemployment Tax Act (FUTA), employer's tax rate is set at 6.0% of total wages paid by the employer during the calendar year.
224	26 U.S.C.A. §3302	Federal	Establishes tax credits for employers' contributions to state unemployment taxes.
225	26 U.S.C.A. §3303	Federal	Establishes the Secretary of Labor's certification to the Secretary of Treasury with respect to additional credit allowance. The statute includes definitions used in FUTA. The statute also establishes the prohibition on noncharging an employer's account due to employer fault for failing to respond timely or adequately to a request by the state agency for information related to a claim and the employer has established a pattern of failing to respond to such requests.
226	26 U.S.C.A. §3304	Federal	Establishes the requirements for the Secretary of Labor to approve a State's laws. Requirements include compensation withdrawn from the unemployment fund must be used for the payment of unemployment compensation, with limited exceptions.
227	26 U.S.C.A. §3305	Federal	Establishes the applicability of state laws to entities including but not limited to national banks and federal property
228	26 U.S.C.A. §3306	Federal	Definitions for FUTA
229	26 U.S.C.A. §3307	Federal	Permits deductions as constructive payments to employees under FUTA, an act of Congress, or a state law.
230	26 U.S.C.A. §3308	Federal	Establishes that other tax exemptions, shall not be exempt from the FUTA tax unless the law specifically exempts FUTA.
231	26 U.S.C.A. §3309	Federal	Establishes state law requirements for nonprofit organizations and governmental entities.
232	26 U.S.C.A. §3310	Federal	Establishes judicial review in the event the Secretary of Labor makes a finding that requires the Secretary to withhold certification from a State. Filings are made in the U.S. Court of Appeals for the circuit in which State is located. Statute also establishes the stay of Secretary of Labor's actions.
233	26 U.S.C.A. §3311	Federal	The chapter may be cited as the "Federal Unemployment Tax Act."
234	5 U.S.C.A. §§8501 - 8509	Federal	Establishes unemployment compensation for Federal employees, including the assignment of service and wages to the state of last official station before filing, payments to state, and dissemination of information to the State.
235	5 U.S.C.A. §§8521-8525	Federal	Establishes unemployment compensation for former service members
236	42 U.S.C.A. §501	Federal	The Social Security Act establishes how unemployment funds may be used.
237	42 U.S.C.A. §502	Federal	Establishes the payment of administration funds to the State
238	42 U.S.C.A. §503	Federal	The Secretary of Labor cannot make a certification for payment of funds to any State unless the Secretary finds the State's laws approved by the Secretary under FUTA include specific provisions including: the methods of administration to insure full payment of unemployment compensation when due; payment of unemployment compensation solely through the public employment office or other approved agency; opportunity for a fair hearing for individuals whose claims are denied; and other requirements
239	42 U.S.C.A. § 504	Federal	Provides for the opportunity for judicial review in the United States Court of Appeals in the event the Secretary of Labor finds the State law does include a provision as specified in 42 U.S.C.A. 503. There is further appeal available to the Supreme Court. There is an opportunity for a stay of the Secretary's actions.
240	42 U.S.C.A. §505	Federal	Permits the Secretary to enter into an agreement with a state for demonstration projects to test reemployment.

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241	42 U.S.C.A. §§1101 - 1103	Federal	Establishes the Employment Security Administration Account, transfers between the Federal Unemployment Account and the State's Employment Security Administration Account, and the transfer of any excess at the end of the fiscal year to the State's Unemployment Trust Fund.
242	42 U.S.C.A. §1104	Federal	Establishes the State's Federal Unemployment Trust Fund
243	42 U.S.C.A. §1105	Federal	Establishes the Extended Unemployment Compensation Fund.
244	42 U.S.C.A. §§1106 - 1108	Federal	Establishes programs for unemployment research, personnel training, and an Advisory Council on Unemployment Compensation
245	42 U.S.C.A. §1109	Federal	Establishes the Federal Employees Compensation Account.
246	42 U.S.C.A. §1110	Federal	Permits the Secretary of Treasury to transfer funds from a Federal account that is determined to be exceed the amount needed for its anticipated payments to a Federal account, which is insufficient to meet its anticipated payments.
247	42 U.S.C.A. §1111	Federal	Establishes data exchange and reporting standardization
248	42 U.S.C.A. §1321	Federal	Allows for advances to be made to State Unemployment Trust Fund
249	42 U.S.C.A. §1322	Federal	Allows the Governor to request funds be transferred to make repayments of advances. This section includes how interest on loans are established and what is required to avoid interest during a calendar year.
250	42 U.S.C.A. §1323	Federal	Authorizes repayable advances to the Federal Unemployment Account.
251	29 U.S.C.A. §49 et. seq	Federal	The national system of public employment office, the U.S. Employment Service will be established and maintained within the U.S. Department of Labor. Referred to as the Wagner-Peyser Act.
252	29 U.S.C.A. §§49a-b	Federal	Definitions used within the Federal Employment Service chapter of Title 29, Labor and lists the duties of the Secretary of Labor.
253	29 U.S.C.A. §§49c- d	Federal	The Governor shall designate or authorize a State agency to be vested with power to cooperate with the Secretary of Labor under Federal Employment Service. The Secretary of Labor is authorized to transfer to State property by the US Employment Service. The Secretary shall certify to the Secretary of the Treasury for payments to states in compliance with Federal Employment Service.
254	29 U.S.C.A. §§49-e-f	Federal	Provides for the allotment of funds for the disposition of funds for employment services
255	29 U.S.C.A. 49g	Federal	States wanting to receive assistance under Federal Employment Service must submit a State plan, which must include information on workforce investment activities and one-stop delivery system
256	29 U.S.C.A. 49h-i	Federal	Establishes auditing, fiscal controls, accounting procedures to assure proper disbursal of funds, recordkeeping, and accountability.
257	29 U.S.C.A. §49j	Federal	Authorizes the Secretary of Labor to provide for the giving of notice of strikes or lockouts to applicants before they are referred to employment.
258	29 U.S.C.A. §§49l -l2	Federal	Authorizes the Secretary of Labor to establish performance standards for Federal Employment Service; prohibits the use of funds under Federal Employment Service to be used to pay for advertising; Authorizes Secretary of Labor to provide funds to operate statistical programs for the development of estimates of the gross national product and other statistics related to employment and oversee the development and maintenance of nationwide employment statistics.
259	29 U.S.C.A. §2801	Federal	Definitions for the Workforce Investment Act. (The Workforce Innovation and Opportunity Act goes into effect on July 1, 2015.)
260	29 U.S.C.A. §2811	Federal	Establishes the purpose of the Statewide and Local Workforce Investment
261	29 U.S.C.A. § 2821	Federal	Requires the Governor to establish a State Workforce Investment Board and establishes the criteria for membership, and the functions of the Board.
262	29 U.S.C.A. 2822	Federal	Establishes what a State Plan, as required by the Wagner-Peyser Act to receive funds, must include. State plans must include provisions for the description of the State board, the requirements for the statewide workforce investment system, a State performance accountability System, information describing the states needs regarding employment opportunity, the job skills necessary, the skills and economic development needs of the state, etc. The State plan must also include the procedures to assure coordination and avoid duplication of workforce investment activities, programs authorized under Wagner-Peyser and other laws.
263	29 U.S.C.A. §§2831- 2833	Federal	Establishes the designation of Local Workforce Areas, the establishment and membership criteria for the Local Workforce Investment Boards, and requirements for the Local Plan.
264	29 U.S.C.A. §2841	Federal	Establishes the one-stop delivery system, including required partners and permissible additional partners, requires the local board to enter into a memorandum of understanding for the operation of the one-stop delivery system, including the costs. It provides for the designation and certification of one-stop operators.
265	29 U.S.C.A. §§2842 - 2843	Federal	Establishes the eligible requirements for eligible training providers and providers of youth activities.

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266	29 U.S.C.A. §§2851-2854	Federal	Establishes the authorization and funding methods and uses for youth activities.
267	29 U.S.C.A. §§2861 - 2864	Federal	Establishes the authorization, funding, and use of funds for employment and training activities, specifically adult and dislocated workers.
268	29 U.S.C.A. §2871	Federal	Establishes a performance accountability system to assess the State and local areas.
269	29 U.S.C.A. §2872	Federal	Authorizes the appropriations for youth activities, adult employment and training activities, and dislocated worker employment and training activities.
270	29 U.S.C.A. §§2881-2901	Federal	Establishes the Job Corps program to assist eligible youth who need an intensive program, and includes the eligibility for job corps (e.g. not less than 16 years old, not more than age 21 on the date of enrollment, etc.), recruitment, enrollment, program activities, counseling and job placement, standards of conduct, establishes industry councils and advisory committees, and authorizes appropriations.
271	29 U.S.C.A. §2911	Federal	Establishes Native American programs.
272	29 U.S.C.A. §2912	Federal	Establishes Migrant and Seasonal farmworker programs.
273	29 U.S.C.A. §2913	Federal	Establishes Veterans' workforce investment programs.
274	29 U.S.C.A. §2914	Federal	Establishes youth opportunity grants
275	29 U.S.C.A. §2915	Federal	The Secretary of Labor shall provide technical assistance to the States and local areas.
276	29 U.S.C.A. §2916	Federal	Establishes the Secretary shall every two years publish a plan that describes demonstration and pilot, multiservice, research, and multistate project priorities of the U.S. Department of Labor, concerning employment and training.
277	29 U.S.C.A. §2916a	Federal	The Secretary of Labor shall use funds to award grants for job training and related activities for workers to assist them in obtaining or upgrading employment in industries and economic sectors that are expected to have high growth.
278	29 U.S.C.A. §2917	Federal	Establishes the continuing evaluation of the programs under 29 U.S.C.A. § 2916.
279	29 U.S.C.A. §2918	Federal	Authorizes the Secretary of Labor to award national emergency grants to provide employment and training assistance to workers affected by major economic dislocations, major disasters, or to local boards to carry out assistance. Establishes the eligibility criteria for these grants.
280	29 U.S.C.A. §§ 2918a -b	Federal	Establishes the YouthBuild program, which enables disadvantaged youth to obtain education and employment skills, meaningful work opportunities, and foster the development of leadership skills. Establishes the program requirements for eligible participants.
281	29 U.S.C.A. § 2919	Federal	Authorizes appropriations for Native America, migrant and seasonal farmworkers, and veterans' workforce investment programs an includes authorization for technical assistance, demonstration and pilot projects, evaluations, and incentive grants.
282	29 U.S.C.A. § 2920	Federal	Authorizes the use of funds to provide for grants for education assistance and training. Describes the disbursements to states and the allocation of funds.
283	29 U.S.C.A. §§2931 - 2945	Federal	Establishes the administration of the Workforce Investment Systems. Includes authorization for the Secretary of Labor to monitor, the establishment of fiscal controls, requirements for reports and recordkeeping, judicial review if the Secretary declines an award, the transfer of Federal equity in State employment security real property to the State, and other general program requirements.
284	29 U.S.C.A. §§3101 - 3102	Federal	Establishes the purpose and the definitions for the Workforce Innovation and Opportunity Act (WIOA) goes into effect on July 1, 2015 and replaces the Workforce Investment Act of 1998.
285	29 U.S.C.A. §§ 3111-3113	Federal	Establishes the State Workforce Development Board, the requirements for a unified State plan, and authority to submit a combined State plan for core programs.
286	29 U.S.C.A. §§3121-3123	Federal	Establishes Local Workforce Development Areas, the requirements for the Local Workforce Development Boards, and the requirements for the Local Plan.
287	29 U.S.C.A. §3131	Federal	Establishes the funding of State and Local Boards
288	29 U.S.C.A. §3141	Federal	Establishes the performance accountability system that applies to core programs. It lists the requirements for accountability measures, the indicators of performance, levels of performance for each primary indicator, and provisions for the State and the Secretary of Labor to reach an agreement in conjunction with the Secretary of Education for each indicator. It provides for revisions based on economic conditions and individuals served. It includes the evaluation of State programs, which shall be conducted by the State, local boards, and State agencies. The section establishes the sanctions for the State if it fails to meet the State performance accountability measures.
289	29 U.S.C.A. §3151	Federal	Establishes the one-stop delivery system, including required partners and allows for additional partners. Requires the local board to enter into a memorandum of understanding with the one-stop partners regarding the operation of the one-stop delivery system in the area. MOUs must include how the costs of the services and operating costs of the system will be funded.

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290	29 U.S.C.A. §3152	Federal	Establishes the eligibility criteria for eligible training providers. In establishing the criteria, the Governor shall take into account the performance of providers, the need to ensure access to training, information reported to State agencies with respect to program involving training services, the degree to which training programs relate to in-demand industry sectors, State licensing requirements for training services, ways to encourage providers to use industry recognized certifications, the ability to provide programs that lead to postsecondary credentials, the ability to provide training services to individuals with barriers to employment, and other factors the Governor deems appropriate to ensure accountability, what is needed to meet the needs of local employers and participants, and the collection of information required to demonstrate compliance.
291	29 U.S.C.A. §3153	Federal	Establishes the eligible providers for youth workforce investment activities.
292	29 U.S.C.A. §§ 3161-3164	Federal	Establishes the authority to allot funds for Youth Workforce Investment Activities, including the use of funds, which establishes youth participant eligibility and required statewide youth activities. It is established that out-of-school youth have a priority and not less than 75 percent of the funds shall be used to provide youth workforce investment activity for out-of-school youth.
293	29 U.S.C.A. §§3171-3174	Federal	Establishes the authority to allot funds for Adult and Dislocated Worker Employment and Training Activities, including the allotment among the States, and the use of funds. The use of funds establishes the required statewide employment and training activities, including statewide rapid response, the use of funds for carrying out the activities described in the State plan.
294	29 U.S.C.A. §3181	Federal	Authorizes the appropriations for youth activities, adult employment and training activities, and dislocated worker employment and training activities.
295	29 U.S.C.A. §§ 3191-3212	Federal	Establishes the Job Corps program to assist eligible youth who need an intensive program, and includes the eligibility for job corps (e.g. not less than 16 years old, not more than age 21 on the date of enrollment, etc.), recruitment, enrollment, program activities, counseling and job placement, standards of conduct, establishes workforce councils and advisory committees, allows the Secretary of Labor to carry out experimental, research and demonstration projects related to Job Corps and provide technical assistance, and authorizes appropriations. It provides for oversight and reporting.
296	29 U.S.C.A. §3221	Federal	Establishes Native American programs
297	29 U.S.C.A. §3222	Federal	Establishes Migrant and Seasonal farmworker programs.
298	29 U.S.C.A. §3233	Federal	Establishes the Secretary of Labor shall ensure the Department has the capacity to provide and provides technical assistance, appropriate training, staff development, etc.
299	29 U.S.C.A. §3224	Federal	Requires evaluations of the programs under WIOA.
300	29 U.S.C.A. §3225	Federal	Establishes national dislocated worker grants to provide assistance for disaster relief employment. Establishes eligibility and requirements. Provides additional assistance in areas where there is a higher than average demand for employment and training activities for dislocated members of the armed services.
301	29 U.S.C.A. §3226	Federal	Establishes the YouthBuild program, which enables disadvantaged youth to obtain education and employment skills, meaningful work opportunities, and foster the development of leadership skills. Establishes the program requirements for eligible participants, what are eligible activities, the authorization of appropriations.
302	29 U.S.C.A. § 3227	Federal	Authorizes appropriations for Native America and migrant and seasonal farmworkers, includes authorization for technical assistance, demonstration and pilot projects, evaluations, and incentive grants. Also establishes the carryover of unobligated funds to remain available for assistance for veterans and eligible workers.
303	29 U.S.C.A. §§3241-3255	Federal	Establishes the administration of the Workforce Investment Systems. Includes authorization for the Secretary of Labor to monitor, the establishment of fiscal controls, requirements for reports and recordkeeping, judicial review if the Secretary declines an award, the transfer of Federal equity in State employment security real property to the State, and other general program requirements.
304	29 U.S.C.A. §§3271-3333	Federal	Subchapter in WIOA regarding Adult Education and Literacy. Includes: Authorizes funds to be used for carrying out corrections education and education of other institutionalized individualized, which can include academic programs for career pathways and the Secretary shall establish and carry out a program of national leadership activities, which may include collecting data regarding the improvement of local and State data systems.
305	29 U.S.C.A. §§3341-3361	Federal	Establishes the general provisions of WIOA and references to prior legislation.
306	19 U.S.C.A. §§ 2101, et. al	Federal	The Trade Act of 1974, which is the law under Title 19, Customs Duties, Chapter 12. The Trade Act includes adjustment assistance for workers, including benefit allowance, training, and other employment services where injury is caused by import competition.

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307	20 C.F.R. Part 601	Federal	Regulations regarding the Administrative Procedures of the U.S. Department of Labor, Employment and Training Administration.
308	20 C.F.R. Part 602	Federal	Regulations regarding the quality control in the Federal-State Unemployment Insurance system.
309	20 C.F.R. Part 603	Federal	Regulations regarding the Federal-State Unemployment Compensation (UC) Program: Confidentiality and Disclosure of State UC Information
310	20 C.F.R. §603.4	Federal	Provides for the confidentiality requirement of Federal UC law.
311	20 C.F.R. §603.5	Federal	Provides for the exceptions to the confidentiality requirement, including what constitutes informed consent of an individual's or an employer's information.
312	20 C.F.R. §603.9	Federal	Provides for the safeguards and security requirements that apply to information permitted to be disclosed.
313	20 C.F.R. §603.10	Federal	Provides for the requirements of an agreements permitting disclosure.
314	20 C.F.R. Part 604	Federal	Regulations for Eligibility for Unemployment Compensation
315	20 C.F.R. Part 606	Federal	Regulations regarding Tax Credits under FUTA; Advances Under Title XII of the Social Security Act.
316	20 C.F.R. Part 609	Federal	Regulations Unemployment Compensation for Federal Civilian Employees
317	20 C.F.R. Part 614	Federal	Regulations regarding Unemployment Compensation for Ex-Service Members
318	20 C.F.R. Part 615	Federal	Regulations regarding Extended Benefits in the Federal-State Unemployment Compensation Program
319	20 C.F.R. Part 616	Federal	Regulations regarding Interstate Arrangement for Combining Employment and Wages
320	20 C.F.R. Part 617	Federal	Regulations regarding the Trade Adjustment Assistance Workers under the Trade Act of 1974
321	20 C.F.R. Part 618	Federal	Regulations regarding the Trade Adjustment Assistance Workers under the Trade Act of 1974, as amended
322	20 C.F.R. Part 619	Federal	Regulations regarding the Unemployment Compensation Data Exchange Standardization for Improved Interoperability
323	20 C.F.R. Part 625	Federal	Regulations regarding Disaster Unemployment Assistance
324	20 C.F.R. Part 639	Federal	Regulations regarding Worker Adjustment and Retraining Notification
325	20 C.F.R. Part 640	Federal	Regulations regarding Standard for Benefit Payment Promptness- Unemployment Compensation
326	20 C.F.R. Part 641	Federal	Regulations regarding Provisions Governing the Senior Community Service Employment Program
327	20 C.F.R. Part 645	Federal	Regulations regarding Provisions Governing Welfare-to-Work Grants
328	20 C.F.R. Part 650	Federal	Regulations regarding the Standard for Appeals Promptness- Unemployment Compensation
329	20 C.F.R. Part 651	Federal	Regulations regarding the General Provisions Governing the Federal-State Employment Service System
330	20 C.F.R. Part 652	Federal	Regulations regarding the Establishment and Functioning of State Employment Services
331	20 C.F.R. Part 653	Federal	Regulations regarding the Services of the Employment Service System
332	20 C.F.R. Part 654	Federal	Regulations regarding the Special Responsibilities of the Employment Service System
333	20 C.F.R. Part 655	Federal	Regulations regarding the Temporary Employment of Foreign Workers in the United States
334	20 C.F.R. Part 656	Federal	Regulations regarding the Labor Certification Process for Permanent Employment of Aliens in the United States
335	20 C.F.R. part 658	Federal	Regulations regarding the Administrative Provisions Governing the Job Service System
336	20 C.F.R. Part 660	Federal	Regulations regarding the Introduction to the Regulations for Workforce Investment Systems under Title I of the Workforce Investment Act
337	20 C.F.R. Part 661	Federal	Regulations regarding Statewide and Local Governance of the Workforce Investment System under Title I of the Workforce Investment Act
338	20 C.F.R. Part 662	Federal	Regulations regarding the Description of the One-Stop System Under Title I of the Workforce Investment Act
339	20 C.F.R. Part 663	Federal	Regulations regarding Adult and Dislocated Worker Activities under Title I of the Workforce Investment Act
340	20 C.F.R. Part 664	Federal	Regulations regarding Youth Activities under Title of the Workforce Investment Act
341	20 C.F.R. Part 665	Federal	Regulations regarding Statewide Workforce Investment Activities under Title I of the Workforce Investment Act
342	20 C.F.R. Part 666	Federal	Regulations regarding Performance Accountability under Title I of the Workforce Investment Act
343	20 C.F.R. Part 667	Federal	Regulations regarding the Administrative Provisions under Title I of the Workforce Investment Act
344	20 C.F.R. Part 668	Federal	Regulations regarding the Indian and Native American Programs under Title I of the Workforce Investment Act
345	20 C.F.R. Part 669	Federal	Regulations regarding the National Farmworker Jobs Program under Title I of the Workforce Investment Act
346	20 C.F.R. Part 670	Federal	Regulations regarding the Job Corps under Title I of the Workforce Investment Act
347	20 C.F.R. Part 671	Federal	Regulations regarding National Emergency Grants for Dislocated Workers
348	20 C.F.R. Part 672	Federal	Regulations regarding Provisions Governing the YouthBuild Program

INSTRUCTIONS: List all reports, if any, the agency is required to submit to a legislative entity. Beside each include the following under the appropriate column: a) Name of the report; b) Legislative entity that requires the report; c) Law(s) that require the agency to provide the report; d) Stated legislative intent (from legislative entity, statute, regulation or other source) in providing the report; e) Frequency with which the report is required (i.e. annually, monthly, etc.); f) Approximate year the agency first started providing the report; g) Approximate cost to complete the report and any positive results from completing and submitting the report; and h) Method by which the agency receives, completes and submits the report (i.e. receive via emailed word document, log into or open program, enter data and click submit, etc.). Included below are examples of reports the agency may have to submit. The example does not include information in the columns under # of staff needed to complete the report, approx. total amount of time to complete the report and approx. total cost to complete the report, however the agency must complete these columns when submitting this chart in final form. Please delete the example figures before submitting this chart in final form, unless it applies to the agency, in which case ensure the information about those reports is complete. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Report Name	Legislative Entity Requesting Report	Law Requiring Report	Stated Intent of Report	Year First Required to Complete Report	Reporting Freq.	# of Days in which to Complete Report	Month Report Template is Received by Agency	Month Agency is Required to Submit the Report	Cost to Complete Report		Positive Results of Reporting	Method in which Report Template is Sent to Agency (i.e. via email;	Format in which Report Template is Sent to Agency	Method in which Agency Submits Completed Report (i.e. email; mail; click submit on web based form; etc.)	Format in which Agency Submits Completed Report (word, PDF, Word and Excel)	
											# of Staff Members Needed to Complete Report	Approx. Total Amount of time to Complete Report						
S.C. Department of Employment and Workforce	1	Restructuring Report	House Legislative Oversight Committee	1-30-10(G)(1)	Increased Efficiency	2015	Annually	30	February	March			TBD	Email and Hardcopy	Word and Excel	Email and Hardcopy	Word and Excel	
	2	Accountability Report	Executive Budget Office	1-1-820/ Proviso 117.31	Provides the Governor and General Assembly with information that supports their analysis of the budget and also ensures that the Agency Head Salary Commission has a basis for its decisions.		Annually	60	July	September	20+	100+ hours		Provides all stakeholders a clear vision of the agency's current status and future goals	Word and Excel	Email and Hardcopy	PDF, Word and Excel	
	3	Senate Oversight Restructuring Report and Cost Savings Plan	Senate Oversight Committee	1-30-10(G)(1)	Review of the programs of the agencies and departments and their responsiveness to the needs of the state's citizens	2014	Once every 7 years	60	November	January		5 40 hours	N/A	TBD	Email	Word	Email and Hardcopy	Word and PDF
	4	Trust Fund Report	General Assembly	41-33-45	Assessment of Unemployment Trust Fund	1999	Annually			October		2 30 hours	\$2,400				Hardcopy mail and PDF email	PDF, web
	4	Management Report	General Assembly	41-29-280	A report covering the administration and operation of Chapters 27 through 41 of Title 41 along with recommendations for amendments to these chapters.	1942	Annually			January		4 60 hours	\$4,800				Hardcopy mail and PDF email	PDF, web

INSTRUCTIONS: Identify the agency's internal audit system and policies during the past five fiscal years including the date the agency first started performing audits; individuals responsible for hiring the internal auditors; individuals to whom internal auditors report; the head internal auditor; general subject matters audited; the individual or body that makes decision of when internal audits are conducted; information considered when determining whether to conduct an internal audit; total number of audits performed in the last five fiscal years; # of months it took for shortest audit; # of months for longest audit; average number of months to complete an internal audit; and date of the most recent Peer Review of Self-Assessment by SC State Internal Auditors Association or other entity (if other entity, name of that entity).

Note: All audits are not the result of suspicious activity or alleged improper actions. Often times regular audits are required by statute regulation or an agency's standard operating procedure simply as a method of ensuring operations are staying on track.

Agency Submitting Report	Does agency have internal auditors? Y/N	Date Internal Audits Began	Individuals responsible for hiring internal auditors	Individuals to whom internal auditors report	Name and contact information for head Internal Auditor	General subject matters audited	Who makes decision of when an internal audit is conducted	Information considered when determining whether to conduct an internal audit	Do internal auditors conduct an agency wide risk assessment routinely? Y/N	Do internal auditors routinely evaluate the agency's performance measurement and improvement systems? Y/N	Total Number of Audits performed in last five fiscal years	# of months for shortest audit	# of months for longest audit	Avg. # of months needed to conduct audit	Date of most recent Peer Review of Self-Assessment by SCSIAA or other entity (if other entity, name of that entity)
S.C. Department of Employment and Workforce	Yes. Currently, there is one Audit Services director, one manager, and three staff auditors. We are interviewing for two open positions. These should be filled in April 2015.	A formal internal audit function was established in 2011.	Keri Dowd-Pugh – Director of Audit Services	Bill Beckham – Assistant Executive Director of Division of Organizational Integrity. (803) 737-0976 email: bbeckham@dew.sc.gov	Keri Dowd-Pugh – Director of Audit Services (803) 737-2610 email: kpugh@dew.sc.gov	Audit Services conducts audits and reviews in the following areas: i. Operational audits of Work Force Center processes, ii. Financial monitoring reviews of Work Force Centers, iii. Financial/Compliance audits for purchasing cards usage, iv. Compliance with UI Tax procedures/DOL guidelines, v. Compliance with Personally Identifiable Information standards, vi. Analysis of UI Overpayments, vii. Information Security Controls, and viii. The Business Continuity/Disaster Recovery Planning Capability of the Agency.	Audit Services, in consultation with management responsible for the area under review determines the audit schedule based on the level of risk identified and availability of resources. Dates are set (when possible) to ensure minimum business disruption.	A formal Agency-wide risk assessment is conducted annually in the fourth quarter of the year. This work begins with a review of processes and functions to identify those which should be listed in the Agency Audit Universe. Audit Services then uses input from external audits, feedback from management in each Agency division, and executive staff interviews to gain a better understanding of potential "hot spots". Questionnaires are sent to each functional area responsible for processes identified in the Agency's Audit Universe. The scores from these questionnaires are used to calculate a level of inherent risk for each Auditable Unit. Audit Management then applies other factors to derive residual risk scores. A draft proposed three-year audit plan is submitted to senior staff and executive staff and Agency leadership for review and comments. Final approval must be obtained from the Executive Director. There are also other audits that are placed on the schedule because they are mandated by state law or regulation, federal law or regulation, a directive from the Governor, or because there is an allegation of fraud in the area.	Yes. An Agency-wide risk assessment is conducted annually and updated if/when critical factors change.	Yes. A number of audits have been conducted or are planned each year. These include: i. The Business Tax Performance System is reviewed annually to ensure it meets USDOL performance requirements and is accurate and complete. ii. The Benefits Accuracy Measurement (BAM) Unit reviews the Agency's systems on a weekly basis to provide information concerning projected error rates in benefit payments. iii. The Fraud, Investigations, Recovery, and Enforcement (FIRE) Unit utilizes data from Agency systems to calculate the number and amounts of improper payments to claimant repayments, involuntary wage withholding, Federal Tax refund interception, and State Tax refund interception. iv. The number of cases referred to the Agency's General Counsel by the FIRE Unit is tracked for reporting purposes. v. Claims submitted on behalf of incarcerated individuals are identified using a software service. These claims are denied and tracked by the FIRE Unit. vi. Council of Government (COG) activities in SCWorks Centers are monitored annually for financial and programmatic compliance with WIA/Wagner-Peyser funding initiatives.	Fifty-five formal audits have been performed. This number does not include SCWorks Centers Monitoring engagements. Monitoring engagements are normally completed within three business days. Internal Agency audits have taken as little as one calendar month.	WIA Financial and Programmatic Monitoring engagements are normally completed within three business days. Internal Agency audits have taken as little as one calendar month.	Internal Agency audits have taken as long as four calendar months when done in conjunction with other work.	Internal Agency audits average approximately eight to ten weeks in length.	A formal Peer Review has never been conducted by an outside entity. Audit Services requested and is currently on the list for such a review through the SCSIAA in 2016.

Agency Name:
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Personnel Involved

INSTRUCTIONS: List the name of all personnel at the agency who were consulted or performed work to obtain the information utilized when answering the questions in these reports, their title and their specific role in answering the question (i.e. searched the agency documents, asked for information because they are in charge of the department, etc.) Please delete the example information and instructions row before submitting this chart in final form. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

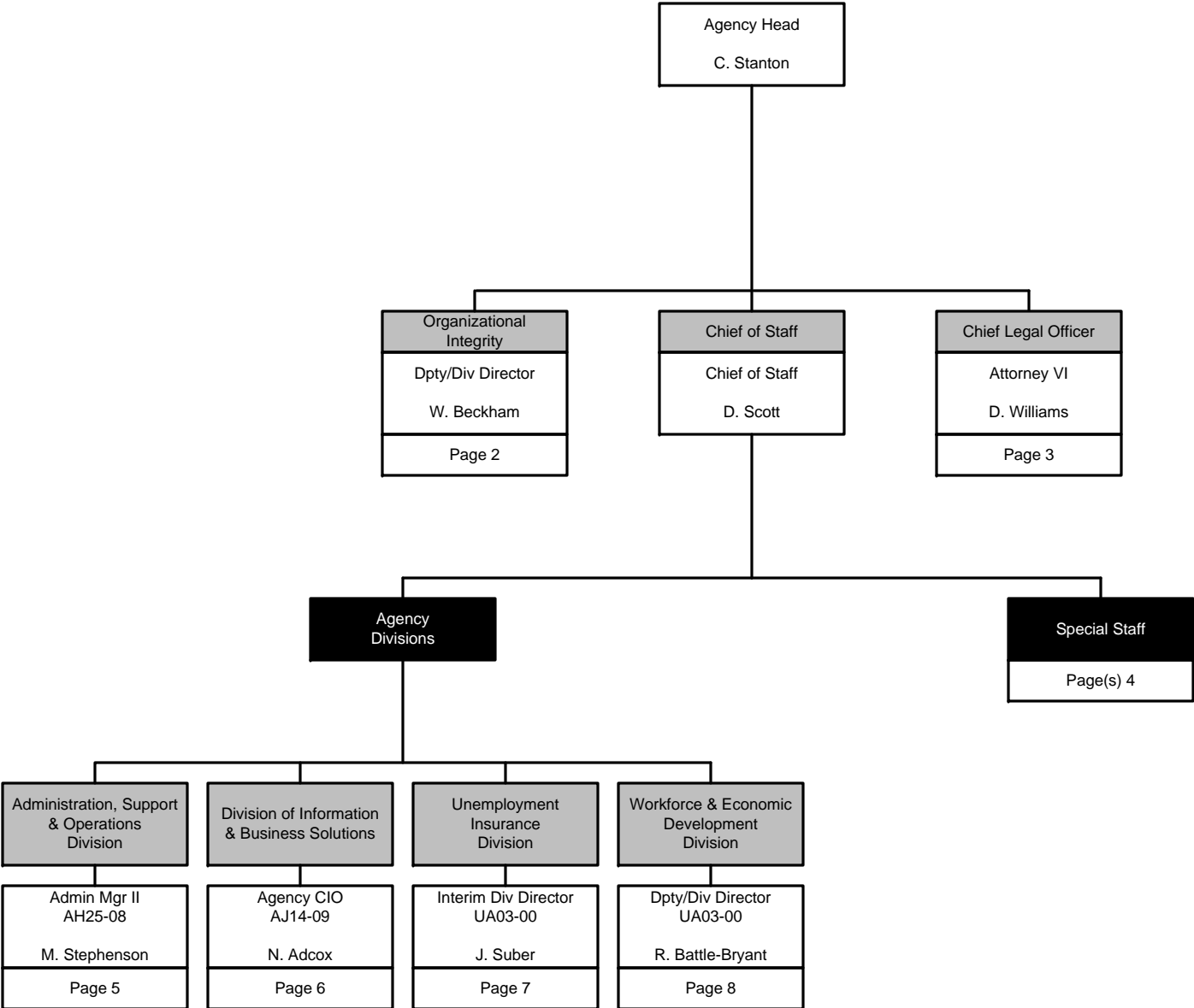
Agency Submitting Report	Name	Phone	Email	Department/Division	Title	Question	Role in Answering Question
S.C. Department of Employment and Workforce	Cheryl M. Stanton	803-737-2617			Executive Director	All	Reviewed, edited, and approved responses
	Ian O'Briant	803-737-6067	iobriant@dew.sc.gov	Information Technology	Deputy Chief Information Officer	K.P.A 1 - 3	Elicited information from key subject matter experts within the IT Division.
	David Kyre	803-737-2514	dkyre@dew.sc.gov	Information Technology	Director of Applications Development	Section V; sub-section C., line item 1	Provided the requested data as the overall architect of the agency's data model.
	Teesha Trapp	803-737-0227	TTrapp@dew.sc.gov	Administration, Support and Operations	Support Operations Manager	II.1.a, II.2.a, II.8, IV.1	Used information found in the agency's accountability report and strategic plan as well as knowledge from working with various DEW teams on the report and plan.
	Martha Stephenson	803-737-0108	MStephenson@dew.sc.gov	Administration, Support and Operations	Assistant Executive Director	I.A.1, I.B.1, II.1.a, II.2.a, II.8, IV.1	Researched other documents/ reports and provided information on agency's purpose in being created and restructured (2010). Used information found in the agency's accountability report and strategic plan as well as knowledge from working with various DEW teams on the report and plan.
	Don D. Grant	803-737-0367	dgrant@dew.sc.gov	Special Staff	Chief Financial Officer	Major program areas	Provided the requested data as Chief Financial Officer for the agency
	William A. Beckham	803-737-0976	WBeckham@dew.sc.gov	Division of Organizational Integrity	Assistant Executive Director	V.B.1	Internal Audit files were used to research the information requested.
	Keri Dowd-Pugh	803-737-2610	KPugh@dew.sc.gov	Division of Organizational Integrity	Internal Audit Manager	V.B.1	Internal Audit files were used to research the information requested.
	Brenda Lisbon	803-737-2813	blisbon@dew.sc.gov	Business Intelligence	Director of Business Intelligence	Key deliverables, key customers, key stakeholders,	Provided Business Intelligence deliverables, customers, and stakeholders information
	Erica Von Nessen	803-737-3260	evonnessen@dew.sc.gov	Unemployment Insurance	Special Projects	II.1., II.2., II.3., II.4., II.8, and IV.1	Provided feedback on all sections related to the Unemployment Insurance program area.
	Jamie Suber	803-737-2552	jsuber@dew.sc.gov	Unemployment Insurance	Interim Assistant Executive Director	II.1., II.2., II.3., II.4., II.8, and IV.1	Provided review related to Unemployment Insurance program areas.
	Rebecca Battle-Bryant	803-737-0387	rbryant@dew.sc.gov	Workforce and Economic Development	Assistant Executive Director	Weed Areas	Reviewed and approved responses
	Michelle Paczynski	803-737-3828	mpaczynski@dew.sc.gov	Workforce and Economic Development	Deputy Assistant Executive Director	WED Areas	Gathered and documented responses
	Koa Morgan	803-737-2582	kmorgan@dew.sc.gov	Human Resources	Human Resources Director	I.A.; II.6; V.A.4; VI.C.6.	Completed narrative for question responses and review of agency historical data.
	Sydney Evans	803-737-3022	seevans@dew.sc.gov	Human Resources	Benefits Administrator	I.A.; V.A.4; VI.C.6.	Review of agency historical data for preparation of responses and proofreading
	Ron Bowen	803-737-0127	rbowen@dew.sc.gov	Human Resources	Data Management Coordinator	II.6.	Created visual representation of organizational structure

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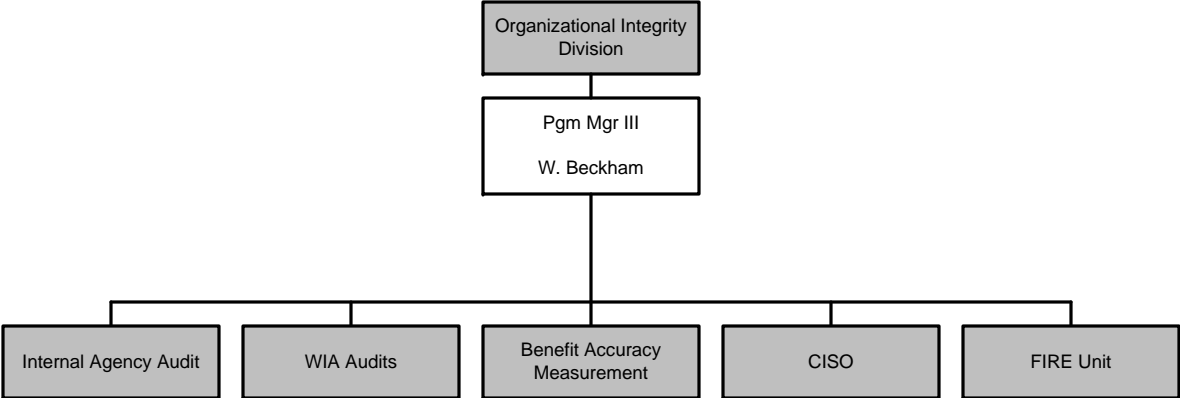
Personnel Involved

	Sally Foster	803-737-0089	sfoster@dew.sc.gov	Special Staff	Governmental Affairs and Special Projects Director	All	Gathered, documented, reviewed, submitted responses
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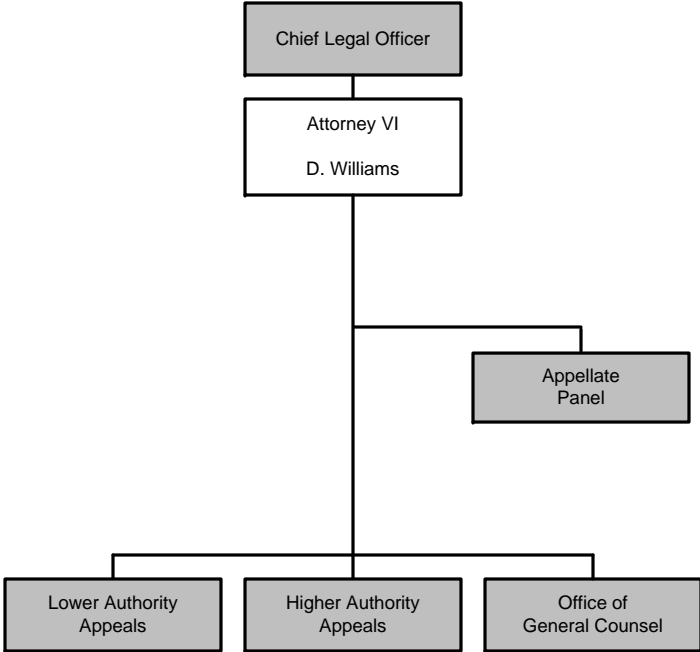
SC Department of Employment and Workforce



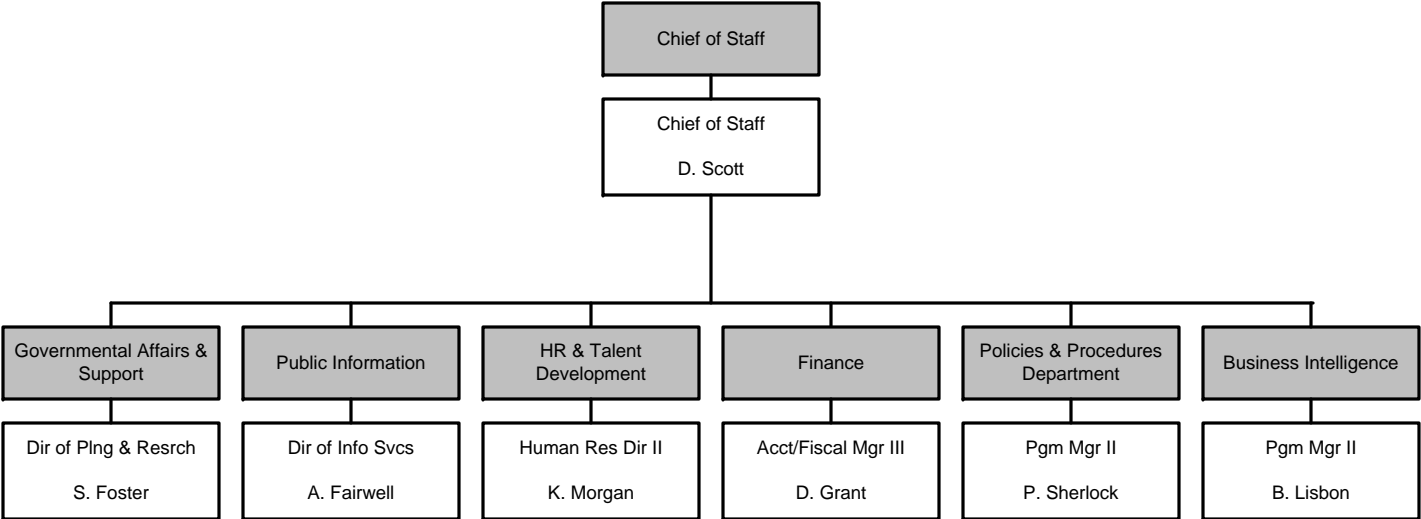
SC Department of Employment and Workforce
- Organizational Integrity Division -



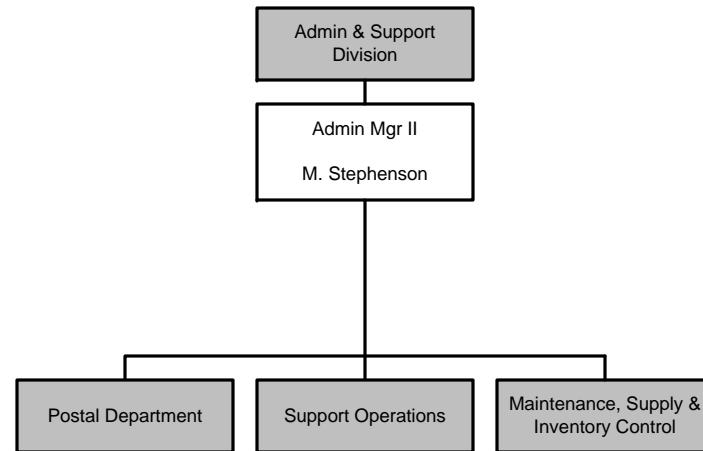
SC Department of Employment and Workforce
- Chief Legal Officer -

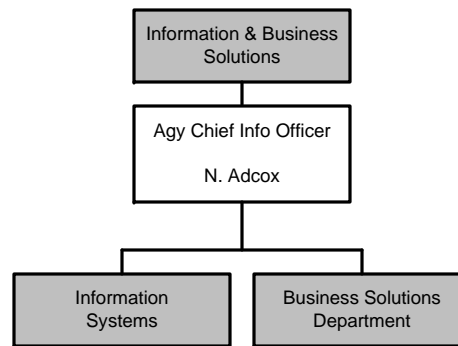


SC Department of Employment and Workforce
- Special Staff -

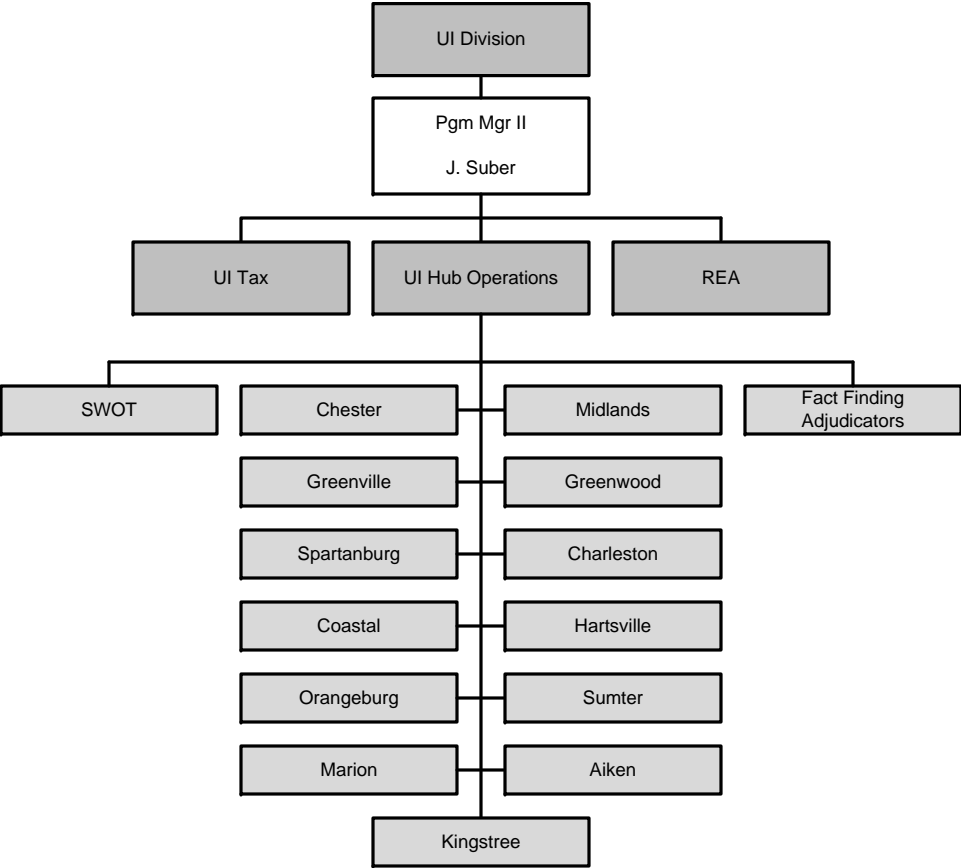


SC Department of Employment and Workforce
- Administrative, Support & Operations Division -





SC Department of Employment and Workforce
- Unemployment Insurance -



SC Department of Employment and Workforce
- Workforce & Economic Development -

