

Legislative Oversight Committee

South Carolina House of Representatives

Post Office Box 11867

Columbia, South Carolina 29211

Telephone: (803) 212-6810 • Fax: (803) 212-6811



2016 Annual Restructuring Report Extension Request Guidelines

PLEASE NOTE:

The information included in the agency's report will appear online for all legislators and the public to view.

Agency Name:

Vocational Rehabilitation Department

Date Request Submitted:

January 8, 2016

Background

Committee Standard Practices 4.2.2 - 4.2.4

Extensions for Annual Restructuring Reports

4.2.2 The Chairman may, for reasons he determines as good cause, provide an agency an extension and new deadline to submit its Annual Restructuring Report ("New Deadline"). The Chairman will not provide more than two extensions without unanimous consent from the full committee.

4.2.3 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.

4.2.4 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

Note this Extension Request Form will be published online.

Agency	Vocational Rehabilitation Department
Date of Submission	8-Jan-16

Instructions : Please complete this Extension Request Form. The completed form should be submitted electronically to the House Legislative Oversight Committee (HCommLegOv@schouse.gov) in both the original format (Excel) and saved as a PDF for online reporting. Please direct any questions about this process to Jennifer Dobson (jenniferdobson@schouse.gov) or Charles Appleby (charlesappleby@schouse.gov).

I. Extension Request

- 1 State the date the agency originally received the report guidelines: 25-Nov-15
- 2 State the date the agency submitted this request for an extension: 8-Jan-16
- 3 State the original deadline for the report: January 12, 2016, first day of session as provided by statute
- 4 State the number of additional days the agency is requesting: 14
- 5 State the new deadline if the additional days are granted: 26-Jan-16

II. History of Extensions

Submission Process

- 1 List the years in which the agency previously requested an extension, N/A

III. Good Cause

- 1 Please state good cause as to why the Committee should grant the extension requested by the agency. Please limit the response to 1,000 words or less.

The agency has been actively working on the Restructuring Report but seeks an extension to complete the report, primarily to have additional opportunity for identifying the anticipated budget expenditures for each of the agency's objectives from the Accountability Report, as required in the "Strategic Budgeting" section. While the agency has clear budget allotments for each of its program areas, the 29 objectives in the strategic plan do not each carry specific budget allotments due to the nature of the objectives, some of which have less tangible aspects in their support of the larger goals and strategies, and in some cases involve factors that are in common with other objectives. This has provided us with challenges in determining the levels of funding for each objective that will accurately depict our expenditures.

We are also simultaneously completing documentation to meet our federal requirements as mandated by the newly implemented Workforce Innovation and Opportunity Act (WIOA) to submit a unified state plan working in coordination with other core partners. Our agency's plan must be completed by the end of January. This is requiring extensive time involvement for many of the principal contributors to the Restructuring Report. We respectfully seek an additional two weeks to file the report so that we may provide as accurate an account as possible of the activities of our agency to the legislature and the citizens of South Carolina.

IV. Verification

Submission Process

- 1 Please state the name of the agency head, or person designated and authorized by the agency head to do so, that has approved and reviewed the information provided in this Extension Request form. *Neal Getsinger*
- 2 Does the agency head, or designated person by the agency head, affirm that the information contained in this form from the agency is complete and accurate to the extent of his or her knowledge. *Yes*

V. Committee Response

Leave this section blank.

- 1 Date extension was granted: 8-Jan-16
- 2 Number of additional days granted: 14 days
- 3 New deadline for agency response: 26-Jan-16

Submission Process

Note this Extension Request Form will be published online.

Agency	SC Vocational Rehabilitation
Date of Submission	January 26 2016

Instructions : Please complete this Extension Request Form. The completed form should be submitted electronically to the House Legislative Oversight Committee (HCommLegOv@schouse.gov) in both the original format (Excel) and saved as a PDF for online reporting. Please direct any questions about this process to Jennifer Dobson (jenniferdobson@schouse.gov) or Charles Appleby (charlesappleby@schouse.gov).

I. Extension Request

- | | | |
|---|--|---|
| 1 | State the date the agency originally received the report guidelines: | 25-Nov-15 |
| 2 | State the date the agency submitted this request for an extension: | 26-Jan-16 |
| 3 | State the original deadline for the report: | January 12, 2016, first day of session as provided by statute |
| 4 | State the number of additional days the agency is requesting: | 30 |

Submission Process

5

State the new deadline if the additional days are granted:

25-Feb-16

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:

2016

III. Good Cause

Submission Process

- 1 Please state good cause as to why the Committee should grant the extension requested by the agency. Please limit the response to 1,000 words or less.

SCVRD respectfully requests additional time to complete and submit the Agency Restructuring Report for 2016. The committee graciously provided a two-week extension prior to the original due date, and we are nearing completion. However, there are aspects of the report that we would greatly appreciate additional time to discuss and review. Our agency director is new to his role; his first day in this position was January 3, 2016. While we have been able to provide him with updates on our report draft and get input from him, we have not had the opportunity, given his transition, to have full discussions and sufficient reviews of the agency response. It has also taken us more time than anticipated to thoroughly and completely answer some of the questions asked in the report.

In addition, as mentioned in our earlier request, this has coincided with our federal mandate to submit our unified state plan as part of the new Workforce Innovation and Opportunity Act implementation, which has involved considerable time for our agency director as well as our for director of planning and program evaluation, whose input is important to our Agency Restructuring Report.

It is not in our agency's nature or our history to submit required reports later than the original deadline. However, it is our responsibility to thoroughly discuss and review the very serious questions and potential scenarios posed in the report. We believe that an additional 30 days would enable our new director and our executive staff to fully review the responses to the degree that is expected by the committee, the General Assembly and our state's citizens.

IV. Verification

- 1 Please state the name of the agency head, or person designated and authorized by the agency head to do so, that has approved and reviewed the information provided in this Extension Request form.

Neal Getsinger

Submission Process

2 Does the agency head, or designated person by the agency head, affirm that the information contained in this form from the agency is complete and accurate to the extent of his or her knowledge.

Yes

V. Committee Response

Leave this section blank.

1 Date extension was granted: 26-Jan-16

2 Number of additional days granted: 30 days

3 New deadline for agency response: 25-Feb-16

Legislative Oversight Committee

South Carolina House of Representatives

Post Office Box 11867

Columbia, South Carolina 29211

Telephone: (803) 212-6810 • Fax: (803) 212-6811



2016 Annual Restructuring Report Guidelines

PLEASE NOTE:

The information included in the agency's report will appear online for all legislators and the public to view.

Agency Name:

Date Report Submitted:

Agency Head

First Name

Last Name:

Email Address:

Phone Number:

S.C. Vocational Rehabilitation Department

February 25, 2016

Neal

Getsinger

ngetsinger@scvrd.state.sc.us

803-896-6504

General Instructions

SUBMISSIONS	
What to submit?	Please submit this document in electronically only in both the original format (Excel) as well as in a PDF document. Save the document as "2016 - Agency ARR (<i>insert date agency submits report</i>)."
When to submit?	The deadline for submission is by the first day of session, January 12, 2016.
Where to submit?	Email all electronic copies to HCommLegOv@schouse.gov .

NOTE: If the agency enters its Name and the Date of Submission in the "Cover Page" tab, it should automatically populate at the top of each tab in this report.

WHERE INFORMATION WILL APPEAR	
Where will submissions appear?	The information included in the agency's report will appear online for all legislators and the public to view. On the South Carolina Statehouse Website it will appear on the Publications page as well as on the individual agency page, which can be accessed from the House Legislative Oversight Page.

QUESTIONS	
Who to contact?	House Legislative Oversight at 803-212-6810.

OTHER INFORMATION	
<i>House Legislative Oversight</i>	
Mailing	Post Office Box 11867
Phone	803-212-6810
Fax	803-212-6811
Email	HCommLegOv@schouse.gov
Web	The agency may visit the South Carolina General Assembly Home Page (http://www.scstatehouse.gov) and click on "Citizens' Interest" then click on "House Legislative Oversight Committee Postings and Reports."

Legal Standards

This is the first chart in the report because the legal standards which apply to the agency should serve as the basis for the agency's mission, vision and strategic plan.

Agency Responding	S.C. Vocational Rehabilitation Department
Date of Submission	25-Feb-16

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. If the agency grouped Laws together last year, they can continue to do so this year. However, please be aware that when the agency goes under study, the House Legislative Oversight Committee will ask it to list each Law individually. The Committee makes this request so the agency can then analyze each of the Laws to determine which current Laws may need to be modified or eliminated, as well as any new Laws possibly needed, to allow the agency to be more effective and efficient or to ensure the Law matches current practices and systems. Included below is an example, with a partial list of Laws which apply to the Department of Juvenile Justice. 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.

Item #	Statute, Regulation, or Proviso Number	State or Federal	Summary of Statutory Requirement and/or Authority Granted	Is the law a Statute, Proviso or Regulation?
1	South Carolina Code of Laws: Title 43, Chapter 31	State	Statutorily required to provide vocational rehabilitation services to every "eligible physically handicapped individual," except those qualifying under vocational rehabilitation for the blind, all as defined by law. The statutes, among other things, authorize SCVRD to enter into contractual arrangements with the Federal Government and other departments, agencies and institutions, both public and private, for performance of services related to vocational rehabilitation, and to conduct research and compile statistics relating to the provision of services to individuals with a disability.	Statute

Legal Standards

2	The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361	Federal	Entitled the State Vocational Rehabilitation Program (VR program), the law and regulations establish the framework for providing grants to assist States in operating a statewide comprehensive, coordinated, effective, efficient and accountable program, as an integral part of a statewide workforce investment system designed to assess, plan, develop, and provide VR services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, so that they may prepare for and engage in gainful employment.	Regulation
3	Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending	Federal	Replaces the Workforce Investment Act of 1998 and amends the Rehabilitation Act of 1973. Places significant emphasis on individuals with disabilities obtaining competitive integrated employment. The VR State plan must ensure that priority is given to individuals who are otherwise eligible for VR program services and who are at imminent risk of losing their jobs unless they receive additional necessary post-employment services. Requires the core programs of the Workforce Innovation System, including VR, to submit a Unified State Plan that includes common goals and strategies for fulfilling Federal requirements. Specifies requirements for VR in providing pre-employment transition services for students with disabilities.	Statute
4	20 CFR 404.1503 (for DDS)	Federal	Permits State Agencies to make disability and blindness determinations for the SSA Commissioner for most persons living in the State. These determinations are made under regulations containing performance standards and other administrative requirements relating to the disability and blindness determination function.	Regulation
5	20 CFR 404 Subpart Q (for DDS)	Federal	Describes the standards of performance and administrative requirements and procedures for States making determinations of disability for the SSA Commissioner under the Social Security Act.	Regulation

Legal Standards

6	State Appropriations Act, 2015-2016 (R127, H3701) Section 32 - H73-Department of Vocational Rehabilitation; Section 32.1	State	(VR: Production Contracts Revenue) All revenues derived from production contracts earned by people with disabilities receiving job readiness training at the agency's Work Training Centers may be retained by the State Agency of Vocational Rehabilitation and used in the facilities for Client Wages and any other production costs; and further, any excess funds derived from these production contracts may be used for other operating expenses and/or permanent improvements of these facilities.	Proviso
7	State Appropriations Act, 2015-2016 (R127, H3701) Section 32 - H73-Department of Vocational Rehabilitation; Section 32.2	State	(VR: Reallotment Funds) To maximize utilization of federal funding and prevent the loss of such funding to other states in the Basic Service Program, the State Agency of Vocational Rehabilitation be allowed to budget reallotment and other funds received in excess of original projections in following State fiscal years.	Proviso
8	State Appropriations Act, 2015-2016 (R127, H3701) Section 32 - H73-Department of Vocational Rehabilitation; Section 32.3	State	(VR: User/Service Fees) Any revenues generated from user fees or service fees charged to the general public or other parties ineligible for the department's services may be retained to offset costs associated with the related activities so as to not affect the level of service for regular agency clients.	Proviso
9	State Appropriations Act, 2015-2016 (R127, H3701)Section 32 - H73-Department of Vocational Rehabilitation; Section 32.4	State	(VR: Meal Ticket Revenue) All revenues generated from sale of meal tickets may be retained by the agency and expended for supplies to operate the agency's food service programs or cafeteria.	Proviso

Legal Standards

10	State Appropriations Act, 2015-2016 (R127, H3701)Section 32 - H73-Department of Vocational Rehabilitation; Section 32.5	State	(VR: Basic Services Program - Educational Scholarships) For those persons with disabilities who are eligible for and are receiving services under an approved plan of the South Carolina Vocational Rehabilitation Department (consistent with the 1973 Rehabilitation Act, as amended) tuition costs at state supported institutions (four year, technical, or trade schools) will not increase beyond the 1998 tuition rate, will be provided, or will be waived by the respective institution after the utilization of any other federal or state student aid for which the student is eligible. Persons eligible for this tuition reduction or sponsorship must meet all academic requirements of the particular institution and be eligible for State need-based scholarships as defined in Chapter 142, Title 59, Code of Laws of South Carolina, 1976.	Proviso
11	State Appropriations Act, 2015-2016 (R127, H3701) Section 93 - D50-Department of Administration; 93.25-DOA: Sale of Surplus Real	State	The Department of Vocational Rehabilitation shall be authorized to retain the net proceeds from the sale of 3.205 acres located at 22861 Highway 76 East in Clinton, South Carolina to be used for capital projects and deferred maintenance. The Department of Vocational Rehabilitation shall annually submit a report, within sixty days after the close of the fiscal year, to the Senate Finance Committee and the House Ways and Means Committee on the status of the sale of the identified property and a detailed accounting on the expenditure of funds resulting from such sale.	Proviso
12	State Appropriations Act, 2015-2016 (R127, H3701) Section 102.4 - E50- Revenue and Fiscal Affairs; 102.4- RFAO: SC Health & Human Services Data Warehouse	State	Establishes within the Revenue and Fiscal Affairs Office, the South Carolina Health and Human Services Data Warehouse. The purpose of the Warehouse is to ensure that the operation of health and human services agencies may be enhanced by coordination and integration of client information. Designates SCVRD as one of the state agencies/programs that is required to report client information to the Warehouse.	Proviso

Legal Standards

13	State Appropriations Act, 2015-2016 (R127, H3701) Section 117 X90-General Provisions; 117.66 - GP: Healthcare Employee Recruitment and Retention	State	Designates the SC Vocational Rehabilitation Department as one of the agencies that is allowed to spend state, federal, and other sources of revenue to provide lump sum bonuses to aid in recruiting and retaining healthcare workers in critical needs healthcare jobs based on objective guidelines established by the Budget and Control Board. Within prescribed circumstances, allows for paid educational leave for certain FTE employees in healthcare degree programs, allows for repayment agreements for outstanding student loans associated with completion of a healthcare degree, authorizes SCVRD to allow employees working on a practicum or required clinical experience towards completion of a healthcare degree to complete these requirements at SCVRD or another state agency at the discretion of the agency head, and allows for certain tuition reimbursements or pre-payments for employees pursuing degrees in healthcare programs.	Proviso
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Mission, Vision and Goals

This is the second chart because the agency's mission and vision should have a basis in the legal standards, which the agency provided in the previous chart. After the agency knows the laws it must satisfy, along with its mission and vision, it can then set goals to satisfy those laws and achieve that vision (and the strategy and objectives to accomplish each goal - see next chart). To ensure accountability, one person below the head of the agency should be responsible for each goal. The same person is not required to be responsible for all of the goals.

Agency Responding	SC Vocational Rehabilitation Dept.
Date of Submission	25-Feb-16
Fiscal Year for which information below pertains	2015-16

Instructions : Provide the agency's mission, vision and laws (i.e. state and/or federal statutes) which serve as the basis for the agency's mission and vision.

Mission	To prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.
Legal Basis for agency's mission	WIOA - Title IV - Rehabilitation Act as amended.
Vision	We will be the leader in quality employment outcomes for our clients and business partners through our people, partnerships and performance.
Legal Basis for agency's vision	WIOA - Title IV - Rehabilitation Act as amended.

Instructions :

- 1) Under the "Legal Responsibilities Satisfied" column, enter the legal responsibilities (i.e. state and/or federal statutes and provisos) the goal is satisfying. All of the laws mentioned in the previous chart (i.e. Legal Standards Chart) should be included next to one of the agency's goals. When listing the Legal Responsibilities Satisfied, the agency can group the standards together when applicable (i.e. SC Code 63-19-320 thru 63-19-450). Make sure it is clear whether the agency is referencing state or federal laws and whether it is a proviso or statute.
- 2) Under the "Goals and Description" column, enter the number and description of the goal which will help the agency achieve its vision (i.e. Goal 1 - Increase the number of job opportunities available to juveniles to 20 per juvenile within the next 2 years). The agency should have 3-4 high level goals.
- 3) Under the "Describe how the Goal is SMART" column, enter the information which shows the goal is Specific, Measurable, Attainable, Relevant and Time-bound.
- 4) Under the "Public Benefit/Intended Outcome" column, enter the intended outcome of accomplishing the goal.
- 5) Under the "Responsible Person" columns, provide information about the individual who has primary responsibility/accountability for each goal. The Responsible Person has different teams of employees beneath him/her to help accomplish the goal. The Responsible Person is the person who, in conjunction with his/her team(s) and approval from higher level superiors, determines the strategy and objectives to accomplish the goal. In addition, this is the person who monitors the progress and makes any changes needed to the strategies and objectives to ensure the goal is accomplished. Under the "Position" column, enter the Responsible Person's position/title at the agency.

Legal Responsibilities Satisfied	Goals & Description	Describe how the Goal is S.M.A.R.T.	Public Benefit/Intended Outcome	Responsible Person Name:	Number of months person has been responsible for the goal or objective:	Position:
(i.e. state and federal statutes or provisos the goal is satisfying)	(i.e. Goal 1 - insert description)	Specific Measurable Attainable Relevant Time-bound	(Ex. Output = rumble strips are installed on the sides of a road; Outcome = incidents decrease and public perceives that the road is safer) Just enter the intended outcome			
WIOA/Rehabilitation Act	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	S- clearly defined population, outcome and services. M - quantified annual goal for successful employment outcomes attained. A - goal set based on available staffing/resources, historical performance, economic and demographic analysis, and federal requirements. R- serves as the main outcome measure in support of the mission. T- reviewed annually, with real-time reporting on pro-rated goal attainment.	Output: clients receive individualized job preparation and training needed for competitive employment. Outcome: clients become successfully employed and business partners fill positions with well-qualified, well-matched job candidates.	Neal Getsinger	1 month as Commissioner and 96 months in field operations oversight	Commissioner

Mission, Vision and Goals

WIOA/Rehabilitation Act	Goal 2 - We will be a team of highly qualified professionals who have the commitment, accountability and opportunity to excel.	S-specific to staff resources, one of the most valuable assets of the organization. M-measures in place for staff credentials and education requirements (CSPD standard); track impact of professional development/leadership program in terms of career progression of graduates. A-effective training for all positions is an agency priority; training development protocol is used. R-resources and accountability for staff core duties are in place. T-training syllabi for new employees are time-specific as are CSPD standards for counselors.	Output: clients receive high quality services and business partners benefit from coordinated, informed approach to closing skills gaps and meeting requirements for hiring diversity. Outcome: staff demonstrate mastery of skills required to address specific barriers to employment and implement training and career exploration tied to the needs of business and industry. High rates of staff satisfaction and retention.	Mark Wade; Anne Irie; /Eric Moore	84 months; 8months in current role, 86 months in related role; 185 months	Asst. Commissioner; Asst. Commissioner; HR Director
WIOA/Rehabilitation Act	Goal 3 - Accountability to taxpayers through efficient and effective use of resources entrusted to us.	S-strategic budgeting ties fiscal planning to programmatic priorities in support of the mission. M-state and federal performance reports. A-internal and external reviews of adherence to policy, with annual planning cycles. R-not only realistic to attain, but essential to meet programmatic requirement within funding levels. T-short and long term planning cycles built into strategic planning process.	Output: strategic planning and budgeting with adherence to state and federal regulations. Outcome: adherence demonstrated through audits and submission of state/federal reports.	Neal Getsinger	1 month as Commissioner and 96 months in field operations oversight	Commissioner
WIOA/Rehabilitation Act	Goal 4 - Maintain a dynamic network of partnerships to shape a better future for all stakeholders.	S-specific dual customer approach involving client and business partners, as well as other agencies and organizations involved in workforce development, education, and employment. M-specific deliverables for MOA and MOU's with partners; business database and career matching program tracks outcomes with hiring partners; expectations are set and evaluated for local level partnerships.	Output: effective agreements and collaboration with stakeholders. Outcome: mutually beneficial employment outcomes.	Anne Iriel; Margaret Alewine; Rick Elam	8 months in current role, 86 months in related role; 55 months; 126 months	Asst. Commissioner; Director of Planning/Program Evaluation; Asst. Commissioner
	Add others if needed					

Strategy, Objectives and Responsibility

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Agency Responding	SC Vocational Rehabilitation Dept.
Date of Submission	25-Feb-16
Fiscal Year for which information below pertains	2015-16

Instructions :

- 1) Under the "Legal Responsibilities Satisfied" column, enter the legal responsibilities (i.e. state and/or federal statutes and provisos) the goal or objective is satisfying. For each goal, the agency can copy and paste the information from the Mission, Vision and Goals Chart. All of the legal standards mentioned for a particular goal should be included next to one of the objectives under that goal. When listing the Legal Responsibilities Satisfied, the agency can group the standards together when applicable (i.e. 63-19-320 thru 63-19-370). Make sure it is clear whether the agency is referencing state or federal laws and whether it is a proviso or statute.
- 2) Under the "Strategic Plan Part and Description" column, enter the strategic plan part number and description (i.e. Goal 1 - Increase the number of job opportunities available to juveniles to 20 per juvenile within the next 2 years). For each goal, the agency can copy and paste the information from the Mission, Vision and Goals Chart. If the agency is still utilizing the same strategies and objectives it submitted as part of the Accountability Report, it can copy and paste those into this chart, then fill in the remainder of the columns. However, if the agency has trouble explaining how each objective is SMART, it may need to revise its objectives. In addition, if the agency has revised its strategic plan since submitting its last Accountability Report, please provide information from the most current strategic plan.
- 3) Under the "Describe how it is SMART" column, enter the information which shows how each goal and objective is Specific, Measurable, Attainable, Relevant and Time-bound.
- 4) Under the "Public Benefit/Intended Outcome" column, enter the intended outcome of accomplishing each goal and objective.
- 5) Under the "Responsible Person" columns, provide information about the individual who has primary responsibility/accountability for each goal and objective. The Responsible Person for a goal has different teams of employees beneath him/her to help accomplish the goal. The Responsible Person for an objective has employees and possibly different teams of employees beneath him/her to help accomplish the objective. The Responsible Person for a goal is the person who, in conjunction with his/her team(s) and approval from higher level superiors, determines the strategy and objectives needed to accomplish the goal. The Responsible Person for an objective is the person who, in conjunction with his/her employees and approval from higher level superiors, sets the performance measure targets and heads the game plan for how to accomplish the objective for which he/she is responsible. Under the "Position" column, enter the Responsible Person's position/title at the agency. Under "Office Address" column, enter the address for the office from which the Responsible Person works. Under the "Department/Division" column, enter the department or division at the agency in which the Responsible Person works. Under the "Department/Division Summary" column, enter a brief summary (no more than 1-2 sentences) of what that department or division does in the agency.

Legal Responsibilities Satisfied:	Strategic Plan Part and Description	How it is S.M.A.R.T.:	Public Benefit/Intended Outcome:	Responsible Person Name:	Number of months person has been responsible for the goal or objective:	Position:	Office Address:	Department or Division:	Department or Division Summary:
(i.e. state and federal statutes or provisos the goal or objective is satisfying)	(i.e. Goal 1 - Insert description, Strategy 1.1 - Insert Description, Objective 1.1.1 - Insert Description)	Describe how each goal and objective is... S pecific; M easurable; A ttainable; R elevant; and T ime bound	(Ex. Output = rumble strips are installed on the sides of a road; Outcome = incidents decrease and public perceives that the road is safer) Just enter the intended outcome						
WIOA/Title IV/Rehabilitation Act	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.								
The agency does not need to insert the information for the rest of the columns for any strategy, type "n/a"	Strategy 1.1 - Improve the quality of employment outcomes for eligible individuals with disabilities.	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Objective 1.1.1 - Support continuous improvement within Program Integrity: Productivity, Compliance Assurance, Customer Service.	S-balanced scorecard of key program results. M-quarterly quantified index. A-based on established levels of performance with certain "stretch" goals. R-tied to key program indicators. T-quarterly reporting with annual review of goals.	Output: consistent performance at or above expected goal levels for each area office and comprehensive program. Outcome: balanced results lead to high quality employment outcomes for clients and business partners; continuous improvement supported by ongoing, systematic client and partner feedback.	Margaret Alewine	8	Director, Planning and Program Evaluation	1410 Boston Ave. West Columbia, SC	Planning and Program Evaluation	Conduct strategic planning and evaluation of program results.

Strategy, Objectives and Responsibility

Objective 1.1.2 - Increase services to underserved and emerging disability populations.	S-specific populations identified through triennial needs assessment and included in state plan. M-monthly tracking of referrals and quarterly tracking of outcomes for identified populations. A-based on needs assessment, local community needs, historical data on total served and staffing capacity. R-tied to key program indicators. T-quarterly reporting with annual review of results.	Output: increase in services to designated populations. Outcome: individuals receiving services reflect the needs of local communities.	Freda King	84	Director, Community Relations	1410 Boston Ave. West Columbia, SC	Community Relations	Maintain and monitor outreach efforts with community partners and local organizations.
Objective 1.1.3 - Identify opportunities for matching client strengths and abilities with community employment needs.	S-specific planning for client career choices in context of local job openings. M-reports of career objectives compared to work orders and local labor market information. A-based on individualized vocational assessment with client and analysis of local LMI. R-tied to key program indicators and business development activities. T-prorated achievement of goals monitored daily with annual review of goal achievement.	Output: increase in business partnerships and hiring opportunities. Outcome: clients go to work in jobs that meet their strengths and capabilities; employers fill vacant positions with well-matched candidates; individualized career exploration and training leads to closing skills gaps.	Anne Iriel	8	Assistant Commissioner, Client Services	1410 Boston Ave. West Columbia, SC	Client Services	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.
Objective 1.1.4 - Demonstrate effectiveness in national comparative data for performance measures.	S-specific to federal performance requirements. M-annual reports from RSA with comparative data on performance measures. A-national performance standards, with history of meeting standards. R-required for program. T-annual.	Output: performance above national standards for federally monitored performance indicators. Outcome: diversity of clients served; clients go to work in occupations matching strengths and capabilities, at wages and hours that meet maximum potential. Training and credential attainment leads to employment in in-demand careers.	Margaret Alewine	6	Director, Planning and Program Evaluation	1410 Boston Ave. West Columbia, SC	Planning and Program Evaluation	Conduct strategic planning and evaluation of program results.
Strategy 1.2 - Enhance school-to-work transition services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Objective 1.2.1 - Maximize relationships with education officials in all SC school districts.	S-specific to each local education agency (LEA). M-MOA with each district outlining roles/responsibilities; monthly monitoring of transition caseloads. A-goals based on evaluation of staff resources, student populations and federal requirements under WIOA. R-required for program. T-monthly prorated performance and annual review.	Output: increased service delivery to students while in high school to prepare for post-school activities. Outcomes: positive impact on school indicators 1,2,13 and 14; total served and employment outcomes for students referred while in HS and for youth age 14 - 24 increase.	Anne Iriel	8	Assistant Commissioner, Client Services	1410 Boston Ave. West Columbia, SC	Client Services	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.

Strategy, Objectives and Responsibility

Objective 1.2.2 - Improve services to individuals with autism spectrum disorders and intellectual/developmental disabilities.	S-specified population. M-monthly and quarterly reporting on new referrals and employment outcomes. A-based on staff capacity and needs assessment. R-tied to agency plan for emerging disabilities. T-annual assessment and review.	Output: training for staff, work with community and agency partners for coordinated service delivery, development of new MOA for specialized services to prepare individuals with autism for employment. Outcomes: increased employment outcomes matching client strengths and abilities with complementary services and supports identified to maintain employment.	Anne Iriel	8 months in current role, 86 months related	Assistant Commissioner, Client Services	1410 Boston Ave. West Columbia, SC	Client Services	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.
Objective 1.2.3 - Enhance services for at-risk youth with disabilities.	S- specified population. M-monthly pro-rated goal attainment. A-based on staff capacity and needs assessment. R-tied to agency plan for youth services. T-annual assessment and review.	Output: increased outreach, coordination with partner agencies (DJJ; SCDEW), dedicated staffing to assist partners with vocational preparation for youth with disabilities involved in DJJ system. Outcomes: increased employment and training opportunities for at-risk youth.	Anne Iriel	8 months in current role, 86 months related	Assistant Commissioner, Client Services	1410 Boston Ave. West Columbia, SC	Client Services	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.
Objective 1.2.4 - Expose students with disabilities to careers in science, technology, engineering and math through High School/High Tech programs.	S-specific program requirements. M-monthly caseload monitoring and quarterly videoconference updates. A-based on established program requirements and goals. R-tied to agency plan for school-to-work transition and per WIOA requirements. T-annual assessment and review.	Output: sustained enrollment in HS/HT programs across 15 locations; students receive mentoring, exposure to business and industry in STEM careers, exploration of post-secondary training opportunities, and internships. Outcomes: students go on to post-secondary training and become employed in technical, skilled careers.	Anne Iriel	8	Assistant Commissioner, Client Services	1410 Boston Ave. West Columbia, SC	Client Services	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.
Strategy 1.3 - Enhance job-driven vocational training programs.	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Objective 1.3.1 - Develop job-readiness skills through work training center activities, demand-driven skills training, and on-the-job supports.	S-job readiness training programs and business development services. M-JRT performance and business outreach/skilled training development monitored through monthly reports. A-based on staff capacity and needs assessment as well as local LMI. R-tied to agency vision and goals. T-quarterly and annual review.	Output: increased training opportunities tied to LMI. Range of training opportunities meets individualized needs of clients. Outcome: clients are prepared for employment opportunities in community; close skills gap for employers.	Rick Elam; Anne Iriel	126; 8	Assistant Commissioner for Administration and Assistant Commissioner for Client Services	1410 Boston Ave. West Columbia, SC	JRT services / Client services	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.
Objective 1.3.2 - Equip clients for job search through resume development, interviewing skills, other "soft" skills, and disability-related classes.	S-Job Preparedness Instructor role specified to address this set of services. M-JPI class hours and curriculum. A-based on client need and staffing levels. R-tied to agency goals and achievement of mission. T-monthly and annual review.	Output: individualized preparation for job search through JPI classes. Outcome: clients achieve successful employment outcomes.	Rick Elam; Anne Iriel	126; 8	Assistant Commissioner for Administration and Assistant Commissioner for Client Services	1410 Boston Ave. West Columbia, SC	Client Services	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.

Strategy, Objectives and Responsibility

Goal 2 - We will be a team of highly qualified professionals who have the commitment, accountability and opportunity to excel.

Strategy 2.1 - provide training to equip staff to provide quality vocational rehabilitation services.

n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Objective 2.1.1 - Develop training based on needs assessment in accordance with the State Plan.	S-training priorities tied to programmatic initiatives. M-annual training report and state plan update. A-prioritized based on agency resources and staff needs. R-tied to achievement of mission. T-annual review; training feedback and evaluation for each session.	Output: staff master skills to deliver high quality, individualized vocational rehabilitation services. Outcomes: clients achieve employment outcomes through timely and properly delivered services.	Mark Wade; Anne Iriel;	84; 8	Asst. Commissioners	1410 Boston Ave. West Columbia, SC	Human Resource Development; Client Services	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff
Objective 2.1.2 - Enhance job-specific training for specialized areas of agency operations.	S-staff positions and areas of expertise specified. M-annual training plan. A-prioritized based on agency resources and staff needs. R- tied to job duties and populations served. T-annual review of training plan.	Output: staff master skills to deliver high quality, individualized vocational rehabilitation services. Outcomes: clients achieve employment outcomes through timely and properly delivered services.	Mark Wade; Anne Iriel	84; 8	Asst. Commissioners	1410 Boston Ave. West Columbia, SC	Human Resource Development; Client Services	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff

Strategy 2.2 - Foster opportunities for professional growth and the enhancement of future leadership.

Objective 2.2.1 - Provide a professional development and leadership program.	S-specific program (PDL). M-impact on staff advancement tracked. A-2-year curriculum. R-staff feedback positive and leads to staff retention and growth. T-annual enrollment for each program level; graduation upon program completion.	Output: increased skill level of staff in leadership and management training topics. Outcomes: improve staff retention; succession planning; staff prepared to assume leadership roles.	Mark Wade	84	Assistant Commissioner	1410 Boston Ave. West Columbia, SC	Human Resource Development	Plan, provide and evaluate staff training program.
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Strategy, Objectives and Responsibility

Objective 2.2.2 - Maintain a working environment that fosters measurable increases in job satisfaction and rewards accomplishment.	S-supervisory/management staff held accountable for staff engagement and identifying promotion and reclassification opportunities. M-annual staff satisfaction surveys and follow up meetings based on results. A-position matrices outline requirements for advancement in career tracks. R-staff retention and advancement tied to achievement of agency mission and part of vision and values. T-annual review of satisfaction rates; ongoing review of staff performance and recommendation for advancement.	Output: staff achieve growth based on progression per position matrices. Outcomes: staff retention increases and high job satisfaction ratings.	Eric Moore	185	HR Director	1410 Boston Ave. West Columbia, SC	Human Resources	Hiring and selection; classification and compensation; payroll and benefits administration; administrative policy.
Objective 2.2.3 - Structure a work environment that promotes employee accountability for performance and ethical standards.	S-code of ethics in place and adherence to EPMS system for performance management. M-clear and measurable job duties and success criteria. A-regular review of job duties with adjustment as necessary. R-integrated into agency vision and values; substantial new employee orientation program/curriculum. T-performance appraisals conducted annually with ongoing feedback on staff performance throughout the year. Adherence to timeliness of EPMS monitored quarterly.	Output: high rates of employee satisfaction; structured and consistent method for addressing performance and ethical issues. Outcomes: clients receive quality services that provide for their informed choice and result in employment at maximum level of potential based on strengths, abilities and capabilities.	Eric Moore	185	HR Director	1410 Boston Ave. West Columbia, SC	Human Resources	Hiring and selection; classification and compensation; payroll and benefits administration; administrative policy.
<p>Goal 3 - Accountability to taxpayers through efficient and effective use of resources entrusted to us.</p> <p>Strategy 3.1 - Successful outcomes for clients and claimants using resources efficiently.</p>								
Objective 3.1.1 - High return on investment for clients through successful employment outcomes.	S-specific comparison of resources expended to return. M-formula used to calculate ROI. A-benchmarked based on historical and comparative data. R-key indicator for program efficiency and effectiveness. T-annual	Output: measure of how program expenditures result in positive economic gains based on competitive employment. Outcomes: clients successfully employed pay back the cost of rehabilitation through taxes and decrease in SSI/SSDI.	Mark Wade/Denise Koon	84; 96	Assistant Commissioner; Chief Financial Officer	1410 Boston Ave. West Columbia, SC	Administration; Finance	Public information and annual reporting; Finance and fiscal processes

Strategy, Objectives and Responsibility

Objective 3.1.2 - Demonstrate cost effectiveness that compares favorably with national/regional peers.	S-specific cost of services. M - Output: measure of expenditures per client rehabilitated. Outcome: maintain recurring funding through demonstrated achievement of positive results with fiscal accountability.	Mark Wade; Richard Elam; Shirley Jarrett	84;126; 40	Assistant Commissioner for Special Services; Assistant Commissioner for Administration; Disability Determination Director	1410 Boston Ave. West Columbia, SC	Administration; Finance	Public information and annual reporting; Finance and fiscal processes
Strategy 3.2 - Continued evaluation and improvement of key processes.	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Objective 3.2.1 - Conversion to electronic case management system encompassing time management and compliance aids with statewide access.	S-specific platform for case management, reporting and compliance monitoring. M- data elements provide reporting at state, region, local and caseload levels. Development process grouped by stages of rehabilitation process. A-staff expertise and resources allow for ongoing development and enhancement. R-used by all direct client service staff for daily work processes. T-multi-year phased development plan.	Anne Iriel/Jay Rolin	78; 108	Assistant Commissioner, Client Services / IT Director	1410 Boston Ave. West Columbia, SC	Client Services / IT	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training. IT dept: manage and oversee security of data systems, federal and state reporting requirements, database administration, programming and application analysis
Objective 3.2.2 - Expansion and enhancement of quality assurance and program evaluation.	S-specific to monitoring and performance enhancement. M- real-time and quarterly performance reports. A- benchmarked based on historical performance and/or federal requirements. R-aligns with agency values. T- strategic plan includes as priorities.	Anne Iriel / Margaret Alewine	8; 8	Assistant Commissioner, Client Services; Director, Planning and Program Evaluation	1410 Boston Ave. West Columbia, SC	Client Services; Planning and Program Evaluation	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training. / Conduct strategic planning and evaluation of
Objective 3.2.3 - Evaluation and development of fiscal and programmatic joint processes.	S-specific to linking programmatic with fiscal planning. M-strategic budgeting and costing of services. A-based on availability of funding/resources and spending authority. R-tied to achievement of mission, vision, values. T-annual planning and budgeting process with regular monthly reviews of expenditures.	Margaret Alewine; Richard Elam	36; 126	Director, Planning and Program Evaluation; Assistant Commissioner for Administration	1410 Boston Ave. West Columbia, SC	Planning and Program Evaluation / Finance / Grants and Funds Mgt.	Conduct strategic planning and evaluation of program results. Manage fiscal activities; Conduct strategic budgeting and management of grants and funds.

Strategy, Objectives and Responsibility

Strategy 3.3 - Ensure safety and adequacy of infrastructure.

Objective 3.3.1 - I.T. and Systems Security	S-data and electronic records security; safety and security of public offices. M-reporting and monitoring of attempted/prevented data breaches; A-required; R-required with annual safety/security training; T-annual and ongoing monthly reporting.	Output: data and personally identifiable information (PII) remains secure; staff and clients remain safe. Outcomes:no known data breaches of sensitive PII.	Jay Rolin	151	IT Director	1410 Boston Ave. West Columbia, SC	IT	IT dept: manage and oversee security of data systems, federal and state reporting requirements, database administration, programming and application analysis.
Objective 3.3.2 - Promote a safe environment for staff and clients, resulting in minimal rates of injury.	S-specific to staff and client safety concerns; M-EMOD and insurance premiums, reports of injury; A-substantial reduction in injury rates achieved in past 5 years; R-meaningful to all involved in service delivery and administration of program; T-annual review; annual Crisis Prevention Intervention training.	Output: limit the number of injuries and safety issues within all VR offices. Reduction in insurance premiums as a result of safety program with lower EMOD.	Jeb Batten	298	General Counsel	1410 Boston Ave. West Columbia, SC	Legal, Safety, and Risk Management	Management of safety program, risk management, worker's compensation, security, tort liability/professional liability insurance, facility inspections.

Goal 4 - Maintain a dynamic network of partnerships to shape a better future for all stakeholders.

Strategy 4.1 - Increase collaboration with other state agencies and community organizations.

Objective 4.1.1 - Inform stakeholders of services and get their feedback on VR performance in meeting needs.	S-method to identify needs and conduct outreach; M-referrals from partners; diversity of clients served; A-structured approach to counterpart meetings and feedback; R-required by WIOA but also a proven method of operation to coordinate services without duplication; T-annual review, public meetings as required	Output: positive relationships with partner agencies and stakeholders. Outcomes: diverse range of clients served that meets the needs of each community.	Freda King	72	Director, Community Relations	1410 Boston Ave. West Columbia, SC	Community Relations	Maintain and monitor outreach efforts with community partners and local organizations.
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Strategy, Objectives and Responsibility

Objective 4.1.2 - Provide employment preparation and supports for people with disabilities referred by partner agencies and organizations.	S-method to systematically identify opportunities for improvement in service delivery and referral process; M-referrals from partners; diversity of clients served; A-structured approach to counterpart meetings and feedback; R-required by WIOA but also a proven method of operation to coordinate services without duplication; T-annual review, establishment and renewal of MOA/MOUs with partner agencies and organizations.	Output: positive relationships with partner agencies and stakeholders; provision of complementary services; employment outcomes are achieved for the desired number of clients that want/need VR services.	Freda King; Anne Iriel	84; 8	Director, Community Relations; Assistant Commissioner	1410 Boston Ave. West Columbia, SC	Community Relations; Client Services	Maintain and monitor outreach efforts with community partners and local organizations.
Objective 4.1.3 - Build relationships that encourage complementary interagency collaboration.	S-MOA/MOUs with partner agencies. M-deliverables outlined in agreements are met; A-based on evaluation and assessment of achievable goals; R: tied to agency mission, legislation requirements, and values; T- quarterly/annual review.	Output: positive relationships with partner agencies and stakeholders; provision of complementary services; employment outcomes are achieved for the desired number of clients that want/need VR services.	Freda King	84	Director, Community Relations	1410 Boston Ave. West Columbia, SC	Community Relations	Maintain and monitor outreach efforts with community partners and local organizations.
Strategy 4.2 - Mutually beneficial partnerships with business and industry that provide employment/training opportunities for clients.	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Objective 4.2.1 - Build and maintain VR Business Partnership Network and collaborate with business and industry associations.	S-BPN structured to operate at state and local levels; M-membership totals are tracked; A-membership continues to increase as do employment and training opportunities; R-tied to agency vision and values; T- quarterly meetings and annual review.	Output: enrollment in BPN allows business to hear from peers on benefits of collaboration with VR for training and employment opportunities. Outcomes: clients obtain competitive employment positions for which they are well-matched; VR is seen as an employer's "first call" for hiring.	Anne Iriel	8	Assistant Commissioner, Client Services	1410 Boston Ave. West Columbia, SC	Client Services	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training.
Objective 4.2.2 - Actively use business advisory councils for guidance on employment standards and training curricula.	S-structured approach to keeping training and preparation curricula in line with business/industry needs; M-regular BAC meetings; IT Training Center classes based on input from BAC. A-essential to demand-driven training model. R-tied to agency vision and values; T- quarterly meetings, annual review.	Output: advisory councils provide contextual verification of training programs and curricula. Outcomes: VR services, preparation and training meet standards for business and industry.	Anne Iriel	8	Assistant Commissioner, Client Services	1410 Boston Ave. West Columbia, SC	Client Services	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training.

Strategy, Objectives and Responsibility

Objective 4.2.3 - Advanced solutions for job matching through Career Connect and Universal Business Database.	S-Career Connect and UBD; M-reporting provides measurement of staff utilization, work orders, interviewing, hiring and selection. A-targets for use and for meeting hiring needs are based on business partner input and (if applicable) federal regulations. R-tied to agency vision and values. T-monthly reporting, annual review.	Output: systematic tracking of work orders, hiring patterns, and demand-driven opportunities. Outcomes: more clients are matched with opportunities that meet their skill sets and strengths, and businesses get well-prepared, well-matched employees.	Anne Iriel 8	Assistant Commissioner, Client Services	1410 Boston Ave. West Columbia, SC	Client Services	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training.
Objective 4.2.4 - Provide outsource opportunities that meet clients' job readiness training needs and local labor market and industry needs.	S-specific to training opportunities in JRT centers that lead to employment based on skills. M-real-time and monthly/quarterly reports. A-based on historical performance benchmarks, staffing in job readiness centers, and client needs for a diverse range of training opportunities. R-based on local LMI and individualized to client needs. T-training plan for clients individualized and time-limited; quality and timeliness expectations must be met for outsource contracts.	Output: business partners gain capacity and clients obtain skills leading to employment; skills are developed in a supportive environment that prepares clients for work settings. Outcomes: training contracts are developed that lead to employment opportunities within the community; skills gaps are closed.	Rick Elam; Anne Iriel 126; 8	Assistant Commissioner; Director, Job Readiness Training Services; Assistant Commissioner, Client Services	1410 Boston Ave. West Columbia, SC	JRT services / Client Services	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.

Associated Programs

This is the next chart because once the agency has determined its goals, strategies and objectives, the agency needs to determine which of its programs will help achieve those objectives and goals and which programs may need to be curtailed or eliminated. If one program is helping accomplish an objective that a lot of other programs are also helping accomplish, the agency should consider whether the resources needed for that program could be better utilized (i.e. so the agency can most effectively and efficiently accomplish all of its goals and objectives) if they were distributed among the other programs that are helping accomplish the same objective or among programs that are helping accomplish other objectives.

Agency Responding	S.C. Vocational Rehabilitation Department
Date of Submission	25-Feb-16
Fiscal Year for which information below pertains	2015-16

Instructions:

- 1) Under the "Name of Agency Program" column, enter the name of every program at the agency on a separate row.
- 2) Under the "Description of Program" column, enter a 1-3 sentence description of the agency program.
- 3) Under the "Legal Statute Requiring Program" column, enter the legal statute which requires (this is different than allows) the program, if the program is required by a state or federal statute or proviso. Make sure it is clear whether the agency is referencing state or federal laws and whether it is a proviso or statute. If the program is not required by a state or federal statute or proviso, enter "none."
- 3) Under the "Objective the Program Helps Accomplish" column, enter the strategic plan objective number and description. The agency can copy the Objective number and description from the first column of the Strategy, Objective and Responsibility Chart. Enter ONLY ONE objective per row. If an agency program helps accomplish multiple objectives, insert additional rows with that agency program information and enter each different objective it helps accomplish on a separate row.

Name of Agency Program	Description of Program	Legal Statute or Proviso Requiring the Program	Objective the Program Helps Accomplish (The agency can copy the Objective number and description from the first column of the Strategy, Objective and Responsibility Chart) List <u>ONLY ONE</u> strategic objective per row.
Vocational Rehabilitation Basic Services Program	Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.	South Carolina Code of Laws: Title 43, Chapter 31 The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361; Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending	Objective 1.1.1 - Support continuous improvement within Program Integrity: Productivity, Compliance Assurance, Customer Service.

Associated Programs

<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 1.1.2 - Increase services to underserved and emerging disability populations.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 1.1.3 - Identify opportunities for matching client strengths and abilities with community employment needs.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 1.1.4 - Demonstrate effectiveness in national comparative data for performance measures.</p>

Associated Programs

<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 1.2.1 - Maximize relationships with education officials in all SC school districts.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 1.2.2 - Improve services to individuals with autism spectrum disorders and intellectual/developmental disabilities.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 1.2.3 - Enhance services for at-risk youth with disabilities.</p>

Associated Programs

<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 1.2.4 - Expose students with disabilities to careers in science, technology, engineering and math through High School/High Tech programs.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 1.3.1 - Develop job-readiness skills through work training center activities, demand-driven skills training, and on-the-job supports.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 1.3.2 - Equip clients for job search through resume development, interviewing skills, other "soft" skills, and disability-related classes.</p>

Associated Programs

<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 2.1.1 - Develop training based on needs assessment in accordance with the State Plan.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 2.1.2 - Enhance job-specific training for specialized areas of agency operations.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 2.2.1 - Provide a professional development and leadership program.</p>

Associated Programs

<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 2.2.2 - Maintain a working environment that fosters measurable increases in job satisfaction and rewards accomplishment.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 2.2.3 - Structure a work environment that promotes employee accountability for performance and ethical standards.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 3.1.1 - High return on investment for clients through successful employment outcomes.</p>

Associated Programs

<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 3.1.2 - Demonstrate cost effectiveness that compares favorably with national/regional peers.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 3.2.1 - Conversion to electronic case management system encompassing time management and compliance aids with statewide access.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 3.2.2 - Expansion and enhancement of quality assurance and program evaluation.</p>

Associated Programs

<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 3.2.3 - Evaluation and development of fiscal and programmatic joint processes.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 3.3.1 - I.T. and Systems Security</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 3.3.2 - Promote a safe environment for staff and clients, resulting in minimal rates of injury.</p>

Associated Programs

<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 4.1.1 - Inform stakeholders of services and get their feedback on VR performance in meeting needs.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 4.1.2 - Provide employment preparation and supports for people with disabilities referred by partner agencies and organizations.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 4.1.3 - Build relationships that encourage complementary interagency collaboration.</p>

Associated Programs

<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 4.2.1 - Build and maintain VR Business Partnership Network and collaborate with business and industry associations.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 4.2.2 - Actively use business advisory councils for guidance on employment standards and training curricula.</p>
<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31</p> <p>The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361;</p> <p>Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 4.2.3 - Advanced solutions for job matching through Career Connect and Universal Business Database.</p>

Associated Programs

<p>Vocational Rehabilitation Basic Services Program</p>	<p>Services to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. To be eligible a person must have a physical or mental impairment that hinders them from working and must require and be able to benefit from vocational rehabilitation services that would lead to gainful employment. Services include counseling and guidance; vocational assessment; physical and mental restoration; physical, occupational, aquatic therapies; school-to-work transition services; job readiness and skills training; assistive technology; job retention services; supported employment (job coaching); post secondary training; apprenticeships and on-the-job training; job placement.</p>	<p>South Carolina Code of Laws: Title 43, Chapter 31 The Rehabilitation Act of 1973 (PL 93-112, as amended); Federal Regulations, 34 CFR Part 361; Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014. Federal Regulations pending</p>	<p>Objective 4.2.4 - Provide outsource opportunities that meet clients' job readiness training needs and local labor market and industry needs.</p>
<p>Disability Determination Services Program</p>	<p>Processes initial claims for Social Security Disability Insurance and Supplemental Security Income for the Social Security Administration, as well as claims at the first level of appeals (reconsideration). DDS also processes disability retirement claims for the South Carolina Public Benefit Authority and Medicaid disability claims for the South Carolina Department of Health and Human Services.</p>	<p>20 CFR 404.1503 20 CFR 404 Subpart Q</p>	<p>Objective 3.1.2 - Demonstrate cost effectiveness that compares favorably with national/regional peers.</p>
<p>Disability Determination Services Program</p>	<p>Processes initial claims for Social Security Disability Insurance and Supplemental Security Income for the Social Security Administration, as well as claims at the first level of appeals (reconsideration). DDS also processes disability retirement claims for the South Carolina Public Benefit Authority and Medicaid disability claims for the South Carolina Department of Health and Human Services.</p>	<p>20 CFR 404.1503 20 CFR 404 Subpart Q</p>	<p>Objective 2.2.1 - Provide a professional development and leadership program.</p>
<p>Disability Determination Services Program</p>	<p>Processes initial claims for Social Security Disability Insurance and Supplemental Security Income for the Social Security Administration, as well as claims at the first level of appeals (reconsideration). DDS also processes disability retirement claims for the South Carolina Public Benefit Authority and Medicaid disability claims for the South Carolina Department of Health and Human Services.</p>	<p>20 CFR 404.1503 20 CFR 404 Subpart Q</p>	<p>Objective 2.2.2 - Maintain a working environment that fosters measurable increases in job satisfaction and rewards accomplishment.</p>
<p>Disability Determination Services Program</p>	<p>Processes initial claims for Social Security Disability Insurance and Supplemental Security Income for the Social Security Administration, as well as claims at the first level of appeals (reconsideration). DDS also processes disability retirement claims for the South Carolina Public Benefit Authority and Medicaid disability claims for the South Carolina Department of Health and Human Services.</p>	<p>20 CFR 404.1503 20 CFR 404 Subpart Q</p>	<p>Objective 2.2.3 - Structure a work environment that promotes employee accountability for performance and ethical standards.</p>

Objective Details

This is the next chart because once the agency determines the associated programs and amount of funds it is allocating to accomplish each objective, the agency needs to ensure it has proper performance measures established to track how effectively and efficiently it is utilizing the resources allocated. The agency also needs to consider potential negative impacts which may arise, and need to be addressed, if the objective is not accomplished; ensure the agency is addressing issues raised in previous audits or reviews; and continually consider which partners the agency could work with to more effectively and efficiently accomplish each objective.

Agency Responding	SC Vocational Rehabilitation Dept.
Date of Submission	25-Feb-16
Fiscal Year for which information below pertains	2015-16

Instructions: Below is a template to **complete for each Objective** listed in the Strategy, Objectives and Responsibility Chart. It is recommended that the agency copy and paste the data in this tab into multiple other tabs, while it is still blank. The agency will then have a blank version to complete for each separate Objective. The agency needs to provide information in all the cells that are highlighted. Please save the information related to each Objective as a separate tab in the excel document. Label each Tab, "O__" and insert the applicable numbers in the blanks (For example "O1.1.1"). NOTE: Call House Staff if the agency has any questions or needs any assistance in completing the information below.

	Objectives begin on next tab (O1.1.1)

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 1.1 - Improve the quality of employment outcomes for eligible individuals with disabilities.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 1.1.1 - Support continuous improvement within Program Integrity: Productivity, Compliance Assurance, Customer Service.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: consistent performance at or above expected goal levels for each area office and comprehensive program. Outcome: balanced results lead to high quality employment outcomes for clients and business partners; continuous improvement supported by ongoing, systematic client and partner feedback.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services
Responsible Person	
Name:	Margaret Alewine
Number of Months Responsible:	8
Position:	Director, Planning and Program Evaluation
Office Address:	1410 Boston Ave. West Columbia, SC
Department or Division:	Planning and Program Evaluation
Department or Division Summary:	Conduct strategic planning and evaluation of program results.

Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
 Copy and paste this information from the sixth column of the Strategy, Objectives and Responsibility Chart
 Copy and paste this information from the seventh column of the Strategy, Objectives and Responsibility Chart
 Copy and paste this information from the eighth column of the Strategy, Objectives and Responsibility Chart
 Copy and paste this information from the ninth column of the Strategy, Objectives and Responsibility Chart
 Copy and paste this information from the tenth column of the Strategy, Objectives and Responsibility Chart

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$33,851,101 - combined with all Strategy 1.1 Objectives
Total Actually Spent:	Agency will provide next year

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 1.1.1 - Support continuous improvement within Program Integrity: Productivity, Compliance Assurance, Customer Service.	
Performance Measure:	Successful Employment Outcomes for Agency Clients	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	6,382	
2014-15 Target Results:	7,015	
2014-15 Actual Results (as of 6/30/15):	6,747	
2015-16 Minimum Acceptable Results:	6,748	
2015-16 Target Results:	7,252	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes	Reported on federal RSA-911 data report and state accountability report.
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration, U.S. Dept. of Education	
Why was this performance measure chosen?	Federal requirement	

If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Restoration of staffing following period of budget reductions; management plans for each local area addressing deficits and strategies for correction. Emphasis on training for significant number of inexperienced staff. Note: Federally-set goal was achieved. Agency target based on internal goals.
What are the names and titles of the individuals who chose the target value for 2015-16?	Barbara Hollis, former SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Prior year performance; staffing and resources; economic and employment analysis; labor market information; staffing and caseload capacity; client service expenditures and budget authority; needs assessment as indicated in the State Plan submitted to RSA; performance targets per caseload; rehabilitation rate and historical trend data on percentage of clients achieving an employment outcome; number of clients already receiving planned services.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is	

Performance Measure:	Rehabilitations per 100,000 population national/regional ranking
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	114; 6th lowest in U.S.; 2nd lowest in Southeast
2014-15 Target Results:	Top 5 in U.S.
2014-15 Actual Results (as of 6/30/15):	136; national comparative data unavailable
2015-16 Minimum Acceptable Results:	increase in number, but ranking target not set because of lack of comparative data due to changes to federal reporting requirements;
2015-16 Target Results:	increase in number, but ranking target not set because of lack of comparative data due to changes to federal reporting requirements

Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	no
What are the names and titles of the individuals who chose this as a performance measure?	previous SCVRD administrations; agency has been tracking this for many years
Why was this performance measure chosen?	reflects impact of SCVRD program on state's population with disabilities
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	Committee on Rehabilitation Excellence (CORE), consisting of executive level staff who assess agency performance, practices, initiatives, issues, and make recommendations to SCVRD Commissioner.
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Anticipated increase in the number of successful employment outcomes in conjunction with anticipated population level for SC
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Increase in number is projected; ranking target undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

Performance Measure:	Program Integrity for Customer Service
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	92.59%

	2014-15 Target Results:	increase from previous year
	2014-15 Actual Results (as of 6/30/15):	96.29%
	2015-16 Minimum Acceptable Results:	increase from previous year
	2015-16 Target Results:	increase from previous year
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)		No
What are the names and titles of the individuals who chose this as a performance measure?		SCVRD Commissioner
Why was this performance measure chosen?		It measures customer satisfaction with SCVRD services
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?		CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?		previous performance and expectations for next year
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?		Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?		
	Performance Measure:	Program Integrity for Compliance Assurance
	Type of Measure:	Outcome
Results		
	2013-14 Actual Results (as of 6/30/14):	97.20%
	2014-15 Target Results:	increase from previous year
	2014-15 Actual Results (as of 6/30/15):	97.23%
	2015-16 Minimum Acceptable Results:	increase from previous year
	2015-16 Target Results:	increase from previous year
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)		No
What are the names and titles of the individuals who chose this as a performance measure?		SCVRD Commissioner
Why was this performance measure chosen?		It reflects quality assurance reviews of compliance with federal and agency policies in client services delivery.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?		CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?		previous performance and expectations for next year
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?		Yes

If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Program Integrity for Productivity
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	97.41%
2014-15 Target Results:	100%
2014-15 Actual Results (as of 6/30/15):	96.65%
2015-16 Minimum Acceptable Results:	100%
2015-16 Target Results:	100%
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	It reflects level of achievement in successful employment outcomes for clients based on a prorated goal.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Restoration of staffing following period of budget reductions; management plans for each local area addressing deficits and strategies for correction. Emphasis on training for significant number of inexperienced staff. Note: Federally-set goal was achieved. Agency target based on internal goals.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Prior year performance; staffing and resources; economic and employment analysis; labor market information; staffing and caseload capacity; client service expenditures and budget authority; needs assessment as indicated in the State Plan submitted to RSA; performance targets per caseload; rehabilitation rate and historical trend data on percentage of clients achieving an employment outcome; number of clients already receiving planned
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Number of client complaints to Client Relations office
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	127
2014-15 Target Results:	decrease
2014-15 Actual Results (as of 6/30/15):	87
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	decrease
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner

Why was this performance measure chosen?	To reflect client satisfaction as well as to track trends in types of complaints and to document resolution of complaints.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Percentage of client complaints resolved without need for formal administrative review
Type of Measure:	Outcome
Results	
	2013-14 Actual Results (as of 6/30/14): 99.2%
	2014-15 Target Results: stability
	2014-15 Actual Results (as of 6/30/15): 98.8%
	2015-16 Minimum Acceptable Results: stability
	2015-16 Target Results: increase from previous year
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration
Why was this performance measure chosen?	To reflect performance by SCVRD staff in examining client complaints in partnership with the client and the Client Assistance Program to resolve issues without requests for formal administrative reviews.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Although there was a 0.4% decrease the stability of an extremely high percentage was maintained.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
	Performance Measure: Rehabilitation rate for clients in work training centers
	Type of Measure: Outcome
Results	
	2013-14 Actual Results (as of 6/30/14): 60.1%
	2014-15 Target Results: 55.8%
	2014-15 Actual Results (as of 6/30/15): 57.9%
	2015-16 Minimum Acceptable Results: 55.8%
	2015-16 Target Results: 55.8%
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education
Why was this performance measure chosen?	reflects impact of SCVRD program on employment of state's residents with disabilities who participate in job readiness training activities at the agency's work training centers.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	Nationally-established indicator
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Nationally-established indicator
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact," enter the most potential negative impact to the public that may occur as a result of the agency not accomplishing the objective. Next to, "Level Requires Outside Help," enter the level at which the agency believes it needs outside help. Next to, "Outside Help to Request," enter the entities to whom the agency would reach out if the potential negative impact rises to that level. Next to, "Level Requires Inform General Assembly," enter the level at which the agency thinks the General Assembly should be put on notice of the level at which the potential negative impact has risen. Next to, "3 General Assembly Options," enter three options for what the General Assembly could do to help resolve the issue before it became a crisis. The House Legislative Oversight Committee will provide this information to all other House standing committees, but will not address it itself until the agency is under study.

Most Potential Negative Impact	<i>South Carolinians with disabilities would not have the necessary supports to prepare for, achieve and maintain competitive employment; the state's employers would not benefit from having as many qualified and well-prepared job candidates.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to maintain an electronic copy of each Review and any other information generated by the entity performing the Review as copies may be requested when the agency is under study. NOTE: Responses are not limited to the number of rows below that have borders around them, please insert as many rows as needed.

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Rate of successful employment outcomes</i>	<i>internal oversight</i>	<i>Commissioner's Executive Staff, internal</i>	<i>Monthly from 07/01/2014 to 06/30/2015</i>
<i>Program Integrity Reviews- Productivity, Customer Service, Compliance Assurance</i>	<i>internal oversight</i>	<i>Committee on Rehabilitation Excellence (CORE), internal</i>	<i>Quarterly from 07/01/2014 to 06/30/2015</i>
<i>Single Audit</i>	<i>required; compliance with federal regulations and agency policies</i>	<i>State Auditor's Office, external; data reported to Rehabilitation Services Administration, U.S. Department of Education, external</i>	<i>01/05/2015 to 03/16/2015</i>
<i>Agreed Upon Procedures Audit</i>	<i>required; review application of procedures to internal controls and accounting records</i>	<i>Independent contractor for the State Auditor's Office; external</i>	<i>04/20/2015 to 07/21/2015</i>
<i>Internal Audits of Facilities</i>	<i>internal controls and accounting records for work training centers/comprehensive facilities</i>	<i>Internal Audits Department; internal</i>	<i>Ongoing on annual basis</i>

PARTNERS

Instructions : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current Partners," enter the ways the agency works with the entity (names of projects, initiatives, etc.) which helps the agency accomplish this objective. List only one partner per row and insert as many rows as necessary to list all of the partners. Note, if there is a large list of partners that all fit within a certain group, the agency can list the group instead of each partner individually. For example, if the agency works with every middle school in the state, the agency can list SC Middle Schools, instead of listing each middle school separately. As another example, if the agency works with every high school in Lexington county, the agency can list Lexington County High Schools, instead of listing each high school in the county separately.

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
<i>SC School Districts / SC Dept of Ed</i>	<i>School-to-work transition services in all districts</i>	<i>State and local</i>
<i>Adult Education</i>	<i>Work Keys instruction and testing</i>	<i>State</i>
<i>Dept. of Disabilities and Special Needs</i>	<i>VR provides complementary, non-duplicative services leading to competitive employment of clients; DDSN is extended complementary service provider beyond term of VR involvement; also assistive technology services partnership</i>	<i>State</i>
<i>Dept. of Mental Health</i>	<i>To provide complementary services leading to competitive employment of clients</i>	<i>State</i>
<i>Dept. of Social Services</i>	<i>To provide complementary services leading to competitive employment of clients</i>	<i>State</i>
<i>Department of Health and Human Services</i>	<i>To provide complementary services leading to competitive employment of clients</i>	<i>State</i>
<i>Department of Juvenile Justice</i>	<i>To provide vocational rehabilitation services to youth with disabilities with DJJ involvement</i>	<i>State</i>
<i>Department of Corrections</i>	<i>To provide vocational rehabilitation services to inmates with disabilities in preparation for employment upon release</i>	<i>State</i>
<i>Department of Probation, Parole and Pardon Services</i>	<i>To provide vocational rehabilitation services to persons with disabilities for transition into employment upon release from correctional facilities</i>	<i>State</i>

South Carolina Commission for the Blind	To provide complementary services for individuals who may have disabilities in addition to visual impairments and could benefit from specific services or guidance from the partner agency.	State
S.C. Technical Colleges System	Demand-driven vocational training for persons with disabilities, manufacturing certification to enhance marketability for SCVRD clients	State
SC DEW	Coordinated business services teams; unified planning for workforce development and implementation of WIOA youth programs	State
Able SC, Walton Options, AccessAbility	client referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to SSA benefits	Community based non-profit
Higher Education System	post-secondary education for clients, partnerships in programs and initiatives for demand-driven career opportunities	State
Client Assistance Program	Resolution of complaints about SCVRD services	State
Brain Injury Association of SC	mutual referrals of persons with traumatic brain injuries, education and awareness activities	Non-profit
Developmental Disabilities Council	referrals of persons with developmental disabilities for vocational rehabilitation services, education and awareness activities	State
Spinal Cord Injury Association of SC	mutual referrals of persons with spinal cord injuries, education and awareness activities	Non-profit
American Diabetes Association	mutual referrals of persons with diabetes, education and awareness activities	Non-profit
S.C. Autism Society	mutual referrals of persons with autism, education and awareness activities	Non-profit
Protection and Advocacy for People with Disabilities Inc.	Advocacy for people with disabilities and resolution of service issues	Private, non-profit corporation
S.C. Assistive Technology Program	education, awareness and provision of assistive technology devices for persons with disabilities	University-based
Transition Alliance of South Carolina	brings multiple agency and organizations together to enhance school-to-work transition services	Organizational alliance
Center for Disability Resources	mutual referrals, education and awareness, training and technical assistance	University-based
Family Connection of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
PRO-Parents of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
College Transition Connection	Transition and post-secondary education for young adults with intellectual disabilities	Non-profit
Multiple Sclerosis Society of SC	mutual referrals of persons with multiple sclerosis, education and awareness activities	Non-profit
SC Association for the Deaf	mutual referrals of persons who are d/Deaf or hard of hearing for services, education and awareness activities	Non-profit
Arthritis Foundation	mutual referrals of persons with arthritis, education and awareness activities	Non-profit

Strategic Plan Context		
# and description of Goal the Objective is helping accomplish:	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 1.1 - Improve the quality of employment outcomes for eligible individuals with disabilities.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 1.1.2 - Increase services to underserved and emerging disability populations.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: increase in services to designated populations. Outcome: individuals receiving services reflect the needs of local communities.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can
Responsible Person		
Name:	Freda King	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility
Number of Months Responsible:	72	
Position:	Director, Community Relations	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Community Relations	
Department or Division Summary:	Maintain and monitor outreach efforts with community partners and local organizations.	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$33,851,101 - combined with all Strategy 1.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES		
<i>Instructions</i> : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.		
Types of Performance Measures:		
How the Agency is Measuring its Performance		
Objective Number and Description	Objective 1.1.2 - Increase services to underserved and emerging disability populations.	
Performance Measure:	Successful Employment Outcomes for Agency Clients	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	6,382	
2014-15 Target Results:	7,015	
2014-15 Actual Results (as of 6/30/15):	6,747	
2015-16 Minimum Acceptable Results:	6,748	
2015-16 Target Results:	7,252	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration, U.S. Dept. of Education	
Why was this performance measure chosen?	Federal requirement	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Restoration of staffing following period of budget reductions; management plans for each local area addressing deficits and strategies for correction. Emphasis on training for significant number of inexperienced staff. Note: Federally-set goal was achieved. Agency target based on internal goals.	
What are the names and titles of the individuals who chose the target value for 2015-16?	Barbara Hollis, former SCVRD Commissioner	

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Prior year performance; staffing and resources; economic and employment analysis; labor market information; staffing and caseload capacity; client service expenditures and budget authority; needs assessment as indicated in the State Plan submitted to RSA; performance targets per caseload; rehabilitation rate and historical trend data on percentage of clients achieving an employment outcome; number of clients already receiving planned services.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Rehabilitations per 100,000 population national/regional ranking
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	114; 6th lowest in U.S.; 2nd lowest in Southeast
2014-15 Target Results:	Top 5 in U.S.
2014-15 Actual Results (as of 6/30/15):	136; national comparative data unavailable
2015-16 Minimum Acceptable Results:	increase in number, but ranking target not set because of lack of comparative data due to changes to federal reporting requirements:
2015-16 Target Results:	increase in number, but ranking target not set because of lack of comparative data due to changes to federal reporting requirements
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	no
What are the names and titles of the individuals who chose this as a performance measure?	previous SCVRD administrations; agency has been tracking this for many years
Why was this performance measure chosen?	reflects impact of SCVRD program on state's population with disabilities
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	Committee on Rehabilitation Excellence (CORE), consisting of executive level staff who assess agency performance, practices, initiatives, issues, and make recommendations to SCVRD Commissioner.
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Anticipated increase in the number of successful employment outcomes in conjunction with anticipated population level for SC
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Increase in number is projected; ranking target undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Program Integrity for Customer Service
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	92.59%
2014-15 Target Results:	increase from previous year

2014-15 Actual Results (as of 6/30/15):	96.29%
2015-16 Minimum Acceptable Results:	increase from previous year
2015-16 Target Results:	increase from previous year
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	It measures customer satisfaction with SCVRD services
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	previous performance and expectations for next year
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Program Integrity for Productivity
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	97.41%
2014-15 Target Results:	100%
2014-15 Actual Results (as of 6/30/15):	96.65%
2015-16 Minimum Acceptable Results:	100%
2015-16 Target Results:	100%
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	It reflects level of achievement in successful employment outcomes for clients based on a prorated goal.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Restoration of staffing following period of budget reductions; management plans for each local area addressing deficits and strategies for correction. Emphasis on training for significant number of inexperienced staff. Note: Federally-set goal was achieved. Agency target based on internal goals
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Prior year performance; staffing and resources; economic and employment analysis; labor market information; staffing and caseload capacity; client service expenditures and budget authority; needs assessment as indicated in the State Plan submitted to RSA; performance targets per caseload; rehabilitation rate and historical trend data on percentage of clients achieving an employment outcome; number of clients already receiving planned services.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure: New Applicants Referred to SCVRD	
Type of Measure: Outcome	
Results	
2013-14 Actual Results (as of 6/30/14):	13,716
2014-15 Target Results:	increase
2014-15 Actual Results (as of 6/30/15):	14,780
2015-16 Minimum Acceptable Results:	increase and representative of needs
2015-16 Target Results:	increase and representative of needs
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration and SCVRD Commissioner (longstanding measure)
Why was this performance measure chosen?	To maximize the impact of the VR program for South Carolinians with disabilities who require and can benefit from the services to become competitively employed.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Agency resources and the goal to maximize the impact of the VR program for South Carolinians with disabilities who require and can benefit from the services to become competitively employed.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative

Most Potential Negative Impact	<i>Lack of balance in provision of services; South Carolinians with disabilities would not have the necessary supports to prepare for, achieve and maintain competitive employment; the state's employers would not benefit from having as many qualified and well-prepared job candidates.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>

Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Rate of successful employment outcomes</i>	<i>internal oversight</i>	<i>Commissioner's Executive Staff, internal</i>	<i>Monthly from 07/01/2014 to 06/30/2015</i>
<i>Program Integrity Reviews- Productivity, Customer Service, Compliance Assurance, Balance of Referrals Reviews</i>	<i>internal oversight</i>	<i>Committee on Rehabilitation Excellence (CORE), internal</i>	<i>Quarterly from 07/01/2014 to 06/30/2015</i>

PARTNERS

Instructions : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
SC School Districts / SC Dept of Ed	School-to-work transition services	State and local
Adult Education	WorkKeys instruction and testing	State
Dept. of Disabilities and Special Needs	VR provides complementary, non-duplicative services leading to competitive employment of clients; DDSN is extended complementary service provider beyond term of VR involvement; also assistive technology services partnership	State
Dept. of Mental Health	To provide complementary services leading to competitive employment of clients	State
Brain Injury Association of SC	mutual referrals of persons with traumatic brain injuries, education and awareness activities	Non-profit
Developmental Disabilities Council	referrals of persons with developmental disabilities for vocational rehabilitation services, education and awareness activities	State
Spinal Cord Injury Association of SC	mutual referrals of persons with spinal cord injuries, education and awareness activities	Non-profit
S.C. Autism Society	mutual referrals of persons with autism, education and awareness activities	Non-profit
Transition Alliance of South Carolina	brings multiple agency and organizations together to enhance school-to-work transition services	Organizational alliance
Family Connection of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
PRO-Parents of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
College Transition Connection	Transition and post-secondary education for young adults with intellectual disabilities	Non-profit
Multiple Sclerosis Society of SC	mutual referrals of persons with multiple sclerosis, education and awareness activities	Non-profit
SC Association for the Deaf	mutual referrals of persons who are d/Deaf or hard of hearing for services, education and awareness activities	Non-profit

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 1.1 - Improve the quality of employment outcomes for eligible individuals with disabilities.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 1.1.3 - Identify opportunities for matching client strengths and abilities with community employment needs.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: increase in business partnerships and hiring opportunities. Outcome: clients go to work in jobs that meet their strengths and capabilities; employers fill vacant positions with well-matched candidates; individualized career exploration and training leads to lasting skills gain.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
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Responsible Person

Name:	Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	8	
Position:	Assistant Commissioner, Client Services	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Client Services	
Department or Division Summary:	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$33,851,101 - combined with all Strategy 1.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 1.1.3 - Identify opportunities for matching client strengths and abilities with community employment needs.	
Performance Measure:	Successful Employment Outcomes for Agency Clients	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	6,382	
2014-15 Target Results:	7,015	
2014-15 Actual Results (as of 6/30/15):	6,747	
2015-16 Minimum Acceptable Results:	6,748	
2015-16 Target Results:	7,252	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells max)	Yes	Reported on federal RSA-911 data report and state accountability report.
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration, U.S. Dept. of Education	
Why was this performance measure chosen?	Federal requirement	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Restoration of staffing following period of budget reductions; management plans for each local area addressing deficits and strategies for correction. Emphasis on training for significant number of inexperienced staff. Note: Federally-set goal was achieved. Agency target based on internal goals.	
What are the names and titles of the individuals who chose the target value for 2015-16?	Barbara Hollis, former SCVRD Commissioner	

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?

Prior year performance; staffing and resources; economic and employment analysis; labor market information; staffing and caseload capacity; client service expenditures and budget authority; needs assessment as indicated in the State Plan submitted to RSA; performance targets per caseload; rehabilitation rate and historical trend data on percentage of clients achieving an employment outcome; number of clients already receiving planned services.

Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16? Yes

If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached?

Performance Measure: Rehabilitations per 100,000 population national/regional ranking

Type of Measure: Outcome

Results

2013-14 Actual Results (as of 6/30/14): 114; 6th lowest in U.S.; 2nd lowest in Southeast

2014-15 Target Results: Top 5 in U.S.

2014-15 Actual Results (as of 6/30/15): 136; national comparative data unavailable

2015-16 Minimum Acceptable Results: increase in number, but ranking target not set because of lack of comparative data due to changes to federal reporting requirements;

2015-16 Target Results: increase in number, but ranking target not set because of lack of comparative data due to changes to federal reporting requirements

Details

Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over) no

What are the names and titles of the individuals who chose this as a performance measure? previous SCVRD administrations; agency has been tracking this for many years

Why was this performance measure chosen? reflects impact of SCVRD program on state's population with disabilities

If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?

What are the names and titles of the individuals who chose the target value for 2015-16? Committee on Rehabilitation Excellence (CORE), consisting of executive level staff who assess agency performance, practices, initiatives, issues, and make recommendations to SCVRD Commissioner

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set? Anticipated increase in the number of successful employment outcomes in conjunction with anticipated population level for SC

Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16? Increase in number is projected; ranking target undetermined due to uncertainty over availability of national comparative data.

If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?

Performance Measure: Program Integrity for Productivity

Type of Measure: Outcome

Results

2013-14 Actual Results (as of 6/30/14): 97.41%

2014-15 Target Results: 100%

2014-15 Actual Results (as of 6/30/15): 96.65%

2015-16 Minimum Acceptable Results: 100%

2015-16 Target Results: 100%

Details

Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over) No

What are the names and titles of the individuals who chose this as a performance measure? SCVRD Commissioner

Why was this performance measure chosen? It reflects level of achievement in successful employment outcomes for clients based on a prorated goal.

Insert any further explanation, if needed

If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Restoration of staffing following period of budget reductions; management plans for each local area addressing deficits and strategies for correction. Emphasis on training for significant number of inexperienced staff. Note: Federally set goal was achieved. Agency target based on internal goals.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Prior year performance; staffing and resources; economic and employment analysis; labor market information; staffing and caseload capacity; client service expenditures and budget authority; needs assessment as indicated in the State Plan submitted to RSA; performance targets per caseload; rehabilitation rate and historical trend data on percentage of clients achieving an employment outcome; number of clients already receiving planned services.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is	
Performance Measure:	Successfully rehabilitated clients working 35+ hours per week exceeds national and regional averages.
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	64% compared with 53% regionally and 48% nationally
2014-15 Target Results:	increase
2014-15 Actual Results (as of 6/30/15):	63.4% for SCVRD; regional and national comparative data unpublished
2015-16 Minimum Acceptable Results:	higher value than SE and US
2015-16 Target Results:	target not set because of lack of comparative data due to changes to federal reporting requirements
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration and SCVRD Commissioner (longstanding measure)
Why was this performance measure chosen?	Full-time employment for SCVRD clients increases financial standing and opportunities for employer benefits while lessening reliance on public assistance.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Comparative data not available; slight decrease in SCVRD rate is addressed through emphasis to staff on preparing and assisting clients for enhanced employment opportunities.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Uncertainty of whether comparative data will be available.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Number of client complaints to Client Relations office
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	127
2014-15 Target Results:	decrease
2014-15 Actual Results (as of 6/30/15):	87
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	decrease
Details	

Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	To reflect client satisfaction as well as to track trends in types of complaints and to document resolution of complaints.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Percentage of client complaints resolved without need for formal administrative review
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	99.2%
2014-15 Target Results:	stability
2014-15 Actual Results (as of 6/30/15):	98.8%
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	increase
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration
Why was this performance measure chosen?	To reflect performance by SCVRD staff in examining client complaints in partnership with the client and the Client Assistance Program to resolve issues without requests for formal administrative reviews.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Although there was a 0.4% decrease the stability of an extremely high percentage was maintained.

What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Rehabilitation rate for clients in work training centers
Type of Measure:	Outcome
Results	
	2013-14 Actual Results (as of 6/30/14): 60.1%
	2014-15 Target Results: 55.8%
	2014-15 Actual Results (as of 6/30/15): 57.9%
	2015-16 Minimum Acceptable Results: 55.8%
	2015-16 Target Results: 55.8%
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education
Why was this performance measure chosen?	reflects impact of SCVRD program on employment of state's residents with disabilities who participate in job readiness training activities at the agency's work training centers.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	Nationally-established indicator
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Nationally-established indicator
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	<i>Reduction in competitive employment opportunities for South Carolinians with disabilities and in availability of job-ready candidates with disabilities to employers.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
Business Partnership Network	<i>employment opportunity development for clients, training partnerships for clients, disability awareness, includes more than 300 member businesses statewide</i>	<i>private and public employers</i>
Business Advisory Council, IT Training Pgm	<i>mentoring, curriculum guidance, employment opportunity development for clients in SCVRD's Information Technology Training Program</i>	<i>private and public employer representatives with IT emphasis</i>
Technical College System	<i>demand-driven training, manufacturing certification to enhance marketability of clients; Apprenticeship Carolina and ReadySC initiatives</i>	<i>public, with private partners</i>
Regional Business Services Teams	<i>coalition of workforce agencies, organizations and business leaders; SCVRD involvement enhances employment opportunities for persons with disabilities and benefits employers seeking qualified, job-ready candidates</i>	<i>public and private</i>
State Workforce Investment Board/Local Workforce Investment Boards	<i>SCVRD is WIOA core partner, for inclusion of people with disabilities in employment initiatives and job development opportunities, and for referrals of persons needing vocational rehabilitation services to become competitively employed</i>	<i>public and private</i>
Department of Commerce	<i>Regional education centers connecting employers to school districts; SC Talent Pipeline Project</i>	<i>public and private</i>
SC Industry Liaison Group	<i>promotion of employment of agency clients and exposure to federal contractors seeking qualified job candidates with disabilities</i>	<i>organization</i>

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 1.1 - Improve the quality of employment outcomes for eligible individuals with disabilities.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 1.1.4 - Demonstrate effectiveness in national comparative data for performance measures.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: performance above national standards for federally monitored performance indicators. Outcome: diversity of clients served; clients go to work in occupations matching strengths and capabilities, at wages and hours that meet maximum potential. Training and credential attainment leads to employment in in-demand careers.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can
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Responsible Person

Name:	Margaret Alewine	Copy and paste this information from the fifth column of the Strategy, Objectives and
Number of Months Responsible:	8	
Position:	Director, Planning and Program Evaluation	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Planning and Program Evaluation	
Department or Division Summary:	Conduct strategic planning and evaluation of program results.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$33,851,101 - combined with all Strategy 1.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 1.1.4 - Demonstrate effectiveness in national comparative data for performance measures.	
Performance Measure:	Change in number of successful employment outcomes from previous federal fiscal year	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	Increase of 1,141	
2014-15 Target Results:	Increase from previous year	
2014-15 Actual Results (as of 6/30/15):	Increase of 129	
2015-16 Minimum Acceptable Results:	Increase from previous year	
2015-16 Target Results:	Increase from previous year	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation)	Yes	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education	
Why was this performance measure chosen?	reflects impact of SCVRD program on employment of state's residents with disabilities.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	RSA	

What was considered when determining the level to set the target value in 2015-16 and why was the decision	Nationally-established indicator
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Percentage of clients with employment outcomes
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	60.15%
2014-15 Target Results:	55.8% (national standard)
2014-15 Actual Results (as of 6/30/15):	56.08%
2015-16 Minimum Acceptable Results:	55.8% (national standard)
2015-16 Target Results:	55.8% (national standard)
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education
Why was this performance measure chosen?	reflects impact of SCVRD program on employment of state's residents with
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	RSA
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Nationally-established indicator
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Percentage of clients with employment outcomes who were competitively employed.
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	99.54%
2014-15 Target Results:	72.6%(national standard)
2014-15 Actual Results (as of 6/30/15):	98.53%
2015-16 Minimum Acceptable Results:	72.6% (national standard)
2015-16 Target Results:	72.6% (national standard)
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education
Why was this performance measure chosen?	reflects impact of SCVRD program on opportunity for competitive, integrated
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	RSA

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Nationally-established indicator
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Percentage of competitively employed clients who had significant disabilities
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	90.22 percent
2014-15 Target Results:	62.54 percent (national standard)
2014-15 Actual Results (as of 6/30/15):	91.7 percent
2015-16 Minimum Acceptable Results:	62.54 percent (national standard)
2015-16 Target Results:	62.54 percent (national standard)
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education
Why was this performance measure chosen?	reflects impact of SCVRD program on opportunity for competitive, integrated
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	RSA
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Nationally-established indicator
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Ratio of rehabilitated client wages compared to state average wage
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	0.55
2014-15 Target Results:	0.52 (national standard)
2014-15 Actual Results (as of 6/30/15):	0.57
2015-16 Minimum Acceptable Results:	0.52 (national standard)
2015-16 Target Results:	0.52 (national standard)
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education
Why was this performance measure chosen?	reflects impact of SCVRD program on opportunity for competitive, integrated

If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	RSA
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Nationally-established indicator
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Difference in percentage of clients self-supporting after services compared with before
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	66.97%
2014-15 Target Results:	53% (national standard)
2014-15 Actual Results (as of 6/30/15):	69.94%
2015-16 Minimum Acceptable Results:	53% (national standard)
2015-16 Target Results:	53% (national standard)
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education
Why was this performance measure chosen?	reflects impact of SCVRD program on opportunity for state's residents with
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	RSA
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Nationally-established indicator
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Service rate for minority clients as ratio for non-minority
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	1.01
2014-15 Target Results:	0.8 (national standard)
2014-15 Actual Results (as of 6/30/15):	0.96
2015-16 Minimum Acceptable Results:	0.8 (national standard)
2015-16 Target Results:	0.8 (national standard)
Details	

Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education
Why was this performance measure chosen?	reflects impact of SCVRD program on opportunity for state's minority residents with
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	RSA
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Nationally-established indicator
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Successfully rehabilitated clients working 35+ hours per week exceeds national and regional averages.
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	64% compared with 53% regionally and 48% nationally
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	63.4% for SCVRD; regional and national comparative data unpublished
2015-16 Minimum Acceptable Results:	higher value than SE and US
2015-16 Target Results:	target not set because of lack of comparative data due to changes to federal reporting
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration and SCVRD Commissioner (longstanding measure)
Why was this performance measure chosen?	Full-time employment for SCVRD clients increases financial standing and opportunities for employer benefits while lessening reliance
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Comparative data not available; slight decrease in SCVRD rate is addressed through emphasis to staff on preparing and assisting
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Uncertainty of whether comparative data will be available.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to

Most Potential Negative Impact	<i>No negative impact to the public beyond implications of the trend data.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
N/A			

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
N/A		

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 1.2 - Enhance school-to-work transition services	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 1.2.1 - Maximize relationships with education officials in all SC school districts.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: increased service delivery to students while in high school to prepare for post-school activities. Outcomes: positive impact on school indicators 1,2,13 and 14; total served and employment outcomes for students referred while in HS and for youth age 14 - 24 increase	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names: Basic Services Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the

Responsible Person

Name:	Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	8	
Position:	Assistant Commissioner, Client Services	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Client Services	
Department or Division Summary:	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$21,642,986 - Combined with all Strategy 1.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 1.2.1 - Maximize relationships with education officials in all SC school districts.
Performance Measure:	Successfully employment outcomes for transition age (14-24) clients
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	1,838
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	1,969
2015-16 Minimum Acceptable Results:	Increase
2015-16 Target Results:	Increase
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	Yes
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner, based on similar Rehabilitation Services Administration measure for all ages.
Why was this performance measure chosen?	Full-time employment for SCVRD clients increases financial standing and opportunities for employer benefits while lessening reliance on public assistance. Due to increased emphasis on school-to-work transition services, SCVRD added this measure.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner

Insert any further explanation, if needed

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Prior year performance; staffing and resources; economic and employment analysis; labor market information; staffing and caseload capacity; client service expenditures and budget authority; needs assessment as indicated in the State Plan submitted to RSA; performance targets per caseload; rehabilitation rate and historical trend data on percentage of clients achieving an employment outcome; number of clients already receiving planned
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Percentage of individuals served by agency who are in transition age range (14-24)
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	38.1%
2014-15 Target Results:	increase
2014-15 Actual Results (as of 6/30/15):	37.7%
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	stability
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner
Why was this performance measure chosen?	Increased emphasis on school-to-work transition services leading to competitive employment outcomes.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	This level is considered appropriate within the framework of the agency's overall resources.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Analysis of multi-year trends and consideration of resources.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Successfully rehabilitated transition age (14-24) clients working 35+ hours per week exceeds national and regional averages.
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	57% compared with 44% regionally and 42% nationally
2014-15 Target Results:	increase
2014-15 Actual Results (as of 6/30/15):	56% for SCVRD; regional and national comparative data unpublished
2015-16 Minimum Acceptable Results:	higher value than SE and US
2015-16 Target Results:	target not set because of lack of comparative data due to changes to federal reporting requirements
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes

What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner, based on similar Rehabilitation Services Administration measure for all ages.
Why was this performance measure chosen?	Full-time employment for SCVRD clients increases financial standing and opportunities for employer benefits while lessening reliance on public assistance. Due to increased emphasis on school-to-work transition services, SCVRD added this measure.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Comparative data not available; slight decrease in SCVRD rate is addressed through emphasis to staff on preparing and assisting clients for enhanced employment opportunities.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Uncertainty of whether comparative data will be available. If not, SCVRD data will continue to be monitored.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Student participation in Disability Mentoring Day activities
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	1,083
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	1,118
2015-16 Minimum Acceptable Results:	Increase
2015-16 Target Results:	Increase
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner
Why was this performance measure chosen?	Participation provides opportunities for students with disabilities to explore career options, speak with professionals in their field of interest, and take part in job "shadowing."
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Continued emphasis on serving the student population within available resources.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Data collection not yet complete.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	Negative impact on the number of students with disabilities who transition into competitive employment or into post-secondary education or training leading to competitive employment.
Level Requires Outside Help	When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.
Outside Help to Request	RSA and its associated Technical Assistance Centers
Level Requires Inform General Assembly	When RSA does not resolve through monitoring and assistance
3 General Assembly Options	Continued open communication with legislative committee members to address gaps

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
Progress reports for school-to-work transition	monitor progress in transition services; internal	Commissioner's Executive Staff and Committee on Rehabilitation Excellence; internal	07/01/2014 through 06/30/2015

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
SC School Districts / SC Dept of Ed	School-to-work transition services in all districts	State and local
Adult Education	Work Keys instruction and testing	State
Transition Alliance of South Carolina	brings multiple agency and organizations together to enhance school-to-work transition services	Organizational alliance

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 1.2 - Enhance school-to-work transition services	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 1.2.2 - Improve services to individuals with autism spectrum disorders and intellectual/developmental disabilities	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: training for staff, work with community and agency partners for coordinated service delivery, development of new MOA for specialized services to prepare individuals with autism for employment. Outcomes: increased employment outcomes matching client strengths and abilities with complementary services and supports identified to	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	8	
Position:	Assistant Commissioner, Client Services	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Client Services	
Department or Division Summary:	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$21,642,986 - Combined with all Strategy 1.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 1.2.2 - Improve services to individuals with autism spectrum disorders and intellectual/developmental disabilities.	
Performance Measure:	Successful employment outcomes for transition age (14-24) clients	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	1,838	
2014-15 Target Results:	Increase	
2014-15 Actual Results (as of 6/30/15):	1,969	
2015-16 Minimum Acceptable Results:	Increase	
2015-16 Target Results:	Increase	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	Yes	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner, based on similar Rehabilitation Services Administration measure for all ages.	
Why was this performance measure chosen?	Full-time employment for SCVRD clients increases financial standing and opportunities for employer benefits while lessening reliance on public assistance. Due to increased emphasis on school-to-work transition services, SCVRD added this measure.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner	

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Prior year performance; staffing and resources; economic and employment analysis; labor market information; staffing and caseload capacity; client service expenditures and budget authority; needs assessment as indicated in the State Plan submitted to RSA; performance targets per caseload; rehabilitation rate and historical trend data on percentage of clients achieving an employment outcome; number of clients already receiving planned
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is	
Performance Measure:	Percentage of individuals served by agency who are in transition age range (14-24)
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	38.1%
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	37.7%
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	stability
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner
Why was this performance measure chosen?	Increased emphasis on school-to-work transition services leading to competitive employment outcomes.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	This level is considered appropriate within the framework of the agency's overall resources.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Analysis of multi-year trends and consideration of resources.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Successfully rehabilitated transition age (14-24) clients working 35+ hours per week exceeds national and regional averages.
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	57% compared with 44% regionally and 42% nationally
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	56% for SCVRD; regional and national comparative data unpublished
2015-16 Minimum Acceptable Results:	higher value than SE and US
2015-16 Target Results:	target not set because of lack of comparative data due to changes to federal reporting requirements
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner, based on similar Rehabilitation Services Administration measure for all ages.

Why was this performance measure chosen?	Full-time employment for SCVRD clients increases financial standing and opportunities for employer benefits while lessening reliance on public assistance. Due to increased emphasis on school-to-work transition services, SCVRD added this measure.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Comparative data not available; slight decrease in SCVRD rate is addressed through emphasis to staff on preparing and assisting clients for enhanced employment opportunities.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Uncertainty of whether comparative data will be available. If not, SCVRD data will continue to be monitored.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
	Performance Measure: Student participation in Disability Mentoring Day activities
	Type of Measure: Outcome
Results	
	2013-14 Actual Results (as of 6/30/14): 1,083
	2014-15 Target Results: Increase
	2014-15 Actual Results (as of 6/30/15): 1,118
	2015-16 Minimum Acceptable Results: Increase
	2015-16 Target Results: Increase
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner
Why was this performance measure chosen?	Participation provides opportunities for students with disabilities to explore career options, speak with professionals in their field of interest, and take part in job "shadowing."
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Continued emphasis on serving the student population within available resources.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Date collection not yet complete.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	Negative impact on the number of students with disabilities who transition into competitive employment or into post-secondary education or training leading to competitive
Level Requires Outside Help	When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.

Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Progress Reports for balance in referrals</i>	<i>monitor progress in services to persons with autism spectrum disorders and intellectual/developmental disabilities</i>	<i>Commissioner's Executive Staff and Committee on Rehabilitation Excellence; internal</i>	<i>07/01/2014 through 06/30/2015</i>

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
SC School Districts / SC Dept of Ed	School-to-work transition services in all districts	State and local
S.C. Autism Society	mutual referrals of persons with autism, education and awareness activities	Non-profit
Dept. of Disabilities and Special Needs	To provide complementary services leading to competitive employment of clients; assistive technology services	State
Transition Alliance of South Carolina	brings multiple agency and organizations together to enhance school-to-work transition services	Organizational alliance
Developmental Disabilities Council	referrals of persons with developmental disabilities for vocational rehabilitation services, education and awareness activities	State
Family Connection of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
PRO-Parents of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
Brain Injury Association of SC	mutual referrals of persons with traumatic brain injuries, education and awareness activities	Non-profit

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 1.2 - Enhance school-to-work transition services	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 1.2.3 - Enhance services for at-risk youth with disabilities.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: increased outreach, coordination with partner agencies (DJJ; SCDEW), dedicated staffing to assist partners with vocational preparation for youth with disabilities involved in DJJ system. Outcomes: increased employment and training opportunities for at-risk youth.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
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Responsible Person

Name:	Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	8	
Position:	Assistant Commissioner, Client Services	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Client Services	
Department or Division Summary:	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$21,642,986 - Combined with all Strategy 1.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 1.2.3 - Enhance services for at-risk youth with disabilities.	
Performance Measure:	Successfully employment outcomes for transition age (14-24) clients	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	1,838	
2014-15 Target Results:	Increase	
2014-15 Actual Results (as of 6/30/15):	1,969	
2015-16 Minimum Acceptable Results:	Increase	
2015-16 Target Results:	Increase	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	Yes	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner, based on similar Rehabilitation Services Administration measure for all ages.	
Why was this performance measure chosen?	Full-time employment for SCVRD clients increases financial standing and opportunities for employer benefits while lessening reliance on public assistance. Due to increased emphasis on school-to-work transition services, SCVRD added this measure.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner	

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Prior year performance; staffing and resources; economic and employment analysis; labor market information; staffing and caseload capacity; client service expenditures and budget authority; needs assessment as indicated in the State Plan submitted to RSA; performance targets per caseload; rehabilitation rate and historical trend data on percentage of clients achieving an employment outcome; number of clients already receiving planned services.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is	
Performance Measure:	Percentage of individuals served by agency who are in transition age range (14-24)
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	38.1%
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	37.7%
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	stability
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner
Why was this performance measure chosen?	Increased emphasis on school-to-work transition services leading to competitive employment outcomes.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	This level is considered appropriate within the framework of the agency's overall resources.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Analysis of multi-year trends and consideration of resources.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Successfully rehabilitated transition age (14-24) clients working 35+ hours per week exceeds national and regional averages.
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	57% compared with 44% regionally and 42% nationally
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	56% for SCVRD; regional and national comparative data unpublished
2015-16 Minimum Acceptable Results:	higher value than SE and US
2015-16 Target Results:	target not set because of lack of comparative data due to changes to federal reporting requirements
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes

What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner, based on similar Rehabilitation Services Administration measure for all ages.
Why was this performance measure chosen?	Full-time employment for SCVRD clients increases financial standing and opportunities for employer benefits while lessening reliance on public assistance. Due to increased emphasis on school-to-work transition services, SCVRD added this measure.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Comparative data not available; slight decrease in SCVRD rate is addressed through emphasis to staff on preparing and assisting clients for enhanced employment opportunities.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Uncertainty of whether comparative data will be available. If not, SCVRD data will continue to be monitored.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Student participation in Disability Mentoring Day activities
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	1,083
2014-15 Target Results:	increase
2014-15 Actual Results (as of 6/30/15):	1,118
2015-16 Minimum Acceptable Results:	increase
2015-16 Target Results:	increase
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner
Why was this performance measure chosen?	Participation provides opportunities for students with disabilities to explore career options, speak with professionals in their field of interest, and take part in job "shadowing."
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Continued emphasis on serving the student population within available resources.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Date collection not yet complete.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact **Lack of transition into competitive employment for at-risk youth with disabilities.**

Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
Department of Juvenile Justice	To provide vocational rehabilitation services to youth with disabilities with DJJ involvement	State
Wil Lou Gray Opportunity School	To provide vocational rehabilitation services for "at risk" youth with disabilities	State

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 1.2 - Enhance school-to-work transition services	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 1.2.4 - Expose students with disabilities to careers in science, technology, engineering and math through High School/High Tech programs.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: sustained enrollment in HS/HT programs across 15 locations; students receive mentoring, exposure to business and industry in STEM careers, exploration of post-secondary training opportunities, and internships. Outcomes: students go on to post-secondary training and become employed in technical skilled careers.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
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Responsible Person

Name:	Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	8	
Position:	Assistant Commissioner, Client Services	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Client Services	
Department or Division Summary:	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$21,642,986 - Combined with all Strategy 1.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 1.2.4 - Expose students with disabilities to careers in science, technology, engineering and math through High School/High Tech programs.	
Performance Measure:	Successfully employment outcomes for transition age (14-24) clients	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	1,838	
2014-15 Target Results:	Increase	
2014-15 Actual Results (as of 6/30/15):	1,969	
2015-16 Minimum Acceptable Results:	Increase	
2015-16 Target Results:	Increase	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	Yes	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner, based on similar Rehabilitation Services Administration measure for all ages.	
Why was this performance measure chosen?	Full-time employment for SCVRD clients increases financial standing and opportunities for employer benefits while lessening reliance on public assistance. Due to increased emphasis on school-to-work transition services, SCVRD added this measure.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		

What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Prior year performance; staffing and resources; economic and employment analysis; labor market information; staffing and caseload capacity; client service expenditures and budget authority; needs assessment as indicated in the State Plan submitted to RSA; performance targets per caseload; rehabilitation rate and historical trend data on percentage of clients achieving an employment outcome; number of clients already receiving planned services
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached?	
	Performance Measure: Percentage of individuals served by agency who are in transition age range (14-24)
	Type of Measure: Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	38.1%
2014-15 Target Results:	increase
2014-15 Actual Results (as of 6/30/15):	37.7%
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	stability
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner
Why was this performance measure chosen?	Increased emphasis on school-to-work transition services leading to competitive employment outcomes.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	This level is considered appropriate within the framework of the agency's overall resources.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Analysis of multi-year trends and consideration of resources.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
	Performance Measure: Successfully rehabilitated transition age (14-24) clients working 35+ hours per week exceeds national and regional averages.
	Type of Measure: Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	57% compared with 44% regionally and 42% nationally
2014-15 Target Results:	increase
2014-15 Actual Results (as of 6/30/15):	56% for SCVRD; regional and national comparative data unpublished
2015-16 Minimum Acceptable Results:	higher value than SE and US
2015-16 Target Results:	target not set because of lack of comparative data due to changes to federal reporting requirements
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes

What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner, based on similar Rehabilitation Services Administration measure for all ages.
Why was this performance measure chosen?	Full-time employment for SCVRD clients increases financial standing and opportunities for employer benefits while lessening reliance on public assistance. Due to increased emphasis on school-to-work transition services, SCVRD added this measure.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Comparative data not available; slight decrease in SCVRD rate is addressed through emphasis to staff on preparing and assisting clients for enhanced employment opportunities.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Uncertainty of whether comparative data will be available. If not, SCVRD data will continue to be monitored.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Student participation in Disability Mentoring Day activities
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	1,083
2014-15 Target Results:	increase
2014-15 Actual Results (as of 6/30/15):	1,118
2015-16 Minimum Acceptable Results:	increase
2015-16 Target Results:	increase
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner
Why was this performance measure chosen?	Participation provides opportunities for students with disabilities to explore career options, speak with professionals in their field of interest, and take part in job "shadowing."
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Continued emphasis on serving the student population within available resources.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Date collection not yet complete.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	High school students with disabilities not prepared to reach their full potential in competitive employment.
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Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>monitor progress in transition services; internal</i>	<i>Commissioner's Executive Staff and Committee on Rehabilitation Excellence; internal</i>	<i>07/01/2014 through 06/30/2015</i>	

PARTNERS

Instructions : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
SC School Districts / SC Dept of Ed	School-to-work transition services in all districts	State and local
S.C. Technical Colleges System	Demand-driven vocational training for persons with disabilities, manufacturing certification to enhance marketability for SCVRD clients	State
Transition Alliance of South Carolina	brings multiple agency and organizations together to enhance school-to-work transition services	Organizational alliance
Higher Education System	post-secondary education for clients, partnerships in programs and initiatives for demand-driven career opportunities	State

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 1.3 - Enhance job-driven vocational training programs.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 1.3.1 - Develop job-readiness skills through work training center activities, demand-driven skills training, and on-the-job supports.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: increased training opportunities tied to LMI. Range of training opportunities meets individualized needs of clients. Outcome: clients are prepared for employment opportunities in community; close skills gap for employers	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
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Responsible Person

Name:	Rick Elam; Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	126; 8	
Position:	Assistant Commissioner for Administration and Assistant Commissioner for Client Services	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	JRT services / Client services	
Department or Division Summary:	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$29,279,388 - Combined with all Strategy 1.3 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 1.3.1 - Develop job-readiness skills through work training center activities, demand-driven skills training, and on-the-job supports.	
Performance Measure:	Rehabilitation rate for clients in work training centers	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	60.1%	
2014-15 Target Results:	55.8%	
2014-15 Actual Results (as of 6/30/15):	57.9%	
2015-16 Minimum Acceptable Results:	55.8%	
2015-16 Target Results:	55.8%	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	Yes	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education	
Why was this performance measure chosen?	reflects impact of SCVRD program on employment of state's residents with disabilities who participate in job readiness training activities at the agency's work training centers.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	Nationally-established indicator	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally	Nationally-established indicator	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		
Performance Measure:	Growth in Business Partnership Network	
Type of Measure:	Outcome	

Results	
2013-14 Actual Results (as of 6/30/14):	+48 for total of 343 members
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	+8 for total of 351 members
2015-16 Minimum Acceptable Results:	Increase
2015-16 Target Results:	Increase
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	Employers are a critical aspect of a successful vocational rehabilitation program; a thriving network of business partners enhances opportunities for competitive employment of agency clients and also leads to outsource agreements with business and industry to provide job readiness training to clients at SCVRD work training centers throughout the state. Desire to meet employer needs for qualified, prepared candidates, and to get input from employers related to demand-driven training. Benefits of employer advocacy among peers.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Continued growth is essential as the newly-implemented Workforce Innovation and Opportunity Act emphasizes, and will eventually include performance measures for, successful partnerships with business and industry to provide competitive, integrated employment of people with disabilities.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	<i>Clients' lack of preparedness for careers in demand-driven occupations tied to labor market in their communities. Fewer job-ready candidates for community employers with career openings.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
Business Partnership Network	<i>employment opportunity development for clients, training partnerships for clients, disability awareness, includes more than 300 member businesses statewide</i>	<i>private and public employers</i>
Business Advisory Council, IT Training Pgm	<i>mentoring, curriculum guidance, employment opportunity development for clients in SCVRD's Information Technology Training Program</i>	<i>private and public employer representatives with IT emphasis</i>
Technical College System	<i>demand-driven training, manufacturing certification to enhance marketability of clients; Apprenticeship Carolina and ReadySC initiatives</i>	<i>public, with private partners</i>
Regional Business Services Teams	<i>coalition of workforce agencies, organizations and business leaders; SCVRD involvement enhances employment opportunities for persons with disabilities and benefits employers seeking qualified, job-ready candidates</i>	<i>public and private</i>

State Workforce Development Board/Local Workforce Development Boards	<i>SCVRD is WIOA core partner, for inclusion of people with disabilities in employment initiatives and job development opportunities, and for referrals of persons needing vocational rehabilitation services to become competitively employed.</i>	<i>public and private</i>
Department of Commerce	<i>Regional education centers connecting employers to school districts: SC Talent Pipeline Project</i>	<i>public and private</i>
SC Industry Liaison Group	<i>promotion of employment of agency clients and exposure to federal contractors seeking qualified job candidates with disabilities.</i>	<i>organization</i>

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 1 - Successful employment outcomes for South Carolinians with disabilities through specialized, individualized services.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 1.3 - Enhance job-driven vocational training programs.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 1.3.2 - Equip clients for job search through resume development, interviewing skills, other "soft" skills, and disability-related classes.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: individualized preparation for job search through JPI classes. Outcome: clients achieve successful employment outcomes.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
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Responsible Person

Name:	Rick Elam; Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	126; 8	
Position:	Assistant Commissioner for Administration and Assistant Commissioner for Client Services	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Client Services	
Department or Division Summary:	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$29,279,388 - Combined with all Strategy 1.3 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.
Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 1.3.2 - Equip clients for job search through resume development, interviewing skills, other "soft" skills, and disability-related classes.	
Performance Measure:	Rehabilitation rate for clients in work training centers	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	60.1%	
2014-15 Target Results:	55.8%	
2014-15 Actual Results (as of 6/30/15):	57.9%	
2015-16 Minimum Acceptable Results:	55.8%	
2015-16 Target Results:	55.8%	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	Yes	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education	
Why was this performance measure chosen?	reflects impact of SCVRD program on employment of state's residents with disabilities who participate in job readiness training activities at the agency's work training centers	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	Nationally-established indicator	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally	Nationally-established indicator	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	<i>Client deficits in preparation in securing and participating in job interviews and in learning other "soft skills" inherent in successful employment outcomes and maintenance.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Reviews of Balance In Work Training Centers</i>	<i>to monitor balance between job readiness training activities, job preparedness instruction, and other services provided at SCVRD work training centers</i>	<i>Committee on Rehabilitation Excellence, SCVRD Commissioner; internal</i>	<i>07/01/2014 through 06/30/2015</i>

PARTNERS

Instructions : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
SCVRD staff provide these services onsite with occasional assistance from community resources		
VR Business Partnership Network	<i>more than 500 business/industry partners provide employment opportunities, assist with development of demand-driven job readiness training; outsource work to VR work training centers, assist with disability awareness initiatives</i>	<i>private and public businesses and organizations</i>
Business Advisory Council- SCVRD Information Technology Training Program	<i>curricula development for in-house IT training program for persons with disabilities to match current market trends and demands; mentoring of students; assistance in job placement</i>	<i>private and public businesses and organizations</i>

Strategic Plan Context		
# and description of Goal the Objective is helping accomplish:	Goal 2 - We will be a team of highly qualified professionals who have the commitment, accountability and opportunity to excel	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 2.1 - provide training to equip staff to provide quality vocational rehabilitation services.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 2.1.1 - Develop training based on needs assessment in accordance with the State Plan	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: staff master skills to deliver high quality, individualized vocational rehabilitation services. Outcomes: clients achieve employment outcomes through timely and properly delivered services	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Mark Wade; Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	84; 8	
Position:	Asst. Commissioners	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Human Resource Development; Client Services	
Department or Division Summary:	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$827,405 - Combined with all Strategy 2.1 and 2.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES
 Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.
 Types of Performance Measures:

How the Agency is Measuring its Performance		
Objective Number and Description	Objective 2.1.1 - Develop training based on needs assessment in accordance with the State Plan.	
Performance Measure:	Training events for staff (face-to-face, webinars, videoconferencing, online)	
Type of Measure:	Output	
Results		
2013-14 Actual Results (as of 6/30/14):	613	
2014-15 Target Results:	no target; need based	
2014-15 Actual Results (as of 6/30/15):	684	
2015-16 Minimum Acceptable Results:	N/A	
2015-16 Target Results:	N/A	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No	
What are the names and titles of the individuals who chose this as a performance measure?	Mark Wade, Assistant Commissioner; Belinda Langton, Director of Training/Development	
Why was this performance measure chosen?	Is a quantitative indicator of the utilization of training resources in preparing SCVRD staff for excellence in service delivery.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	N/A	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?		
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		
Performance Measure:	Professional Development and Leadership Program completion	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	80 (professional development level)	
2014-15 Target Results:	34 (professional development); 60 (leadership)	
2014-15 Actual Results (as of 6/30/15):	37 (professional development); 63 (leadership)	
2015-16 Minimum Acceptable Results:	N/A	
2015-16 Target Results:	47 (professional development); 33 (leadership)	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No	
What are the names and titles of the individuals who chose this as a performance measure?	CORE; SCVRD Commissioner	
Why was this performance measure chosen?	A strong professional development and leadership program can prepare the agency for future needs while providing participants with opportunities for professional growth, development and career enhancement..	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		

What are the names and titles of the individuals who chose the target value for 2015-16?	PDLP Steering Committee and CORE based on number of applications by qualified employees.	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Target level is based on the number of qualified applicants for the program, which is voluntary; candidate applications are reviewed by a PDLP steering committee, which makes recommendations to CORE.	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact," enter the most potential negative impact to the public that may occur as a result of the agency not accomplishing the objective. Next to, "Level Requires Outside Help," enter the level at which the agency believes it needs outside help. Next to, "Outside Help to Request," enter the entities to whom the agency would reach out if the potential negative impact rises to that level. Next to, "Level Requires Inform General Assembly," enter the level at which the agency thinks the General Assembly should be put on notice of the level at which the potential negative impact has risen. Next to, "3 General Assembly Options," enter three options for what the General Assembly could do to help resolve the issue before it became a crisis. The House Legislative Oversight Committee will provide this information to all other House standing committees, but will not address it itself until the agency is under study.

Most Potential Negative Impact	<i>Staff that is ill-equipped to provide appropriate services meeting the specific needs of individuals with disabilities who are clients of the agency or to successfully complete other</i>		
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard, Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>		
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>		
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>		
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>		

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to maintain an electronic copy of each Review and any other information generated by the entity performing the Review as copies may be requested when the agency is under study. NOTE: Responses are not limited to the number of rows below that have borders around them, please insert as many rows as needed.

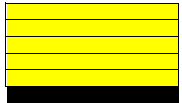
Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Ongoing Training Initiatives</i>	<i>Internal policy</i>	<i>CORE and Senior Managers</i>	<i>07/01/2014 through 06/30/15</i>
<i>Review of PDLP Program</i>	<i>Assess success of program, evaluate projects conducted by PDLP participants.</i>	<i>PDLP Steering Committee and CORE</i>	<i>ongoing</i>

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current Partners," enter the ways the agency works with the entity (names of projects, initiatives, etc.) which helps the agency accomplish this objective. List only one partner per row and insert as many rows as necessary to list all of the partners. Note, if there is a large list of partners that all fit within a certain group, the agency can list the group instead of each partner individually. For example, if the agency works with every middle school in the state, the agency can list SC Middle Schools, instead of listing each middle school separately. As another example, if the agency works with every high school in Lexington county, the agency can list Lexington County High Schools, instead of listing each high school in the county separately.

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
Higher Education System	post-secondary education for clients, partnerships in programs and initiatives for demand-driven career opportunities; training for SCVRD staff	Universities
Numerous independent subject matter experts	in-service training for staff	individual experts from various sources

Insert any
further
explanatio
n, if
needed





Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 2 - We will be a team of highly qualified professionals who have the commitment, accountability and opportunity to excel.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 2.1 - provide training to equip staff to provide quality vocational rehabilitation services.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 2.1.2 - Enhance job-specific training for specialized areas of agency operations.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: staff master skills to deliver high quality, individualized vocational rehabilitation services. Outcomes: clients achieve employment outcomes through timely and properly delivered services	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Mark Wade	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	84	
Position:	Assistant Commissioner	
Office Address:	1410 Boston Avenue, West Columbia SC 29170	
Department or Division:	Human Resources Development	
Department or Division Summary:	Plan, provide and evaluate staff training program.	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$827,405 - Combined with all Strategy 2.1 and 2.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 2.1.2 - Enhance job-specific training for specialized areas of agency operations.	
Performance Measure:	Training events for staff (face-to-face, webinars, videoconferencing, online)	
Type of Measure:	Output	
Results		
2013-14 Actual Results (as of 6/30/14):	613	
2014-15 Target Results:	no target; need based	
2014-15 Actual Results (as of 6/30/15):	684	
2015-16 Minimum Acceptable Results:	N/A	
2015-16 Target Results:	N/A	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	Mark Wade, Assistant Commissioner; Belinda Langton, Director of Training/Development	
Why was this performance measure chosen?	Is a quantitative indicator of the utilization of training resources in preparing SCVRD staff for excellence in service delivery.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	N/A	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally		
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?		
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	Staff that is ill-equipped to provide appropriate services meeting the specific needs of individuals with disabilities who are clients of the agency or to successfully complete other
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Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current Partners," enter the ways the agency works with the entity (names of projects, initiatives, etc.) which helps the agency accomplish this objective. List only one partner per row and insert as many rows as necessary to list all of the partners. Note, if there is a large list of partners that all fit within a certain group, the agency can list the group instead of each partner individually. For example, if the agency works with every middle school in the state, the agency can list SC Middle Schools, instead of listing each middle school separately. As another example, if the agency works with every high school in Lexington county, the agency can list Lexington County

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
USC Rehabilitation Counseling Program	<i>master's level instruction for staff; in-service training for staff</i>	<i>state university</i>
S.C. State University Rehab Counseling Program	<i>master's level instruction for staff; in-service training for staff</i>	<i>state university</i>
East Carolina University	<i>in-service training for staff</i>	<i>state university in NC</i>
Subject matter experts from partner organizations	<i>in-service training for staff</i>	<i>various partner agencies/non-profit organizations</i>
Topically Organized Technical Assistance Centers	<i>technical assistance on rehabilitation issues and practices</i>	<i>grants, universities, non-profits</i>
Numerous independent subject matter experts	<i>in-service training for staff</i>	<i>individual experts</i>

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 2 - We will be a team of highly qualified professionals who have the commitment, accountability and opportunity to excel.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 2.2 - Foster opportunities for professional growth and the enhancement of future leadership.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 2.2.1 - Provide a professional development and leadership program.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: increased skill level of staff in leadership and management training topics. Outcomes: improve staff retention; succession planning; staff prepared to assume leadership roles	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic Services; Disability Determination Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Mark Wade	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	84	
Position:	Assistant Commissioner	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Human Resource Development	
Department or Division Summary:	Plan, provide and evaluate staff training program.	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$827,405 - Combined with all Strategy 2.1 and 2.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 2.2.1 - Provide a professional development and leadership program.	
Performance Measure:	Professional Development and Leadership Program completion	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	80 (professional development level)	
2014-15 Target Results:	34 (professional development); 60 (leadership)	
2014-15 Actual Results (as of 6/30/15):	37 (professional development); 63 (leadership)	
2015-16 Minimum Acceptable Results:	N/A	
2015-16 Target Results:	47 (professional development); 33 (leadership)	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	CORE; SCVRD Commissioner	
Why was this performance measure chosen?	A strong professional development and leadership program can prepare the agency for future needs while providing participants with opportunities for professional growth, development and career enhancement..	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	PDLP Steering Committee and CORE based on number of applications by qualified employees.	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Target level is based on the number of qualified applicants for the program, which is voluntary; candidate applications are reviewed by a PDLP steering committee which makes recommendations to CORE.	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	<i>Unpreparedness for succession of staff into leadership roles created by retirements or other vacancies.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Review of PDL Program</i>	<i>Assess success of program, evaluate projects conducted by PDL participants.</i>	<i>PDL Steering Committee and CORE</i>	<i>ongoing</i>

PARTNERS

Instructions : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
<i>Numerous independent subject matter experts</i>	<i>provision of PDL instruction</i>	<i>individual experts</i>

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 2 - We will be a team of highly qualified professionals who have the commitment, accountability and opportunity to excel.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 2.2 - Foster opportunities for professional growth and the enhancement of future leadership.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 2.2.2 - Maintain a working environment that fosters measurable increases in job satisfaction and rewards accomplishment.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: staff achieve growth based on progression per position matrices. Outcomes: staff retention increases and high job satisfaction ratings.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services; Disability Determination Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
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Responsible Person

Name:	Eric Moore	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	193	
Position:	HR Director	
Office Address:	1410 Boston Avenue, West Columbia SC	
Department or Division:	Human Resources	
Department or Division Summary:	Hiring and selection; classification and compensation; payroll and benefits administration; administrative policy.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$827,405 - Combined with all Strategy 2.1 and 2.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.
Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 2.2.2 - Maintain a working environment that fosters measurable increases in job satisfaction and rewards accomplishment.	
Performance Measure:	Positive outcomes in employee well-being survey	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	3.95 on scale of 5	
2014-15 Target Results:	Increase	
2014-15 Actual Results (as of 6/30/15):	3.94 on scale of 5	
2015-16 Minimum Acceptable Results:	A statistical variance of .1 is acceptable.	
2015-16 Target Results:	Increase	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	Executive Management Team; SCVRD Commissioner	
Why was this performance measure chosen?	Based off of research conducted by the Gallup organization, the survey's 16 questions reveal levels of job satisfaction and other work environment evaluations that assist the agency in addressing both local and systemic concerns. When employees answer these questions positively, this is linked to higher levels of productivity, profitability (in our situation this is better associated with cost containment), employee retention, and customer satisfaction.	

If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	While the 2014-15 rate was one-hundredth of a point lower, it still represented a higher level of satisfaction than in the five years prior to 2014, so the general trend has been upward. In instances when a local office has lower scores, SCVRD selects offices in which to deploy facilitators to obtain additional feedback from staff members to help determine the factors leading to the lower scores. This feedback is shared with upper management and the local supervisor and intervention strategies are implemented, as needed, to address gaps in satisfaction. This methodology is also used with offices which exhibit higher scores. The feedback from these higher scoring offices is assessed to determine if the information can be used to assist other offices in improving their scores.
What are the names and titles of the individuals who chose the target value for 2015-16?	Executive Management Team and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Desire for continued improvement.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	This is an annual survey. The next survey will be conducted in June of 2016.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is	
Performance Measure:	Agency staff turnover rates compare favorably with average for S.C. state government and average for all government entities nationally
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	9.1% SCVRD; 10.9% SC state government (est.); 16.2% nationally
2014-15 Target Results:	continued favorable comparison
2014-15 Actual Results (as of 6/30/15):	10.2% SCVRD; 10.9% SC state government (est.); 14.9% nationally
2015-16 Minimum Acceptable Results:	continued favorable comparison
2015-16 Target Results:	continued favorable comparison
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	Executive Management Team and the SCVRD Commissioner
Why was this performance measure chosen?	Turnover rate is an indicator of stability in operations that can lead to achievement of overarching agency goals such as successful employment outcomes for clients; it is also an indicator of satisfaction with SCVRD's work environment, salary satisfaction, and attractiveness as a career destination.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	Executive Management Team and the SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	We consider the turnover rate to be one indicator of employee job satisfaction. Employees with longer tenure and greater job satisfaction tend to provide better service. As such, SCVRD intends to have a work environment that is considered more attractive, in comparison to other governmental entities, in order to assist us with recruitment and retention.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	The comparative data for the S.C. state government turnover rate is not yet available. Early indications are that the SCVRD turnover rate will be well below the average turnover rate for all government entities nationally.

If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Professional Development and Leadership Program completion
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	80 (professional development level)
2014-15 Target Results:	34 (professional development); 60 (leadership)
2014-15 Actual Results (as of 6/30/15):	37 (professional development); 63 (leadership)
2015-16 Minimum Acceptable Results:	N/A
2015-16 Target Results:	47 (professional development); 33 (leadership)
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	CORE; SCVRD Commissioner
Why was this performance measure chosen?	A strong professional development and leadership program can prepare the agency for future needs while providing participants with opportunities for professional growth, development and career enhancement..
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	PDLP Steering Committee and CORE based on number of applications by qualified employees.
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Target level is based on the number of qualified applicants for the program, which is voluntary; candidate applications are reviewed by a PDLP steering committee, which makes recommendations to CORE.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Employee injury rate lower than Service Providing Industries rate published by Bureau of Labor Statistics (BLS)
Type of Measure:	Efficiency
Results	
2013-14 Actual Results (as of 6/30/14):	1.8% compared with 3.2% BLS
2014-15 Target Results:	lower rate than BLS
2014-15 Actual Results (as of 6/30/15):	1.3% compared with 3.6% BLS
2015-16 Minimum Acceptable Results:	stability in SCVRD rate
2015-16 Target Results:	decrease in SCVRD rate
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	Jeb Batten, General Counsel, and SCVRD Commissioner
Why was this performance measure chosen?	It measures success in maintaining a safe environment for the agency's employees and drives continuous improvement actions.

If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	Jeb Batten, General Counsel, and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Agency's desire to foster a safe environment for employees and continuous improvement actions in reducing injuries.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to "Most Potential Negative Impact."

Most Potential Negative Impact	<i>Decreased motivation, teamwork and experience levels of staff serving the public through vocational rehabilitation service provision. Failure to meet required CSPD educational standards by individual counselors</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Employee Well-Being Survey analysis</i>	<i>to assess employee satisfaction and address areas of concern resulting from the survey as well as develop best practices in areas of high satisfaction</i>	<i>Executive Staff; internal</i>	

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
<i>Division of State Human Resources</i>	<i>staff training resources; classification and compensation; professional growth training such as Certified Public Manager program</i>	<i>State</i>

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 2 - We will be a team of highly qualified professionals who have the commitment, accountability and opportunity to excel.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 2.2 - Foster opportunities for professional growth and the enhancement of future leadership.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 2.2.3 - Structure a work environment that promotes employee accountability for performance and ethical standards.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: high rates of employee satisfaction; structured and consistent method for addressing performance and ethical issues. Outcomes: clients receive quality services that provide for their informed choice and result in employment at maximum level of potential based on strengths, abilities and capabilities.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services; Disability Determination Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
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Responsible Person

Name:	Eric Moore	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	193	
Position:	HR Director	
Office Address:	1410 Boston Avenue, West Columbia SC	
Department or Division:	Human Resources	
Department or Division Summary:	Hiring and selection; classification and compensation; payroll and benefits administration; administrative policy.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$827,405 - Combined with all Strategy 2.1 and 2.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.
Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 2.2.3 - Structure a work environment that promotes employee accountability for performance and ethical standards.	
Performance Measure:	Number of client complaints to Client Relations office	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	127	
2014-15 Target Results:	decrease	
2014-15 Actual Results (as of 6/30/15):	87	
2015-16 Minimum Acceptable Results:	stability	
2015-16 Target Results:	decrease	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner	
Why was this performance measure chosen?	To reflect client satisfaction as well as to track trends in types of complaints and to document resolution of complaints.	

If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Percentage of client complaints resolved without need for formal administrative review
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	99.2%
2014-15 Target Results:	stability
2014-15 Actual Results (as of 6/30/15):	98.8%
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	decrease
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration
Why was this performance measure chosen?	To reflect performance by SCVRD staff in examining client complaints in partnership with the client and the Client Assistance Program to resolve issues without requests for formal administrative reviews.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Although there was a 0.4% increase the stability of an extremely high percentage was maintained.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Single Audit results
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	2 findings
2014-15 Target Results:	0 findings
2014-15 Actual Results (as of 6/30/15):	1 finding
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	0 findings
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration

Why was this performance measure chosen?	To measure application of internal controls and accounting compliance with federal Vocational Rehabilitation grant requirements and agency policies.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	The one finding in the audit was addressed to prevent repeat findings.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	The desire for agency operations to be carried out with no findings of issues in controls and compliance according to enabling legislation and federal and state policies.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Audit for that period is not complete.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
	Performance Measure: Agreed Upon Procedures Audit results
	Type of Measure: Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	1 finding
2014-15 Target Results:	0 findings
2014-15 Actual Results (as of 6/30/15):	1 finding involving 3 errors in reporting packages
2015-16 Minimum Acceptable Results:	0 findings
2015-16 Target Results:	0 findings
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	State Auditor Office
Why was this performance measure chosen?	To measure application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	The one finding in the audit was addressed to prevent repeat findings.
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	The desire for agency operations to be carried out with no findings of issues in controls and compliance according to enabling legislation and federal and state policies.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Audit for that period has not yet been conducted.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact," enter the most potential negative impact to the public that may occur as a result of the agency not accomplishing the objective. Next to, "Level Requires Outside Help," enter the level at which the agency believes it needs outside help. Next to, "Outside Help to Request," enter the entities to whom the agency would reach out if the potential negative impact rises to that level. Next to, "Level Requires Inform General Assembly," enter the level at which the agency thinks the General Assembly should be put on notice of the level at which the potential negative impact has risen. Next to, "3 General Assembly Options," enter three options for what the General Assembly could do to help resolve the issue before it became a crisis. The House Legislative Oversight Committee will provide this information to all other House standing committees, but will not address it itself until the agency is under study.

Most Potential Negative Impact	<i>Compromise of public trust in agency accountability.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Single Audit</i>	<i>To measure application of internal controls and accounting compliance with federal Vocational Rehabilitation grant requirements and agency policies.</i>	<i>State Auditor Office; external; results also reviewed by Rehabilitation Services Administration, U.S. Department of Education; external</i>	<i>01/05/2015 through 03/16/2015</i>
<i>Agreed Upon Procedures Audit</i>	<i>The desire for agency operations to be carried out with no findings of issues in controls and compliance according to enabling legislation and federal and state policies.</i>	<i>State Auditor Office; external</i>	<i>04/20/2015 through 07/20/2015</i>
<i>Agency Computer Audit</i>	<i>random sample audit of individual employee usage of network computers</i>	<i>Internal Audits unit, SCVRD</i>	<i>Ongoing</i>

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
<i>State Auditor's Office/independent contractors</i>	<i>provision of audits</i>	<i>state and independent contractors</i>
<i>Client Assistance Program, Dept. of Administration</i>	<i>resolution of SCVRD client complaints</i>	<i>state</i>

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 3 - Accountability to taxpayers through efficient and effective use of resources entrusted to us.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 3.1 - Successful outcomes for clients and claimants using resources efficiently.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 3.1.1 - High return on investment for clients through successful employment outcomes.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: measure of how program expenditures result in positive economic gains based on competitive employment. Outcomes: clients successfully employed pay back the cost of rehabilitation through taxes and decrease in SSI/SSDI.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic support	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Mark Wade; Denise Koon	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	84; 96	
Position:	Assistant Commissioner; Chief Financial Officer	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Special Services; Finance	
Department or Division Summary:	Public information and annual reporting; Finance and fiscal processes	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$72,535,339 - Combined both Strategy 3.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.
Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 3.1.1 - High return on investment for clients through successful employment outcomes.	
Performance Measure:	Average total cost per client served national/regional ranking	
Type of Measure:	Efficiency	
Results		
2013-14 Actual Results (as of 6/30/14):	\$2,093; 13th lowest in U.S./3rd in Southeast	
2014-15 Target Results:	Top 10 lowest in U.S.	
2014-15 Actual Results (as of 6/30/15):	\$2,218; national comparative data unavailable	
2015-16 Minimum Acceptable Results:	target not set because of lack of comparative data due to changes to federal reporting requirements	
2015-16 Target Results:	target not set because of lack of comparative data due to changes to federal reporting requirements	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner	
Why was this performance measure chosen?	It reflects cost effectiveness when total expenditures are considered; SCVRD desires to be a national and regional leader.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?		
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	It reflects cost effectiveness when total expenditures are considered; SCVRD desire to be a national and regional leader.	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Undetermined due to uncertainty over availability of national comparative data.	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		
Performance Measure:	Average total cost per client rehabilitated national/regional ranking	

Type of Measure: Efficiency	
Results	
2013-14 Actual Results (as of 6/30/14):	\$14,685; 7th lowest in U.S./1st in Southeast
2014-15 Target Results:	Top 5 lowest in U.S.
2014-15 Actual Results (as of 6/30/15):	\$12,693; national comparative data unavailable
2015-16 Minimum Acceptable Results:	target not set because of lack of comparative data due to changes to federal reporting requirements
2015-16 Target Results:	target not set because of lack of comparative data due to changes to federal reporting requirements
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	It reflects cost effectiveness when total expenditures are considered; SCVRD desires to be a national and regional leader.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	It reflects cost effectiveness when total expenditures are considered; SCVRD desire to be a national and regional leader.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure: Amount each successfully rehabilitated client will repay in taxes for each dollar spent on his/her rehabilitation	
Type of Measure: Efficiency	
Results	
2013-14 Actual Results (as of 6/30/14):	\$4.83
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	\$4.54
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	Increase
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	It reflects level of return on investment in the vocational rehabilitation program.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Emphasis on placement of clients into jobs with enhanced earning and advancement opportunities.
What are the names and titles of the individuals who chose the target value for 2015-16?	SCVRD Commissioner

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	It reflects quality level of employment outcomes for clients and cost effectiveness of the program.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Number of years for each rehabilitated client to repay the cost of his or her rehabilitation
Type of Measure:	Efficiency
Results	
2013-14 Actual Results (as of 6/30/14):	4.44 years
2014-15 Target Results:	decrease
2014-15 Actual Results (as of 6/30/15):	4.51 years
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	decrease
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	It reflects level of return on investment in the vocational rehabilitation program.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Emphasis on placement of clients into jobs with enhanced earning and advancement opportunities.
What are the names and titles of the individuals who chose the target value for 2015-16?	SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	It reflects quality level of employment outcomes for clients and cost effectiveness of the program.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Reimbursement from Social Security Administration for SCVRD Job Placements
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	\$906,146
2014-15 Target Results:	increase
2014-15 Actual Results (as of 6/30/15):	\$1,013,544
2015-16 Minimum Acceptable Results:	stability
2015-16 Target Results:	10% increase
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner; measure goes back many years

Why was this performance measure chosen?	Clients gain independence through employment and reducing reliance on SSA disability benefits; agency is reimbursed for services.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	The dual benefit to clients and agency. Level set based on staffing considerations and potential for increased placements of clients receiving SSI/SSDI.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Data not yet available to make projection; based on FFY.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
	Performance Measure: Rehabilitations per 100,000 population national/regional ranking
	Type of Measure: Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	114; 6th lowest in U.S.; 2nd lowest in Southeast
2014-15 Target Results:	Top 5 in U.S.
2014-15 Actual Results (as of 6/30/15):	136; national comparative data unavailable
2015-16 Minimum Acceptable Results:	increase in number, but ranking target not set because of lack of comparative data due to changes to federal reporting requirements;
2015-16 Target Results:	increase in number, but ranking target not set because of lack of comparative data due to changes to federal reporting requirements
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	no
What are the names and titles of the individuals who chose this as a performance measure?	previous SCVRD administrations; agency has been tracking this for many years
Why was this performance measure chosen?	reflects impact of SCVRD program on state's population with disabilities
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	Committee on Rehabilitation Excellence (CORE), consisting of executive level staff who assess agency performance, practices, initiatives, issues, and make recommendations to SCVRD Commissioner.
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Anticipated increase in the number of successful employment outcomes in conjunction with anticipated population level for SC
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Increase in number is projected; ranking target undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact," enter the most potential negative impact to the public that may occur as a result of the agency not accomplishing the objective. Next to, "Level Requires Outside Help," enter the level at which the agency believes it needs outside help. Next to, "Outside Help to Request," enter the entities to whom the agency would reach out if the potential negative impact rises to that level. Next to, "Level Requires Inform General Assembly," enter the level at which the agency thinks the General Assembly should be put on notice of the level at which the potential negative impact has risen. Next to, "3 General Assembly Options," enter three options for what the General Assembly could do to help resolve the issue before it became a crisis. The House Legislative Oversight Committee will provide this information to all other House standing committees, but will not address it itself until the agency is under study.

Most Potential Negative Impact	<i>Persons with disabilities not gaining competitive employment and repaying cost of services through taxes.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>N/A</i>			

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 3 - Accountability to taxpayers through efficient and effective use of resources entrusted to us.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 3.1 - Successful outcomes for clients and claimants using resources efficiently.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 3.1.2 - Demonstrate cost effectiveness that compares favorably with national/regional peers.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: measure of expenditures per client rehabilitated. Outcome: maintain recurring funding through demonstrated achievement of positive results with fiscal accountability	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic support; Disability Determination Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Mark Wade; Richard Elam; Shirley Jarrett	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	84;126;40	
Position:	Assistant Commissioner for Special Services; Assistant Commissioner for Administration; Disability Determination Director	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Special Services; Finance	
Department or Division Summary:	Public information and annual reporting; Finance and fiscal processes; Disaability Determination	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$72,535,339 - Combined both Strategy 3.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 3.1.2 - Demonstrate cost effectiveness that compares favorably with national/regional peers.	
Performance Measure:	Average total cost per client served national/regional ranking	
Type of Measure:	Efficiency	
Results		
2013-14 Actual Results (as of 6/30/14):	\$2,093; 13th lowest in U.S./3rd in Southeast	
2014-15 Target Results:	Top 10 lowest in U.S.	
2014-15 Actual Results (as of 6/30/15):	\$2,218; national comparative data unavailable	
2015-16 Minimum Acceptable Results:	target not set because of lack of comparative data due to changes to federal reporting requirements	
2015-16 Target Results:	target not set because of lack of comparative data due to changes to federal reporting requirements	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner	
Why was this performance measure chosen?	It reflects cost effectiveness when total expenditures are considered; SCVRD desires to be a national and regional leader.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?		
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	It reflects cost effectiveness when total expenditures are considered; SCVRD desire to be a national and regional leader.	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Undetermined due to uncertainty over availability of national comparative data.	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		

	Performance Measure: Average total cost per client rehabilitated national/regional ranking
	Type of Measure: Efficiency
Results	
2013-14 Actual Results (as of 6/30/14):	\$14,685; 7th lowest in U.S./1st in Southeast
2014-15 Target Results:	Top 5 lowest in U.S.
2014-15 Actual Results (as of 6/30/15):	\$12,693; national comparative data unavailable
2015-16 Minimum Acceptable Results:	target not set because of lack of comparative data due to changes to federal reporting requirements
2015-16 Target Results:	target not set because of lack of comparative data due to changes to federal reporting requirements
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	It reflects cost effectiveness when total expenditures are considered; SCVRD desires to be a national and regional leader.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	It reflects cost effectiveness when total expenditures are considered; SCVRD desire to be a national and regional leader.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Undetermined due to uncertainty over availability of national comparative data.
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
	Performance Measure: Administrative costs as a percentage of total operating expenditures
	Type of Measure: Efficiency
Results	
2013-14 Actual Results (as of 6/30/14):	5.5%
2014-15 Target Results:	less than 7%
2014-15 Actual Results (as of 6/30/15):	5.43%
2015-16 Minimum Acceptable Results:	less than 7%
2015-16 Target Results:	less than 7%
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	To address an agency goal of devoting as many of its financial resources to the provision of direct client services as possible and thereby maximize successful employment outcomes for clients.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE

What are the names and titles of the individuals who chose this as a performance measure?	Social Security Administration
Why was this performance measure chosen?	Cost-efficiency in adjudication of disability determination for Social Security applicants.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
	Performance Measure: SSA Disability Determination Overall Processing Time
	Type of Measure: Efficiency
Results	
	2013-14 Actual Results (as of 6/30/14): 118 days
	2014-15 Target Results: 109 days
	2014-15 Actual Results (as of 6/30/15): 114.3 days
	2015-16 Minimum Acceptable Results: stability
	2015-16 Target Results: 109 days
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Social Security Administration
Why was this performance measure chosen?	Goal of providing decision to SSA disability claimants as quickly as possible.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	This measure includes not only SCVRD's Disability Determination unit but also time that the claim is handled by Social Security Administration. However, SCVRD addressed this issue through development of a workgroup of experienced examiners looking at efficiencies, and the internal quality assurance unit conducted special studies to monitor processing times, and this information was used in oversight.
What are the names and titles of the individuals who chose the target value for 2015-16?	Social Security Administration

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact," enter the most potential negative impact to the public that may occur as a result of the agency not accomplishing the objective. Next to, "Level Requires Outside Help," enter the level at which the agency believes it needs outside help. Next to, "Outside Help to Request," enter the entities to whom the agency would reach out if the potential negative impact rises to that level. Next to, "Level Requires Inform General Assembly,"

Most Potential Negative Impact	<i>Less success in employment outcomes for persons with disabilities and less return on public investment in the program.</i>		
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>		
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>		
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>		
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>		

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Cost efficiencies of VR programmatic measures tied to this objective</i>	<i>internal</i>	<i>Committee on Rehabilitation Excellence (CORE); internal</i>	<i>ongoing</i>
<i>Efficiencies of Disability Determination decisions</i>	<i>external</i>	<i>Social Security Administration</i>	<i>ongoing</i>

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 3 - Accountability to taxpayers through efficient and effective use of resources entrusted to us.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 3.2 - Continued evaluation and improvement of key processes.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 3.2.1 - Conversion to electronic case management system encompassing time management and compliance aids with statewide access.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: case management system that stores client information securely, with applications to conduct service delivery activities and provide reporting for program evaluation and performance monitoring. Outcomes: staff can serve clients in a timely, more efficient manner and managers can evaluate performance automatically.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
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Responsible Person

Name:	Anne Iriel; Jay Rolin	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	8; 108	
Position:	Assistant Commissioner, Client Services / IT Director	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Client Services; Information Technology	
Department or Division Summary:	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training. IT dept: manage and oversee security of data systems, federal and state reporting requirements, database administration, programming and evaluation activities.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$989,796 - Combined with all Strategy 3.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective. Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 3.2.1 - Conversion to electronic case management system encompassing time management and compliance aids with statewide access.
Performance Measure:	No specific measure; however there is expectation that the system provide real-time performance data, reporting at the caseload, area, regional and state level for key performance indicators that are reported out elsewhere in performance measures.
Type of Measure:	
Results	
2013-14 Actual Results (as of 6/30/14):	
2014-15 Target Results:	
2014-15 Actual Results (as of 6/30/15):	
2015-16 Minimum Acceptable Results:	
2015-16 Target Results:	
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	Insert any further explanation, if needed

What are the names and titles of the individuals who chose this as a performance measure?	
Why was this performance measure chosen?	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	<i>Not providing most appropriate, effective, timely services; not meeting standards for compliance with regulations and policies.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 3 - Accountability to taxpayers through efficient and effective use of resources entrusted to us.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 3.2 - Continued evaluation and improvement of key processes.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 3.2.2 - Expansion and enhancement of quality assurance and program evaluation.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: revisions to QA questions, sampling and reporting to ask and answer the right questions accurately. Outcome: adherence to policy and program regulations; continuous improvement as evidenced by client outcomes and high quality service delivery.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Anne Iriel / Margaret Alewine	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	8; 8	
Position:	Assistant Commissioner, Client Services; Director, Planning and Program Evaluation	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Client Services; Planning and Program Evaluation	
Department or Division Summary:	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training. / Conduct strategic planning and evaluation of program results.	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$989,796 - Combined with all Strategy 3.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 3.2.2 - Expansion and enhancement of quality assurance and program evaluation.	
Performance Measure:	Program Integrity for Compliance Assurance	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	97.20%	
2014-15 Target Results:	increase from previous year	
2014-15 Actual Results (as of 6/30/15):	97.23%	
2015-16 Minimum Acceptable Results:	increase from previous year	
2015-16 Target Results:	increase from previous year	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner	
Why was this performance measure chosen?	It reflects quality assurance reviews of compliance with federal and agency policies in client services delivery.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally	previous performance and expectations for next year	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		
Performance Measure:	SSA Disability Determination Documentation Accuracy	

Type of Measure: Outcome	
Results	
2013-14 Actual Results (as of 6/30/14):	98.6%
2014-15 Target Results:	97%
2014-15 Actual Results (as of 6/30/15):	99.1%
2015-16 Minimum Acceptable Results:	97%
2015-16 Target Results:	97%
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Social Security Administration
Why was this performance measure chosen?	Accuracy in documentation for applicants for SSA disability benefits is critical in adjudicating the claim fairly, expeditiously and in compliance with SSA regulations.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	Social Security Administration
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact."

Most Potential Negative Impact	<i>Not providing most appropriate, effective, timely services; not meeting standards for compliance with regulations and policies.</i>		
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) or Social Security Administration determines that performance is substandard. Agency is also in transition to new federal performance standards for Basic Services program. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>		
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>		
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>		
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>		

REVIEWS/AUDITS

Instructions : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
Disability determination accuracy reviews	required by Social Security Administration	Social Security Administration	Quarterly, 10/01/2014 through 09/30/2015

PARTNERS

Instructions : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?

Rehabilitation Training and Technical Assistance Center for Program Evaluation and Quality Assurance	<i>technical assistance in QA and program evaluation</i>	<i>University-based</i>

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 3 - Accountability to taxpayers through efficient and effective use of resources entrusted to us.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 3.2 - Continued evaluation and improvement of key processes.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 3.2.3 - Evaluation and development of fiscal and programmatic joint processes.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: link strategic budgeting and programmatic planning to identify priorities, develop realistic and appropriate budget requests that include specific expected outcomes. Outcomes: goal is achieved for the number of clients gaining or maintaining competitive employment.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
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Responsible Person

Name:	Margaret Alewine; Richard Elam	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	36; 126	
Position:	Director, Planning and Program Evaluation; Assistant Commissioner for Administration	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Planning and Program Evaluation / Finance / Grants and Funds Mgt.	
Department or Division Summary:	Conduct strategic planning and evaluation of program results. Manage fiscal activities; Conduct strategic budgeting and management of grants and funds.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$989,796 - Combined with all Strategy 3.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 3.2.3 - Evaluation and development of fiscal and programmatic joint processes.	
Performance Measure:	Single Audit results	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	2 findings	
2014-15 Target Results:	0 findings	
2014-15 Actual Results (as of 6/30/15):	1 finding	
2015-16 Minimum Acceptable Results:	stability	
2015-16 Target Results:	0 findings	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration	
Why was this performance measure chosen?	To measure application of internal controls and accounting compliance with federal Vocational Rehabilitation grant requirements and agency policies.	

If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	The one finding in the audit was addressed to prevent repeat findings.	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	The desire for agency operations to be carried out with no findings of issues in controls and compliance according to enabling legislation and federal and state policies.	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Audit for this period is not complete.	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		
	Performance Measure: Agreed Upon Procedures Audit results	
	Type of Measure: Outcome	
Results		
	2013-14 Actual Results (as of 6/30/14):	1 finding
	2014-15 Target Results:	0 findings
	2014-15 Actual Results (as of 6/30/15):	1 finding involving 3 errors in reporting packages
	2015-16 Minimum Acceptable Results:	0 findings
	2015-16 Target Results:	0 findings
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes	
What are the names and titles of the individuals who chose this as a performance measure?	State Auditor Office	
Why was this performance measure chosen?	To measure application of agreed-upon procedures to internal controls and accounting records as audited by independent contractor of the State Auditor office.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	The one finding in the audit was addressed to prevent repeat findings.	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	The desire for agency operations to be carried out with no findings of issues in controls and compliance according to enabling legislation and federal and state policies.	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Audit for this period has not yet been conducted.	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?		

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to "Most Potential Negative Impact."

Most Potential Negative Impact	<i>Lack of appropriate coordination of agency resources with service needs would result in diminished service effectiveness for clients in preparing for an attaining employment</i>		
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>		
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>		
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>		
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>		

REVIEWS/AUDITS

Instructions : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
Single Audit	<i>required; compliance with federal regulations and agency policies</i>	<i>State Auditor's Office, external; data reported to Rehabilitation Services Administration, U.S. Department of Education, external</i>	<i>01/05/2015 to 03/16/2015</i>

Agreed Upon Procedures Audit	required; review application of procedures to internal controls and accounting records	Independent contractor for the State Auditor's Office; external	04/20/2015 to 07/21/2015
Procurement Audit	monitor use of agency procurement cards	Internal staff	monthly
Production Audit	Internal - audit of fiscal and policy practices for SCVRD's statewide network of vocational rehabilitation work training centers	Internal Audits staff, SCVRD	each facility audited annually

PARTNERS

Instructions : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 3 - Accountability to taxpayers through efficient and effective use of resources entrusted to us.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 3.3 - Ensure safety and adequacy of infrastructure.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 3.3.1 - I.T. and Systems Security	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: data and personally identifiable information (PII) remains secure; staff and clients remain safe. Outcomes: no known data breaches of sensitive PII.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic support	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Jay Rolin	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	151	
Position:	IT Director	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Information Technology	
Department or Division Summary:	Manage and oversee security of data systems, federal and state reporting requirements, database administration, programming and application analysis.	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$1,701,532 - Combined both Strategy 3.3 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.
Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 3.3.1 - I.T. and Systems Security	
Performance Measure:	Number of agency IT network breaches from unauthorized connection attempts	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	Zero	
2014-15 Target Results:	Zero	
2014-15 Actual Results (as of 6/30/15):	Zero	
2015-16 Minimum Acceptable Results:	Zero	
2015-16 Target Results:	Zero	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner	
Why was this performance measure chosen?	It reflects success of agency's security system in protection of agency data, including client information that is confidential by law.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A	
What are the names and titles of the individuals who chose the target value for 2015-16?	SCVRD Commissioner	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Having zero breaches reflects success of agency's security system in protection of agency data, including client information that is confidential by law	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	<i>breach of secure and/or personally identifiable information.</i>
Level Requires Outside Help	<i>If agency was not able to resolve /correct through its normal protocols.</i>
Outside Help to Request	<i>Department of Information Security (state)</i>
Level Requires Inform General Assembly	<i>If situation was not resolved/corrected through state protocol procedures</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Monitoring of all network connections for security</i>	<i>Security Operations Center; external</i>	<i>Security Operations Center, Dept. of Information Security; state</i>	<i>Ongoing</i>

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 3 - Accountability to taxpayers through efficient and effective use of resources entrusted to us.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 3.3 - Ensure safety and adequacy of infrastructure.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 3.3.2 - Promote a safe environment for staff and clients, resulting in minimal rates of injury.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: limit the number of injuries and safety issues within all VR offices. Reduction in insurance premiums as a result of safety program with lower FMOD	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Jeb Batten	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	298	
Position:	General Counsel	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Legal, Safety, and Risk Management	
Department or Division Summary:	Management of safety program, risk management, worker's compensation, security, tort liability/professional liability insurance, facility inspections	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$1,701,532 - Combined both Strategy 3.3 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.
Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description:	Objective 3.3.2 - Promote a safe environment for staff and clients, resulting in minimal rates of injury.	
Performance Measure:	Lower the Experience Modifier (EMOD) through excellence in safety precautions	
Type of Measure:	Efficiency	
Results		
2013-14 Actual Results (as of 6/30/14):	1.13	
2014-15 Target Results:	decrease	
2014-15 Actual Results (as of 6/30/15):	1.11	
2015-16 Minimum Acceptable Results:	stability	
2015-16 Target Results:	decrease	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	Yes	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner	
Why was this performance measure chosen?	It measures success in maintaining a safe workplace and drives continuous improvement actions.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A	
What are the names and titles of the individuals who chose the target value for 2015-16?	SCVRD Commissioner	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Our goal is to have our Experience Modifier decrease. A decrease in EMOD can be explained by fewer injuries and is considered a good measure of the health of a safety program. It also results in reduced premium cost.	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		

	Performance Measure: Lower the agency's Workers' Compensation Premiums
	Type of Measure: Efficiency
Results	
	2013-14 Actual Results (as of 6/30/14): \$114,857 reduction
	2014-15 Target Results: decrease
	2014-15 Actual Results (as of 6/30/15): \$81,269 increase (Note: despite increase, this represented 2nd lowest premium since 2003)
	2015-16 Minimum Acceptable Results: stability
	2015-16 Target Results: decrease
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	It measures success in maintaining a safe workplace and drives continuous improvement actions.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	Each injury is formally investigated so that measures can be taken to prevent future occurrences of similar accidents. Any injury patterns are noted and procedures/practices are modified to prevent similar injuries.
What are the names and titles of the individuals who chose the target value for 2015-16?	SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Our goal is simply to decrease premium. While this is challenging since medical costs continue to escalate, we have been successful in reducing actual dollar amount for most of the past 12 years. If adjustments were made for inflation we would probably have lower adjusted costs than we did 12 years ago.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
	Performance Measure: Work Training Center client injury rate lower than Goods Producing Industries rate published by Bureau of Labor Statistics (BLS)
	Type of Measure: Efficiency
Results	
	2013-14 Actual Results (as of 6/30/14): 1.1% compared with 4.1% BLS
	2014-15 Target Results: lower rate than BLS
	2014-15 Actual Results (as of 6/30/15): 1.1% compared with 3.7% BLS
	2015-16 Minimum Acceptable Results: stability in SCVRD rate
	2015-16 Target Results: decrease in SCVRD rate
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	Jeb Batten, General Counsel, and SCVRD Commissioner
Why was this performance measure chosen?	It measures success in maintaining a safe environment for the agency's clients who are in job readiness training and drives continuous improvement actions.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	SCVRD Commissioner

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Agency's desire to foster a safe environment for clients who are in job readiness training and drives continuous improvement actions in reducing injuries.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Employee injury rate lower than Service Providing Industries rate published by Bureau of Labor Statistics (BLS)
Type of Measure:	Efficiency
Results	
2013-14 Actual Results (as of 6/30/14):	1.8% compared with 3.2% BLS
2014-15 Target Results:	lower rate than BLS
2014-15 Actual Results (as of 6/30/15):	1.3% compared with 3.6% BLS
2015-16 Minimum Acceptable Results:	stability in SCVRD rate
2015-16 Target Results:	decrease in SCVRD rate
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	Jeb Batten, General Counsel, and SCVRD Commissioner
Why was this performance measure chosen?	It measures success in maintaining a safe environment for the agency's employees and drives continuous improvement actions.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	Jeb Batten, General Counsel, and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Agency's desire to foster a safe environment for employees and continuous improvement actions in reducing injuries.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Work Training Center client lost time to injury rate lower than Service Providing Industries rate published by Bureau of Labor Statistics (BLS)
Type of Measure:	Efficiency
Results	
2013-14 Actual Results (as of 6/30/14):	N/A (new measure)
2014-15 Target Results:	N/A (new measure)
2014-15 Actual Results (as of 6/30/15):	.0006 compared with 1.1% BLS
2015-16 Minimum Acceptable Results:	stability in SCVRD rate
2015-16 Target Results:	decrease in SCVRD rate
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	Jeb Batten, General Counsel, and SCVRD Commissioner

Why was this performance measure chosen?	It measures success in maintaining a safe environment for the agency's clients who are in job readiness training and drives continuous improvement actions.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	Jeb Batten, General Counsel, and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Agency's desire to foster a safe environment for clients who are in job readiness training and drives continuous improvement actions in reducing injuries.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
Performance Measure:	Agency employee lost time to injury rate lower than Service Providing Industries rate (BLS)
Type of Measure:	Efficiency
Results	
2013-14 Actual Results (as of 6/30/14):	N/A (new measure)
2014-15 Target Results:	N/A (new measure)
2014-15 Actual Results (as of 6/30/15):	.001% compared with 1.1% BLS
2015-16 Minimum Acceptable Results:	stability in SCVRD rate
2015-16 Target Results:	decrease in SCVRD rate
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	Jeb Batten, General Counsel, and SCVRD Commissioner
Why was this performance measure chosen?	It measures success in maintaining a safe environment for the agency's employees and drives continuous improvement actions and enhances overall employee efficiency.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	Jeb Batten, General Counsel, and SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Agency's desire to foster a safe environment for employees and continuous improvement actions in reducing injuries. Additionally, research indicates that avoidance of lost time not only saves money for the employer, but it is instrumental in returning an injured employee to employment on a permanent basis.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact," enter the most potential negative impact to the public that may occur as a result of the agency not accomplishing the objective. Next to, "Level Requires Outside Help," enter the level at which the agency believes it needs outside help. Next to, "Outside Help to Request," enter the entities to whom the agency would reach out if the potential negative impact rises to that level. Next to, "Level Requires Inform General Assembly," enter the level at which the agency thinks the General Assembly should be put on notice of the level at which the potential negative impact has risen. Next to, "3 General Assembly Options," enter three options for what the General Assembly could do to help resolve the issue before it became a crisis. The House Legislative Oversight Committee will provide this information to all other House standing committees, but will not address it itself until the agency is under study.

Most Potential Negative Impact	<i>extensive injuries for clients and staff, as well as the fiscal impact of those injuries.</i>
Level Requires Outside Help	<i>agency experiences sharp rises in documented injuries and liability</i>
Outside Help to Request	<i>State Accident Fund in advisory capacity</i>
Level Requires Inform General Assembly	<i>agency accident/injury rates consistently exceed national rates</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
<i>Safety Audits</i>	<i>proactive to identify conditions that are potentially unsafe for staff and clients</i>	<i>Safety and Risk Management department; internal</i>	<i>07/01/2014-06/30/2015 year-round activity conducting inspections of all facilities</i>

PARTNERS

Instructions : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
<i>State Accident Fund</i>	<i>Insurance issues and advisory capacity</i>	<i>State</i>

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 4 - Maintain a dynamic network of partnerships to shape a better future for all stakeholders.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 4.1 - Increase collaboration with other state agencies and community organizations.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 4.1.1 - Inform stakeholders of services and get their feedback on VR performance in meeting needs.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: positive relationships with partner agencies and stakeholders. Outcomes: diverse range of clients served that meets the needs of each community.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Freda King	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	84	
Position:	Director, Community Relations	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Community Relations	
Department or Division Summary:	Maintain and monitor outreach efforts with community partners and local organizations.	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$398,481 - Combined all Strategy 4.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.
Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 4.1.1 - Inform stakeholders of services and get their feedback on VR performance in meeting needs.	
Performance Measure:	Increase in cooperative agreements associated with strategic goals	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	new measure	
2014-15 Target Results:	increase based on strategic needs	
2014-15 Actual Results (as of 6/30/15):	increase of 270	
2015-16 Minimum Acceptable Results:	increase based on strategic needs	
2015-16 Target Results:	increase based on strategic needs	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner	
Why was this performance measure chosen?	The measure, which documents new memoranda of understanding with community resources partners of all types, reflects efforts to establish mutually beneficial partnerships that enhance employment opportunities for South Carolinians with disabilities.	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Numerical goal not set but the results of the measure are monitored to determine whether the agency has proactively and successfully developed partnerships to maximize successful outcomes for clients in alignment with current strategies and needs.	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		
Performance Measure:	Program Integrity for Customer Service	
Type of Measure:	Outcome	

Results	
2013-14 Actual Results (as of 6/30/14):	92.59%
2014-15 Target Results:	Increase from previous year
2014-15 Actual Results (as of 6/30/15):	96.29%
2015-16 Minimum Acceptable Results:	Increase from previous year
2015-16 Target Results:	Increase from previous year
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	No
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner
Why was this performance measure chosen?	It measures customer satisfaction with SCVRD services
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	previous performance and expectations for next year
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	
	Performance Measure: New Applicants Referred to SCVRD
	Type of Measure: Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	13,716
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	14,780
2015-16 Minimum Acceptable Results:	Increase and representative of needs
2015-16 Target Results:	Increase and representative of needs
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration and SCVRD Commissioner (longstanding measure)
Why was this performance measure chosen?	To maximize the impact of the VR program for South Carolinians with disabilities who require and can benefit from the services to become competitively employed.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Agency resources and the goal to maximize the impact of the VR program for South Carolinians with disabilities who require and can benefit from the services to become competitively employed.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes

If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	<i>services that do not connect with client and labor market needs, resulting in decreased successful employment opportunities.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
SC School Districts / SC Dept of Ed	School-to-work transition services in all districts	State and local
Adult Education	Work Keys instruction and testing	State
Dept. of Disabilities and Special Needs	VR provides complementary, non-duplicative services leading to competitive employment of clients; DDSN is extended complementary service provider beyond term of VR involvement; also assistive technology services partnership	State
Dept. of Mental Health	To provide complementary services leading to competitive employment of clients	State
Dept. of Social Services	To provide complementary services leading to competitive employment of clients	State
Department of Health and Human Services	To provide complementary services leading to competitive employment of clients	State
Department of Juvenile Justice	To provide vocational rehabilitation services to youth with disabilities from DJJ	State
Department of Corrections	To provide vocational rehabilitation services to inmates with disabilities in preparation for employment upon release	State
Department of Probation, Parole and Pardon Services	To provide vocational rehabilitation services to persons with disabilities for transition into employment upon release from correctional facilities	State
South Carolina Commission for the Blind	To provide complementary services for individuals who may have disabilities in addition to visual impairments and could benefit from specific services or guidance from the partner agency.	State
S.C. Technical Colleges System	Demand-driven vocational training for persons with disabilities, manufacturing certification to enhance marketability for SCVRD clients	State
SC DEW	Coordinated business services teams; unified planning for workforce development and implementation of WIOA	State
Able SC and Walton Options	client referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to SSA benefits	Community based non-profit

Higher Education System	post-secondary education for clients, partnerships in programs and initiatives for demand-driven career opportunities	State
Brain Injury Association of SC	mutual referrals of persons with traumatic brain injuries, education and awareness activities	Non-profit
Developmental Disabilities Council	referrals of persons with developmental disabilities for vocational rehabilitation services, education and awareness activities	State
Spinal Cord Injury Association of SC	mutual referrals of persons with spinal cord injuries, education and awareness activities	Non-profit
American Diabetes Association	mutual referrals of persons with diabetes, education and awareness activities	Non-profit
S.C. Autism Society	mutual referrals of persons with autism, education and awareness activities	Non-profit
Transition Alliance of South Carolina	brings multiple agency and organizations together to enhance school-to-work transition services	Organizational alliance
Center for Disability Resources	mutual referrals, education and awareness, training and technical assistance	University-based
Family Connection of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
PRO-Parents of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
College Transition Connection	Transition and post-secondary education for young adults with intellectual disabilities	Non-profit
Multiple Sclerosis Society of SC	mutual referrals of persons with multiple sclerosis, education and awareness activities	Non-profit
SC Association for the Deaf	mutual referrals of persons who are d/Deaf or hard of hearing for services, education and awareness activities	Non-profit
Arthritis Foundation	mutual referrals of persons with arthritis, education and awareness activities	Non-profit

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 4 - Maintain a dynamic network of partnerships to shape a better future for all stakeholders.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 4.1 - Increase collaboration with other state agencies and community organizations.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 4.1.2 - Provide employment preparation and supports for people with disabilities referred by partner agencies and organizations.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: positive relationships with partner agencies and stakeholders; provision of complementary services; employment outcomes are achieved for the desired number of clients that want/need VR services.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Freda King; Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	84; 8	
Position:	Director, Community Relations; Assistant Commissioner	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Community Relations; Client Services	
Department or Division Summary:	Maintain and monitor outreach efforts with community partners and local organizations; Manage client service delivery, adherence and updates to policy, business development activities, and staff training	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$398,481 - Combined all Strategy 4.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description:	Objective 4.1.2 - Provide employment preparation and supports for people with disabilities referred by partner agencies and organizations.	
Performance Measure:	Increase in cooperative agreements associated with strategic goals	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	new measure	
2014-15 Target Results:	Increase based on strategic needs	
2014-15 Actual Results (as of 6/30/15):	Increase of 270	
2015-16 Minimum Acceptable Results:	Increase based on strategic needs	
2015-16 Target Results:	Increase based on strategic needs	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner	
Why was this performance measure chosen?	The measure, which documents new memoranda of understanding with community resources partners of all types, reflects efforts to establish mutually beneficial partnerships that enhance employment opportunities for South Carolinians with disabilities	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE	

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Numerical goal not set but the results of the measure are monitored to determine whether the agency has proactively and successfully developed partnerships to maximize successful outcomes for clients in alignment with current strategies and needs.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is	
Performance Measure:	New Applicants Referred to SCVRD
Type of Measure:	Outcome
Results	
2013-14 Actual Results (as of 6/30/14):	13,716
2014-15 Target Results:	Increase
2014-15 Actual Results (as of 6/30/15):	14,780
2015-16 Minimum Acceptable Results:	Increase and representative of needs
2015-16 Target Results:	Increase and representative of needs
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration and SCVRD Commissioner (longstanding measure)
Why was this performance measure chosen?	To maximize the impact of the VR program for South Carolinians with disabilities who require and can benefit from the services to become competitively employed.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A
What are the names and titles of the individuals who chose the target value for 2015-16?	SCVRD Commissioner
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Agency resources and the goal to maximize the impact of the VR program for South Carolinians with disabilities who require and can benefit from the services to become competitively employed.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	<i>diminished employment opportunities for clients referred by partner agencies/organizations</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
SC School Districts / SC Dept of Ed	School-to-work transition services in all districts	State and local

Adult Education	Work Keys instruction and testing	State
Dept. of Disabilities and Special Needs	VR provides complementary, non-duplicative services leading to competitive employment of clients; DDSN is extended complementary service provider beyond term of VR involvement; also assistive technology services partnership	State
Dept. of Mental Health	To provide complementary services leading to competitive employment of clients	State
Dept. of Social Services	To provide complementary services leading to competitive employment of clients	State
Department of Health and Human Services	To provide complementary services leading to competitive employment of clients	State
Department of Juvenile Justice	To provide vocational rehabilitation services to youth with disabilities	State
Department of Corrections	To provide vocational rehabilitation services to inmates with disabilities in preparation for employment upon release	State
Department of Probation, Parole and Pardon Services	To provide vocational rehabilitation services to persons with disabilities for transition into employment upon release from correctional facilities	State
S.C. Technical Colleges System	Demand-driven vocational training for persons with disabilities, manufacturing certification to enhance marketability for SCVRD clients	State
SC DEW	Coordinated business services teams; unified planning for workforce development and implementation of WIOA	State
Able SC, Walton Options, AccessAbility	client referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to SSA benefits	Community based non-profit
Higher Education System	post-secondary education for clients, partnerships in programs and initiatives for demand-driven career opportunities	State
Brain Injury Association of SC	mutual referrals of persons with traumatic brain injuries, education and awareness activities	Non-profit
Developmental Disabilities Council	referrals of persons with developmental disabilities for vocational rehabilitation services, education and awareness activities	State
Spinal Cord Injury Association of SC	mutual referrals of persons with spinal cord injuries, education and awareness activities	Non-profit
American Diabetes Association	mutual referrals of persons with diabetes, education and awareness activities	Non-profit
S.C. Autism Society	mutual referrals of persons with autism, education and awareness activities	Non-profit
Transition Alliance of South Carolina	brings multiple agency and organizations together to enhance school-to-work transition services	Organizational alliance
Center for Disability Resources	mutual referrals, education and awareness, training and technical assistance	University-based
Family Connection of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
PRO-Parents of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
College Transition Connection	Transition and post-secondary education for young adults with intellectual disabilities	Non-profit
Multiple Sclerosis Society of SC	mutual referrals of persons with multiple sclerosis, education and awareness activities	Non-profit
SC Association for the Deaf	mutual referrals of persons who are d/Deaf or hard of hearing for services, education and awareness activities	Non-profit

Arthritis Foundation	mutual referrals of persons with arthritis, education and awareness activities	Non-profit
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Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 4 - Maintain a dynamic network of partnerships to shape a better future for all stakeholders.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 4.1 - Increase collaboration with other state agencies and community organizations.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 4.1.3 - Build relationships that encourage complementary interagency collaboration.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: positive relationships with partner agencies and stakeholders; provision of complementary services; employment outcomes are achieved for the desired number of clients that want/need VR services.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Freda King	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	84	
Position:	Director, Community Relations	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Community Relations	
Department or Division Summary:	Maintain and monitor outreach efforts with community partners and local organizations.	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$398,481 - Combined all Strategy 4.1 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 4.1.3 - Build relationships that encourage complementary interagency collaboration.	
Performance Measure:	Increase in cooperative agreements associated with strategic goals	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	new measure	
2014-15 Target Results:	increase based on strategic needs	
2014-15 Actual Results (as of 6/30/15):	increase of 270	
2015-16 Minimum Acceptable Results:	increase based on strategic needs	
2015-16 Target Results:	increase based on strategic needs	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	CORE and SCVRD Commissioner	
Why was this performance measure chosen?	The measure, which documents new memoranda of understanding with community resources partners of all types, reflects efforts to establish mutually beneficial partnerships that enhance employment opportunities for South Carolinians with disabilities	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	N/A	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Numerical goal not set but the results of the measure are monitored to determine whether the agency has proactively and successfully developed partnerships to maximize successful outcomes for clients in alignment with current strategies and needs.	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact."

Most Potential Negative Impact	<i>diminished employment opportunities for clients referred by partner agencies/organizations</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
SC School Districts / SC Dept of Ed	School-to-work transition services in all districts	State and local
Adult Education	Work Keys instruction and testing	State
Dept. of Disabilities and Special Needs	VR provides complementary, non-duplicative services leading to competitive employment of clients; DDSN is extended complementary service provider beyond term of VR involvement; also assistive technology services partnership	State
Dept. of Mental Health	To provide complementary services leading to competitive employment of clients	State
Dept. of Social Services	To provide complementary services leading to competitive employment of clients	State
Department of Health and Human Services	To provide complementary services leading to competitive employment of clients	State
Department of Juvenile Justice	To provide vocational rehabilitation services to youth with disabilities from DJJ	State
Department of Corrections	To provide vocational rehabilitation services to inmates with disabilities in preparation for employment upon release	State
Department of Probation, Parole and Pardon Services	To provide vocational rehabilitation services to persons with disabilities for transition into employment upon release from correctional facilities	State
South Carolina Commission for the Blind	To provide complementary services for individuals who may have disabilities in addition to visual impairments and could benefit from specific services or guidance from the partner agency	State
S.C. Technical Colleges System	Demand-driven vocational training for persons with disabilities, manufacturing certification to enhance marketability for SCVRD clients	State
SC DEW	Coordinated business services teams; unified planning for workforce development and implementation of WIOA	State
Able SC, Walton Options and AccessAbility	client referrals for Independent Living services; referrals to SCVRD for vocational rehabilitation services; information sharing pertaining to SSA benefits	Community based non-profit
Higher Education System	post-secondary education for clients, partnerships in programs and initiatives for demand-driven career opportunities	State
Brain Injury Association of SC	mutual referrals of persons with traumatic brain injuries, education and awareness activities	Non-profit

Developmental Disabilities Council	referrals of persons with developmental disabilities for vocational rehabilitation services, education and awareness activities	State
Spinal Cord Injury Association of SC	mutual referrals of persons with spinal cord injuries, education and awareness activities	Non-profit
American Diabetes Association	mutual referrals of persons with diabetes, education and awareness activities	Non-profit
S.C. Autism Society	mutual referrals of persons with autism, education and awareness activities	Non-profit
Transition Alliance of South Carolina	brings multiple agency and organizations together to enhance school-to-work transition services	Organizational alliance
Center for Disability Resources	mutual referrals, education and awareness, training and technical assistance	University-based
Family Connection of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
PRO-Parents of SC	referrals of young persons with disabilities for SCVRD services, education and awareness activities	Non-profit
College Transition Connection	Transition and post-secondary education for young adults with intellectual disabilities	Non-profit
Multiple Sclerosis Society of SC	mutual referrals of persons with multiple sclerosis, education and awareness activities	Non-profit
SC Association for the Deaf	mutual referrals of persons who are d/Deaf or hard of hearing for services, education and awareness activities	Non-profit
Arthritis Foundation	mutual referrals of persons with arthritis, education and awareness activities	Non-profit

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 4 - Maintain a dynamic network of partnerships to shape a better future for all stakeholders.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 4.2 - Mutually beneficial partnerships with business and industry that provide employment/training opportunities for clients.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 4.2.1 - Build and maintain VR Business Partnership Network and collaborate with business and industry associations.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: enrollment in BPN allows business to hear from peers on benefits of collaboration with VR for training and employment opportunities. Outcomes: clients obtain competitive employment positions for which they are well-matched; VR is seen as an employer's "first call" for hiring.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
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Responsible Person

Name:	Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	8	
Position:	Assistant Commissioner, Client Services	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Client Services	
Department or Division Summary:	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$1,922,028 - Combined all Strategy 4.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 4.2.1 - Build and maintain VR Business Partnership Network and collaborate with business and industry associations.	
Performance Measure:	Growth in Business Partnership Network	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	+48 for total of 343 members	
2014-15 Target Results:	Increase	
2014-15 Actual Results (as of 6/30/15):	+8 for total of 351 members	
2015-16 Minimum Acceptable Results:	Increase	
2015-16 Target Results:	Increase	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner	

Why was this performance measure chosen?	Employers are a critical aspect of a successful vocational rehabilitation program; a thriving network of business partners enhances opportunities for competitive employment of agency clients and also leads to outsource agreements with business and industry to provide job readiness training to clients at SCVRD work training centers throughout the state. Desire to meet employer needs for qualified, prepared candidates, and to get input from employers related to demand-driven training. Benefits of employer advocacy among peers.		
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?			
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE		
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Continued growth is essential as the newly-implemented Workforce Innovation and Opportunity Act emphasizes, and will eventually include performance measures for, successful partnerships with business and industry to provide competitive, integrated employment of people with disabilities.		
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes		
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is			
	Performance Measure:	Program Integrity for Customer Service	
	Type of Measure:	Outcome	
Results			
	2013-14 Actual Results (as of 6/30/14):	92.59%	
	2014-15 Target Results:	Increase from previous year	
	2014-15 Actual Results (as of 6/30/15):	96.29%	
	2015-16 Minimum Acceptable Results:	Increase from previous year	
	2015-16 Target Results:	Increase from previous year	
Details			
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed	
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner		
Why was this performance measure chosen?	It measures customer satisfaction with SCVRD services		
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?			
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE		
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally	previous performance and expectations for next year		
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes		
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is			
POTENTIAL NEGATIVE IMPACT			
<i>Instructions</i> : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"			
Most Potential Negative Impact	<i>diminished employment and job readiness training opportunities for clients</i>		
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>		
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>		
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>		
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>		
REVIEWS/AUDITS			
<i>Instructions</i> : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to			
Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)
PARTNERS			
<i>Instructions</i> : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current			
Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?	

VR Business Partnership Network	<i>more than 500 business/industry partners provide employment opportunities, assist with development of demand-driven job readiness training; outsource work to VR work training centers, assist with disability awareness initiatives and rehabilitation technology/job site accommodations for workers with disabilities</i>	<i>private and public businesses and organizations</i>
Business Advisory Council- SCVRD IT Training Program	<i>curricula development for in-house IT training program for persons with disabilities to match current market trends and demands; mentoring of students; assistance in job placement</i>	<i>private and public businesses and organizations</i>
State and Local Chambers of Commerce	<i>development of business relationships to enhance employment opportunities for SCVRD clients</i>	<i>chambers of commerce</i>

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 4 - Maintain a dynamic network of partnerships to shape a better future for all stakeholders.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 4.2 - Mutually beneficial partnerships with business and industry that provide employment/training opportunities for clients.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Objective 4.2.2 - Actively use business advisory councils for guidance on employment standards and training curricula.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: advisory councils provide contextual verification of training programs and curricula. Outcomes: VR services, preparation and training meet standards for business and industry	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	Basic Services	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	8	
Position:	Assistant Commissioner, Client Services	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	Client Services	
Department or Division Summary:	Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	\$1,922,028 - Combined all Strategy 4.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 4.2.2 - Actively use business advisory councils for guidance on employment standards and training curricula.
Performance Measure:	Business Advisory Council for SCVRD Information Technology Program was established at the program's inception in the early 1980s and has continued to provide guidance in achieving this objective.
Type of Measure:	does not have numerical targets
Results	
2013-14 Actual Results (as of 6/30/14):	
2014-15 Target Results:	
2014-15 Actual Results (as of 6/30/15):	
2015-16 Minimum Acceptable Results:	
2015-16 Target Results:	
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	
Why was this performance measure chosen?	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is	
Performance Measure:	Growth in Business Partnership Network
Type of Measure:	Outcome
Results	

2013-14 Actual Results (as of 6/30/14):	+48 for total of 343 members	
2014-15 Target Results:	Increase	
2014-15 Actual Results (as of 6/30/15):	+8 for total of 351 members	
2015-16 Minimum Acceptable Results:	Increase	
2015-16 Target Results:	Increase	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner	
Why was this performance measure chosen?	Employers are a critical aspect of a successful vocational rehabilitation program; a thriving network of business partners enhances opportunities for competitive employment of agency clients and also leads to outsource agreements with business and industry to provide job readiness training to clients at SCVRD work training centers throughout the state. Desire to meet employer needs for qualified, prepared candidates, and to get input from employers related to demand-driven training. Benefits of employer advocacy	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Continued growth is essential as the newly-implemented Workforce Innovation and Opportunity Act emphasizes, and will eventually include performance measures for, successful partnerships with business and industry to provide competitive, integrated employment of people with disabilities.	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is		
	Performance Measure: Program Integrity for Customer Service	
	Type of Measure: Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	92.59%	
2014-15 Target Results:	Increase from previous year	
2014-15 Actual Results (as of 6/30/15):	96.29%	
2015-16 Minimum Acceptable Results:	Increase from previous year	
2015-16 Target Results:	Increase from previous year	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner	
Why was this performance measure chosen?	It measures customer satisfaction with SCVRD services	
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE	
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally	previous performance and expectations for next year	
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes	
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are		

POTENTIAL NEGATIVE IMPACT		
<i>Instructions:</i> Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"		
Most Potential Negative Impact	Clients who are not prepared with the most current education and training needed for demand-driven occupations	
Level Requires Outside Help	When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two	
Outside Help to Request	RSA and its associated Technical Assistance Centers, Council of State Administrators of VR NET	
Level Requires Inform General Assembly	When RSA does not resolve through monitoring and assistance	
3 General Assembly Options	Continued open communication with legislative committee members to address gaps	

REVIEWS/AUDITS			
<i>Instructions:</i> Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to			
Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current Partners," enter the ways the agency works with the entity (names of projects, initiatives, etc.) which helps the agency accomplish this objective. List only one partner per row and insert as many rows as necessary to list all of the partners. Note, if there is a large list of partners that all fit within a certain group, the agency can list the group instead of each partner individually. For example, if the agency works with every middle school in the state, the agency can list SC Middle Schools, instead of listing each middle school separately. As another example, if the agency works with every high school in Lexington county, the agency can list Lexington County High Schools, instead of listing each high school in the county separately.

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
VR Business Partnership Network	<i>more than 500 business/industry partners provide employment opportunities, assist with development of demand-driven job readiness training; outsource work to VR work training centers, assist with disability awareness initiatives</i>	<i>private and public businesses and organizations</i>
Business Advisory Council- SCVRD IT Training Program	<i>curricula development for in-house IT training program for persons with disabilities to match current market trends and demands; mentoring of students; assistance in job placement</i>	<i>private and public businesses and organizations</i>

Strategic Plan Context

and description of Goal the Objective is helping accomplish: **Goal 4 - Maintain a dynamic network of partnerships to shape a better future for all stakeholders.**

Copy and paste this from the second column of the Mission, Vision and Goals Chart

Legal responsibilities satisfied by Goal: **WIOA/Title IV/Rehabilitation Act**

Copy and paste this from the first column of the Mission, Vision and Goals Chart

and description of Strategy the Objective is under: **Strategy 4.2 - Mutually beneficial partnerships with business and industry that provide employment/training opportunities for clients.**

Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description: **Objective 4.2.3 - Advanced solutions for job matching through Career Connect and Universal Business Database.**

Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Legal responsibilities satisfied by Objective: **WIOA/Title IV/Rehabilitation Act**

Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart

Public Benefit/Intended Outcome: **Output: systematic tracking of work orders, hiring patterns, and demand-driven opportunities. Outcomes: more clients are matched with opportunities that meet their skill sets and strengths, and businesses get well-prepared, well-matched employees.**

Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names: **Basic Services**

Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the

Responsible Person

Name: **Anne Iriel**

Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart

Number of Months Responsible: **8**

Position: **Assistant Commissioner, Client Services**

Office Address: **1410 Boston Ave. West Columbia, SC**

Department or Division: **Client Services**

Department or Division Summary: **Plan, provide and evaluate staff training program. Manage client service delivery, adherence and updates to policy, business development activities, and staff training.**

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year: **\$1,922,028 - Combined all Strategy 4.2 Objectives**

Copy and paste this information from the Strategic Budgeting Chart

Total Actually Spent: **Agency will provide next year**

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 4.2.3 - Advanced solutions for job matching through Career Connect and Universal Business Database.
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Performance Measure:	No measures developed yet, but reports are being developed. Agency is also able to assist federal contractors in meeting Section 503 requirements for hiring persons with disabilities.
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Type of Measure:	
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Results

2013-14 Actual Results (as of 6/30/14):	
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2014-15 Target Results:	
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2014-15 Actual Results (as of 6/30/15):	
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2015-16 Minimum Acceptable Results:	
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2015-16 Target Results:	
-------------------------	--

Details

Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)

Not specifically, but WIOA performance measures for meeting business and industry needs are in development at the federal level and will subsequently be implemented by SCVRD.

Insert any further explanation, if needed

What are the names and titles of the individuals who chose this as a performance measure?

Why was this performance measure chosen?

If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?

What are the names and titles of the individuals who chose the target value for 2015-16?

What was considered when determining the level to set the target value in 2015-16 and why was the decision finally

Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?

If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is

POTENTIAL NEGATIVE IMPACT

Instructions: Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact,"

Most Potential Negative Impact	<i>fewer and less-appropriate career opportunities for clients; diminished pool of well-qualified job candidates for employers.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>
Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?

Strategic Plan Context

# and description of Goal the Objective is helping accomplish:	Goal 4 - Maintain a dynamic network of partnerships to shape a better future for all stakeholders.	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Strategy 4.2 - Mutually beneficial partnerships with business and industry that provide employment/training opportunities for clients.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart

Objective

Objective # and Description:	Objective 4.2.4 - Provide outsource opportunities that meet clients' job readiness training needs and local labor market and industry needs.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	WIOA/Title IV/Rehabilitation Act	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	Output: business partners gain capacity and clients obtain skills leading to employment; skills are developed in a supportive environment that prepares clients for work settings. Outcomes: training contracts are developed that lead to employment opportunities within the community; skills gaps are closed.	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart

Agency Programs Associated with Objective

Program Names:	Workshop Production	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the
Responsible Person		
Name:	Rick Elam/Anne Iriel	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	126; 8	
Position:	Assistant Commissioner, Administration; Assistant Commissioner, Client Services	
Office Address:	1410 Boston Ave. West Columbia, SC	
Department or Division:	JRT services / Client services	
Department or Division Summary:	Manage client service delivery, adherence and updates to policy, business development activities, and staff training.	

Amount Budgeted and Spent To Accomplish Objective

Total Budgeted for this fiscal year:	\$1,922,028 - Combined all Strategy 4.2 Objectives	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	Agency will provide next year	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.
 Types of Performance Measures:

How the Agency is Measuring its Performance

Objective Number and Description	Objective 4.2.4 - Provide outsource opportunities that meet clients' job readiness training needs and local labor market and industry needs.	
Performance Measure:	Growth in Business Partnership Network	
Type of Measure:	Outcome	
Results		
2013-14 Actual Results (as of 6/30/14):	+48 for total of 343 members	
2014-15 Target Results:	Increase	
2014-15 Actual Results (as of 6/30/15):	+8 for total of 351 members	
2015-16 Minimum Acceptable Results:	Increase	
2015-16 Target Results:	Increase	
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed,	No	Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?	SCVRD Commissioner	

Why was this performance measure chosen?	Employers are a critical aspect of a successful vocational rehabilitation program; a thriving network of business partners enhances opportunities for competitive employment of agency clients and also leads to outsource agreements with business and industry to provide job readiness training to clients at SCVRD work training centers throughout the state. Desire to meet employer needs for qualified, prepared candidates, and to get input from employers related to demand-driven training. Benefits of employer advocacy
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	CORE
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Continued growth is essential as the newly-implemented Workforce Innovation and Opportunity Act emphasizes, and will eventually include performance measures for, successful partnerships with business and industry to provide competitive, integrated employment of people with disabilities.
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is	
	Performance Measure: Rehabilitation rate for clients in work training centers
	Type of Measure: Outcome
Results	
	2013-14 Actual Results (as of 6/30/14): 60.1%
	2014-15 Target Results: 55.8%
	2014-15 Actual Results (as of 6/30/15): 57.9%
	2015-16 Minimum Acceptable Results: 55.8%
	2015-16 Target Results: 55.8%
Details	
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)	Yes
What are the names and titles of the individuals who chose this as a performance measure?	Rehabilitation Services Administration (RSA), U.S. Department of Education
Why was this performance measure chosen?	reflects impact of SCVRD program on employment of state's residents with disabilities who participate in job readiness training activities at the agency's work training centers.
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?	
What are the names and titles of the individuals who chose the target value for 2015-16?	Nationally-established indicator
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?	Nationally-established indicator
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?	Yes
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?	

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact."

Most Potential Negative Impact	<i>decrease in demand-driven employment opportunities for SCVRD clients; decrease in quantity and diversity of job readiness training opportunities.</i>
Level Requires Outside Help	<i>When Rehabilitation Services Administration (RSA) determines that performance is substandard. Agency is also in transition to new federal performance standards. Previously two consecutive years of substandard performance on primary indicators triggered reviews.</i>
Outside Help to Request	<i>RSA and its associated Technical Assistance Centers</i>

Level Requires Inform General Assembly	<i>When RSA does not resolve through monitoring and assistance</i>
3 General Assembly Options	<i>Continued open communication with legislative committee members to address gaps</i>

REVIEWS/AUDITS

Instructions: Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Instructions: Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?
VR Business Partnership Network	<i>more than 500 business/industry partners provide employment opportunities, assist with development of demand-driven job readiness training; outsource work to VR work training centers, assist with disability awareness initiatives and rehabilitation technology/jobsite accommodations for workers with disabilities</i>	<i>private and public businesses and organizations</i>
Local Workforce Development Boards and Business Services Teams	<i>development of business relationships to enhance employment opportunities for SCVRD clients</i>	<i>combination public and private</i>
S.C. Technical Colleges System	<i>Demand-driven vocational training for persons with disabilities, manufacturing certification to enhance marketability for SCVRD clients</i>	<i>State</i>
State and Local Chambers of Commerce	<i>development of business relationships to enhance employment opportunities for SCVRD clients</i>	<i>chambers of commerce</i>

Strategic Budgeting

This is the next chart because once the agency determines its goals, strategies and objectives, as well as the programs that will best allow the agency to accomplish its objectives, the agency needs to determine how to allocate its funds to most effectively and efficiently accomplish the objectives. After allocating the funds to the objectives, the agency may decide to go back and revise which associated programs it will continue, curtail or eliminate in order to most effectively and efficiently accomplish its goals and objectives.

Agency Responding	S.C. Vocational Rehabilitation Department
Date of Submission	25-Feb-16
Fiscal Year for which information below pertains	2015-2016

IMPORTANT TIME SAVING NOTE: Please note that only one year of budgeted funds is requested. Once an agency is under study with the House Legislative Oversight Committee, the Committee may request information on how the agency budgeted and spent money for the previous five years. If an agency is chosen for study five years from now, the agency can quickly and easily combine the information from this chart for each of the last five years.

Part A Instructions: Estimated Funds Available this Fiscal Year (2015-16)

1) Please enter each source of funds for the agency in a separate column. Group the funding sources however is best for the agency (i.e. general appropriation programs, proviso 18.2, proviso 19.3, grant ABC, grant XYZ, Motor Vehicle User Fees, License Fines, etc.) to provide the information requested below each source (i.e. state, other or federal funding; recurring or one-time funding; etc.). The agency is not restricted by the number of columns below so please delete or add as many as needed. **However the agency chooses to group its funding sources, it should be clear through Part A and B, how much the agency estimates it has available to spend and where the agency has budgeted the funds it has available to spend.**

Part B Instructions: How Agency Budgeted Funds this Fiscal Year (2015-16)

1) Enter each agency objective and description (i.e. Objective 1.1.1 - insert description of objective). The agency can insert as many rows as necessary so that all objectives are included.
 2) After entering all of the objectives, enter each "unrelated purpose" for which money received by the agency will go (i.e. Unrelated Purpose #1 - insert description of unrelated purpose) on a separate row. An "unrelated purpose" is money the agency is legislatively directed to spend on something that is not related to an agency objective (i.e. pass through, carry forward, etc.).
 3) Enter how much money from each source of funds the agency budgets to spend on each objective and unrelated purpose. The "Total budgeted to spend on objectives and unrelated purposes" for each source of funds in Part B should equal the "Amount estimated to have available to spend this fiscal year" in Part A.

Explanations from the Agency regarding Part A:

Insert any additional explanations the agency would like to provide related to the information it provides below.

PART A
Estimated Funds
Available this
Fiscal Year
(2015-16)

Source of Funds:	Totals	Federal Vocational Rehabilitation Grant to States - Basic Services Program	State Matching Funds for Vocational Rehabilitation Grant to States - Basic Services Program	Other Funds for Vocational Rehabilitation Grants to States - Basic Support Program; Program	Federal Social Security Disability Insurance Trust Fund - Reimbursement Grant for SSI/SSDI claims	Other Funds - SCHHS and SCRS Cooperative Agreements for SSI/SSDI claims	Etc.
Is the source state, other or federal funding:	Totals	Federal	State	Other	Federal	Other	State, Federal or Other Funds?
Is funding recurring or one-time?	Totals	Annual Formula Grant	Recurring	Recurring	Recurring	Recurring	Recurring or one-time funding?
\$ From Last Year Available to Spend this Year							
Amount available at end of previous fiscal year	\$4,558,537	\$1,916,333	\$0	\$1,908,997	\$0	\$733,207	
Amount available at end of previous fiscal year that agency can actually use this fiscal year:	\$4,558,537	1,916,333	0	1,908,997	0	733,207	
If the amounts in the two rows above are not the same, explain why:	Enter explanation for each fund to the right						
\$ Estimated to Receive this Year							
Amount budgeted/estimated to receive in this fiscal year:	\$158,589,519	59,963,913	14,883,780	31,223,826	49,166,784	3,351,216	
Total Actually Available this Year							
Amount estimated to have available to spend this fiscal year (i.e. Amount available at end of previous fiscal year that agency can actually use in this fiscal year PLUS Amount budgeted/estimated to receive this fiscal year):	\$163,148,056	61,880,246	14,883,780	33,132,823	49,166,784	4,084,423	

Strategic Budgeting

Explanations from the Agency regarding Part B:

Insert any additional explanations the agency would like to provide related to the information it provides below.

PART B How Agency Budgeted Funds this Fiscal Year (2015-16)

Source of Funds: (the rows to the left should populate automatically from what the agency entered in Part A)	Totals	Federal Vocational Rehabilitation Grant to States - Basic Services Program	State Matching Funds for Vocational Rehabilitation Grant to States - Basic Services Program	Other Funds for Vocational Rehabilitation Grants to States - Basic Support Program; Program Income & Other	Federal Social Security Disability Insurance Trust Fund - Reimbursement Grant for SSI/SSDI claims	Other Funds - SCHHS and SCRS Cooperative Agreements for SSI/SSDI claims	Etc.
Is source state, other or federal funding: (the rows to the left should populate automatically from what the agency entered in Part A)	Totals	Federal	State	Other	Federal	Other	State, Federal or Other Funds?
Restrictions on how agency is able to spend the funds from this source:	n/a						
Amount estimated to have available to spend this fiscal year: (the rows to the left should populate automatically from what the agency entered in Part A)	\$163,148,056	\$61,880,246	\$14,883,780	\$33,132,823	\$49,166,784	\$4,084,423	\$0
Are expenditure of funds tracked through SCEIS? (if no, state the system through which they are recorded so the total amount of expenditures could be verified, if needed)	n/a						
Where Agency Budgeted to Spend Money this Year							
<i>Strategy 1.1 - Improve the quality of employment outcomes for eligible individuals with disabilities:</i>	\$33,851,101	25,914,073	7,208,698	728,330			
<i>Strategy 1.2 - Enhance school-to-work transition services:</i>	\$21,642,986	16,568,369	4,608,634	465,983			
<i>Strategy 1.3 - Enhance job driven vocational training programs:</i>	\$29,279,388	5,385,064	1,093,810	22,800,514			
<i>Strategy 2.1 - Provide training to equip staff to provide quality vocational rehabilitation services: and Strategy 2.2 - Foster opportunities for professional growth and the enhancement of future leadership:</i>	\$827,405	719,802	92,348	15,255			
<i>Strategy 3.1 - Successful outcomes for clients and claimants using resources efficiently:</i>	\$72,535,339	6,557,695	1,113,771	8,779,633	51,836,926	4,247,314	
<i>Strategy 3.2 - Continued evaluation and improvement of key</i>	\$989,796	745,494	244,302				
<i>Strategy 3.3 - Ensure safety and adequacy of infrastructure:</i>	\$1,701,532	1,461,774	47,786	191,972			
<i>Strategy 4.1 - Increase collaboration with other state agencies and community organizations:</i>	\$398,481	247,345		151,136			
<i>Strategy 4.2 - Mutually beneficial partnerships with business and industry that provide employment/training opportunities for clients:</i>	\$1,922,028	1,447,597	474,431				
Total Budgeted to Spend on Objectives and Unrelated Purposes: (this should be the same as Amount estimated to have available to spend this fiscal year)	\$163,148,056	\$59,047,213	\$14,883,780	\$33,132,823	\$51,836,926	\$4,247,314	

Reporting Requirements

Agency Responding					
Report #	1	2	3	4	
Report Name:	Agency Restructuring Report	Accountability Report	State IT Plan	Bank Account Transparency and Accountability	GCR-1 - Grants and Contract Review
Why Report is Required					
Legislative entity requesting the agency complete the report:	House Legislative Oversight Committee	Executive Budget Office	Department of Administration		Executive Budget Office
Law which requires the report:	Section 1-30-10(G)	Section 1-1-810	Section 11-35-1580 and Proviso 117.118	Proviso 117.88 of the Appropriation Act- Bank Account Transparency and Accountability (2014-2015)	SC Code Section 2-65-30 - 2-65-50
Agency's understanding of the intent of the report:	To identify opportunities for cost savings and increased efficiencies among state agencies.	Report on the agency's performance for review by the Governor and the General Assembly. The Accountability Report provides for both a discussion of prior year expenditures and associates expenditures with prospective goals, strategies and objectives to move the agency forward in future years.	To collect information about state Technology purchases	Each state agency, except state institutions of higher learning, which has composite reservoir bank accounts or any other accounts containing public funds which are not included in the Comptroller General's Statewide Accounting and Reporting System or the South Carolina Enterprise Information System shall prepare a report for each account disclosing every transaction of the account in the prior fiscal year	
Year agency was first required to complete the report:	for SFY 2014	Unknown	1997		

Reporting Requirements

	Reporting frequency (i.e. annually, quarterly, monthly):	Annual	Annual	Annually	Annually	For each new federal allocation of funds
	Information on Most Recently Submitted Report					
	Date Report was last submitted:		15-Sep-15	October 1, 2015	Oct-15	12/22/2015
	Timing of the Report					
	Month Report Template is Received by Agency:	November	Jun-15	September 15, 2015	September/October received email	
	Month Agency is Required to Submit the Report:	January	September	October	October	
	Where Report is Available & Positive Results					
Information in all these rows should be for when the agency completed the report most recently	To whom the agency provides the completed report:	House Legislative Oversight Committee	Executive Budget Office	Online to Department of Administration	SC Department of Administration - Executive Budget Office	Bonny Anderson
	Website on which the report is available:	www.scstatehouse.gov	www.scstatehouse.gov	Internal to Department of Administration	http://www.admin.sc.gov/budget	
	If it is not online, how can someone obtain a copy of it:			Contact Department of Administration	N/A	Contact Executive Budget Office
	Positive results agency has seen from completing the report:	Ties together mission, programs, and fiscal/performance accountability and helps identify opportunities for enhancement of performance measures.	Ties together agency strategic plan with performance measures/outcomes; demonstrates accountability in efficiency and effectiveness; allows opportunities to describe current initiatives and challenges.		N/A	

Reporting Requirements

5	6	7	8	9	10	11	12	13
FPR - Federal Project Review	SF-425 Federal Financial Report	RSA-2 Annual VR Program/Cost Report	RSA-113 Quarterly Cumulative Caseload Report	RSA-911 Case Service Report	State Fiscal Year Closing Packages	Debt Collection Report	Travel Report	EEO Report to the General Assembly
Executive Budget Office	U.S. Department of Education--Office of Special Education and Rehabilitative Services--Rehabilitation Services Administration	U.S. Department of Education--Office of Special Education and Rehabilitative Services--Rehabilitation Services Administration	U.S. Department of Education--Office of Special Education and Rehabilitative Services--Rehabilitation Services Administration	U.S. Department of Education--Office of Special Education and Rehabilitative Services--Rehabilitation Services Administration	SC Comptroller Generals Office	General Assembly	SC Comptroller General's Office	S.C. Human Affairs Commission
SC Code Section 2-65-20	Sections 3(b), 19, 107(a)(2)(H), 107(a)(2)(I), and 108 of the Rehabilitation Act of 1973, as amended	Sections 3(b), 13, 14(a), 101 and 103 of the Rehabilitation Act of 1973, as amended	Sections 7(11), 13, and 101 (a)(10) of the Rehabilitation Act of 1973, as amended.	Sections 101(a)(10) and 626 of the Rehabilitation Act of 1973, as amended.	Generally Accepted Accounting Principles (GAAP)	Proviso 117.37 of the Appropriation Act-- Debt Collection	Proviso 117.28 of the Appropriation Act-- Travel Report	S.C. Human Affairs Law
	To assess grantee compliance with fiscal requirements of the Rehabilitation Act.	To provide program cost information.	To provide quarterly information on the number of clients currently in the VR program as of the reporting period.	Captures a variety of demographic and service data for each individual whose case is closed during the fiscal year, and is used to report annually to Congress and the President.	The objective of the design for reporting packages is to stimulate the thought process for year-end to identify the accurate balances in accordance with GAAP, the need for year-end adjustments and for reporting purposes the activity that may not be required to be recorded but is required to be reported. The thought process will include examination and understanding of activity after year-end as well as during the fiscal year.	Each state agency shall provide to the Chairmen of the Senate Finance and House of Representatives Ways and Means Committees and the Inspector General a report detailing the amount of its outstanding debt and all methods it has used to collect that debt.	Annually on November first, the Comptroller General shall issue a report on travel expenditures for the prior fiscal year which shall be distributed to the Senate Finance Committee, the House Ways and Means Committee, and the Statehouse Press Room.	To ensure that agencies have a diverse workforce
	2009			Not certain; possibly since inception of Rehabilitation Act amendments of 1973.			FY2003 - 2004	

Reporting Requirements

Annually	Semi-Annually	Annually	Quarterly	Annually for FY 2016; Quarterly beginning FY 2017.	Annually	Annually	Annually	Annually
01/06/2015	12/15/2015	12/16/2015	01/25/2016	11/19/2015	07/01/2015 – 11/15/2015	Feb-15	Sep-15	October 2015
December - January			February, April, July, October	As issued by RSA.	May/June templates are posted on line	January/February received email	Received template each August/September	September
December - January	December for Final Report	December		November	Various dates between 07/01 to 11/15	Last Day of February	August/September	October
Bonny Anderson	Rehabilitation Services Administration	Rehabilitation Services Administration	Rehabilitation Services Administration	Rehabilitation Services Administration	SC Comptroller General's Office	SC Department of Administration - Executive Budget Office	SC Comptroller General's Office	S.C. Human Affairs Commission
		www.rsa.ed.gov	www.rsa.ed.gov	www.rsa.ed.gov	N/A	N/A	http://www.cj.sc.gov/publicationsandreports/Pages/travelreports.aspx	http://www.scstatehouse.gov/reports/reports.php
Contact Executive Budget Office	Contact Rehabilitation Services Administration				Contact SC Vocational Rehabilitation.	Contact South Carolina Vocational Rehabilitation Department		
		SCVRD uses to compile comparative data for performance		SCVRD uses to compile comparative data for performance	Data is used for the South Carolina CAFR			Helps maintain awareness of affirmative action and diversity in our personnel practices (hiring, promotions, etc.)

Reporting Requirements

14	15
Survey of Occupational Injuries and Illnesses	Form RSA – 722 Annual Report on Appeals Process
US Department of Labor Bureau of Labor Statistics	US. Department of Education, Rehabilitation Services Administration
Public Law 91-596	Section 102(c)(8) of the Rehabilitation Act, as amended by the Workforce Innovation and Opportunity Act
Provide data for BLS workplace injuries and illnesses report	The report is mandated by law; it assists the RSA Commissioner in monitoring the appeals process in the designated State agencies that have been established to provide vocational rehabilitation services to eligible individuals with disabilities.
	Not able to determine (possibly since inception of the Rehab Act of 1973)

Reporting Requirements

Annually	Annually
January 2015	Oct-15
January	October
January of the following year	Within 30 days after the end of the federal fiscal year
SCDLLR	Edward West, RSA staff member
	www.rsa.ed.gov
From SCVRD, Legal, Safety, and Risk Management	Online
	Lower number of impartial hearings in comparison to other state VR agencies

Restructuring Recommendations and Feedback

Agency Responding	S.C. Vocational Rehabilitation Department
Date of Submission	25-Feb-16
Fiscal Year for which information below pertains	2015-16

RESTRUCTURING RECOMMENDATIONS

Instructions: Please answer the questions below and add as many rows as needed.

Does the agency have any recommendations, minor or major, for restructuring? No

If the agency has recommendations for restructuring, list each one on a separate row in the chart below. Add as many rows as needed.

Does the agency recommendation require legislative action?	Recommendation for restructuring

FEEDBACK (Optional)

Instructions: Please answer the questions below to provide feedback on this Annual Restructuring Report ("Report").

Please list 1-3 benefits the agency sees in the public having access to the information requested in the Report, in the format it was requested.	Please list 1-3 benefits to agency management and employees in having all of this information available in one document.	Now that the agency has completed the Report, please list 1-3 things the agency could do differently next year (or it could advise other agencies to do) to complete the Report in less time and at a lower cost to the agency.
Helps the public understand the mission, programs, and fiscal/performance accountability of agencies	Ties together mission, programs and fiscal/performance accountability. Enables viewing of performance measures specific to objectives and to identify opportunities for development or improvement of measures	1
2	2	2
3	3	3

Does the agency believe this year's Restructuring Report was less burdensome than last year's?	Please list 1-3 changes to the Report questions, format, etc. the agency recommends to ensure the Report provides the best information to the public and General Assembly, in the least burdensome way to the agency.	Please add any other feedback the agency would like to provide (add as many additional rows as necessary)
No.	Formatting that would automatically populate corresponding sections in the report to avoid necessity for cutting and pasting (in some instances more than once if edits occur to first draft)	We received excellent and timely guidance and support from the Oversight Committee staff throughout the process. It was much appreciated.
Why or why not?	2	
Extensive detail for each objective and time involved with repopulating information required in multiple locations within the report; also the difficulty in pinpointing exact expenditures for single objectives that involve resources shared with multiple other objectives.	3	

Agencies are not required to do anything in this worksheet. This worksheet is part of the document so the proper drop down menus can be available in the other tabs.

Is Performance Measure Required?

State
Federal
Only Agency Selected

Type of Performance Measure

Outcome
Efficiency
Output
Input/Explanatory/Activity

Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?

State/Local Government Entity
College/University
Business, Association or Individual

Does the Agency have any restructuring recommendations

Yes
No

Does the agency believe this year's Restructuring Report was less burdensome than last year's?

Yes
No