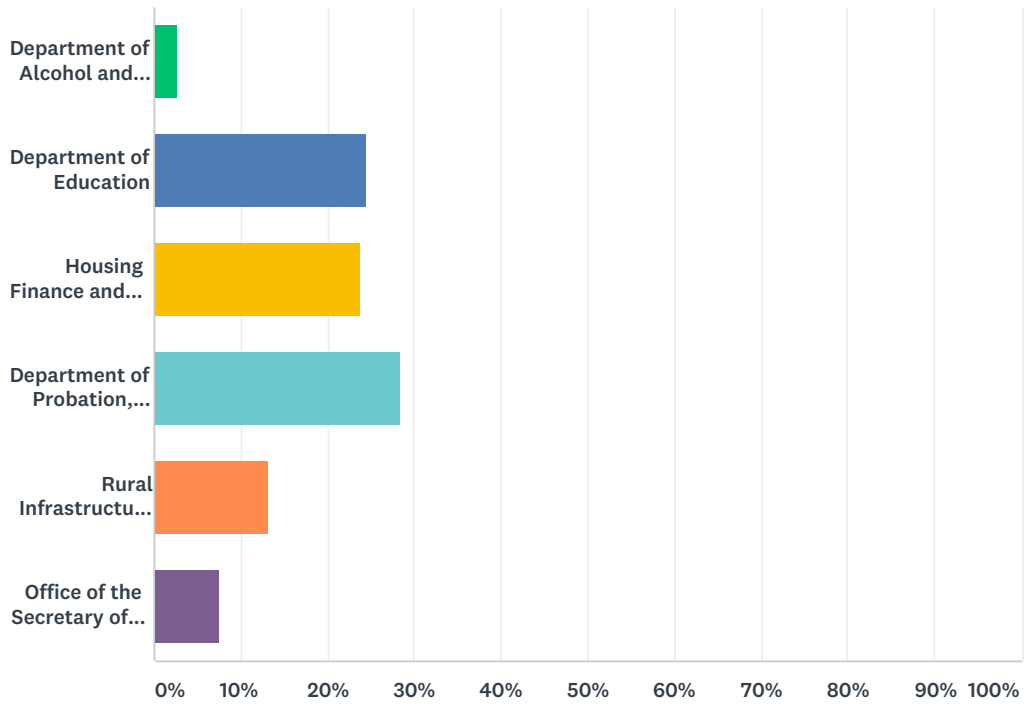


Q1 Which agency would you like to provide input about first?

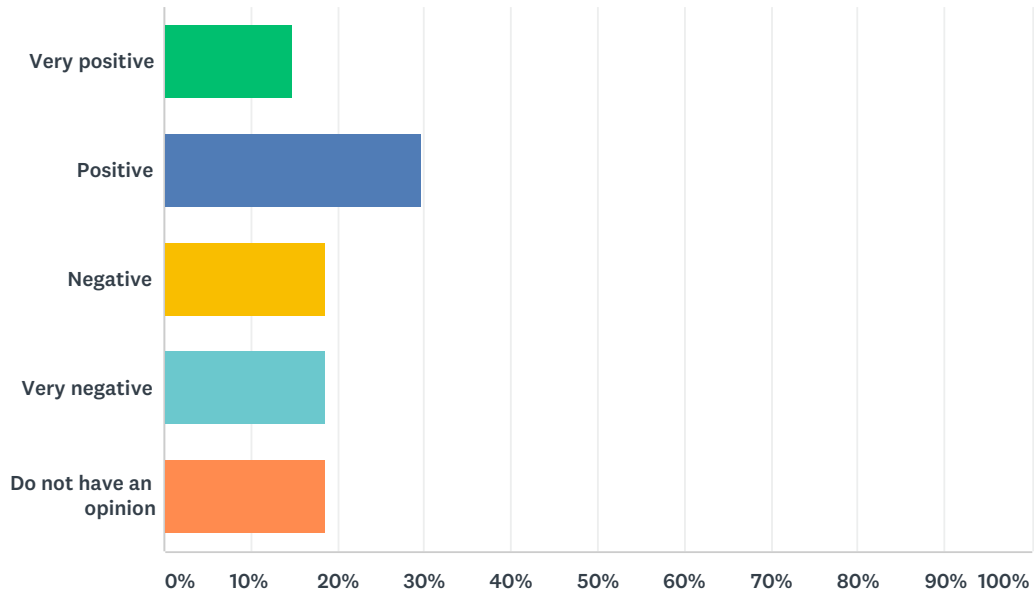
Answered: 450 Skipped: 0



ANSWER CHOICES	RESPONSES	
Department of Alcohol and Other Drug Abuse Services	2.67%	12
Department of Education	24.44%	110
Housing Finance and Development Authority	23.78%	107
Department of Probation, Parole and Pardon Services	28.44%	128
Rural Infrastructure Authority	13.11%	59
Office of the Secretary of State	7.56%	34
TOTAL		450

Q2 Overall, what is your opinion of the Department of Alcohol and Other Drug Abuse Services?

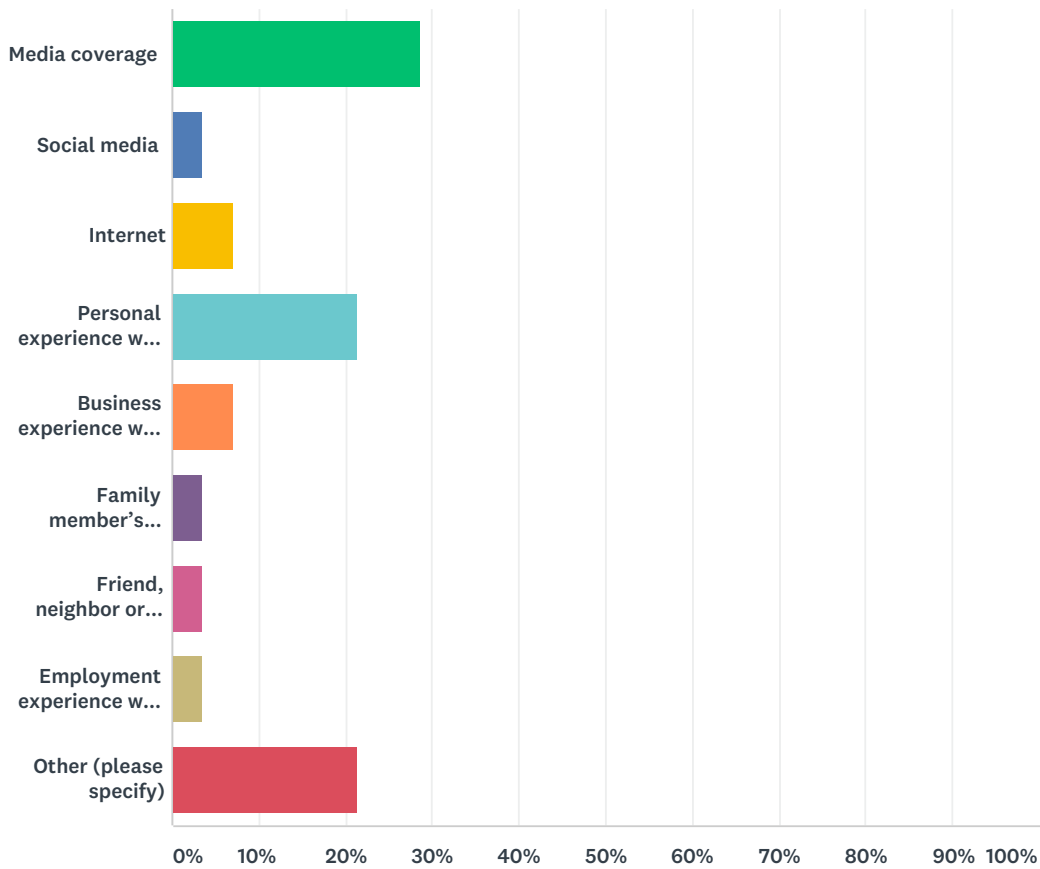
Answered: 27 Skipped: 423



ANSWER CHOICES	RESPONSES	
Very positive	14.81%	4
Positive	29.63%	8
Negative	18.52%	5
Very negative	18.52%	5
Do not have an opinion	18.52%	5
TOTAL		27

Q3 Which of the following has most influenced your opinion of the Department of Alcohol and Other Drug Abuse Services?

Answered: 28 Skipped: 422



ANSWER CHOICES	RESPONSES
Media coverage	28.57% 8
Social media	3.57% 1
Internet	7.14% 2
Personal experience with the agency	21.43% 6
Business experience with the agency	7.14% 2
Family member's experience with the agency	3.57% 1
Friend, neighbor or colleague's experience with the agency	3.57% 1
Employment experience with the agency	3.57% 1
Other (please specify)	21.43% 6
TOTAL	28

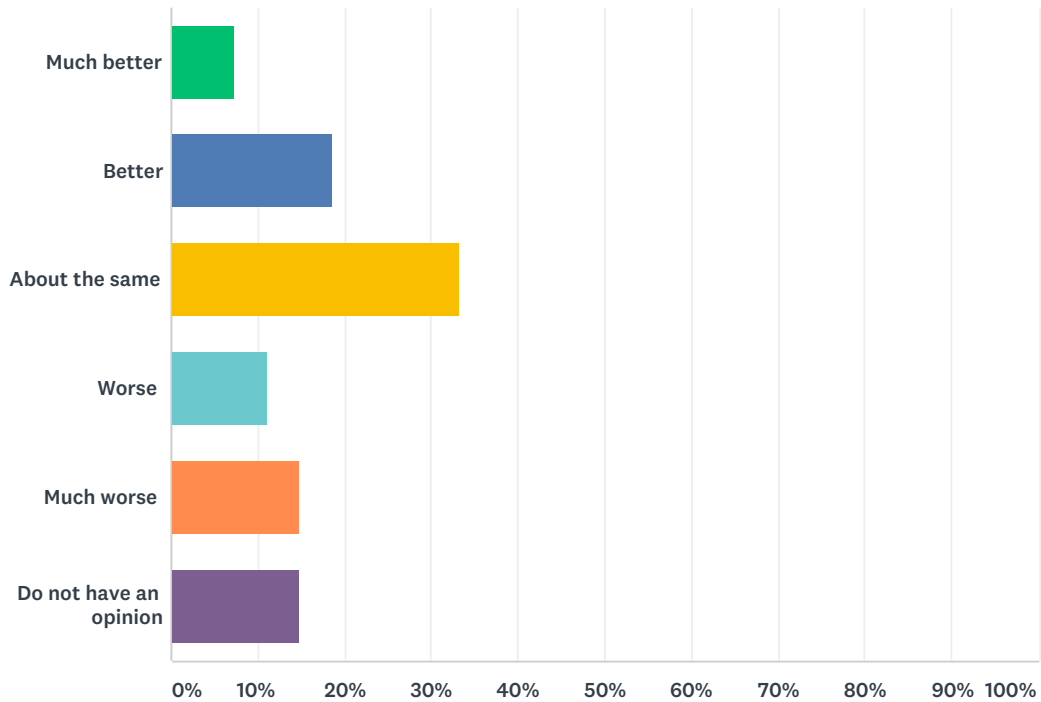
#	OTHER (PLEASE SPECIFY)	DATE
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Public Survey About Agencies Under Study March 2019

1	I see first hand the Opiod epidemic in this state. Our neighborhood, which has two schools in it, also has several drug houses. These drug houses are raided and the people are arrested time and time again only to be back in business a couple of days later.	3/28/2019 6:56 PM
2	a family of drunks	3/16/2019 1:59 PM
3	Observation through multiple formats.	3/4/2019 3:32 PM
4	Combination of the above.	3/2/2019 3:39 PM
5	Not enough quality services for population needs	2/28/2019 4:26 PM
6	dealing with counseling	2/28/2019 4:11 PM

Q4 How do you think the Department of Alcohol and Other Drug Abuse Services functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 27 Skipped: 423



ANSWER CHOICES	RESPONSES	
Much better	7.41%	2
Better	18.52%	5
About the same	33.33%	9
Worse	11.11%	3
Much worse	14.81%	4
Do not have an opinion	14.81%	4
TOTAL		27

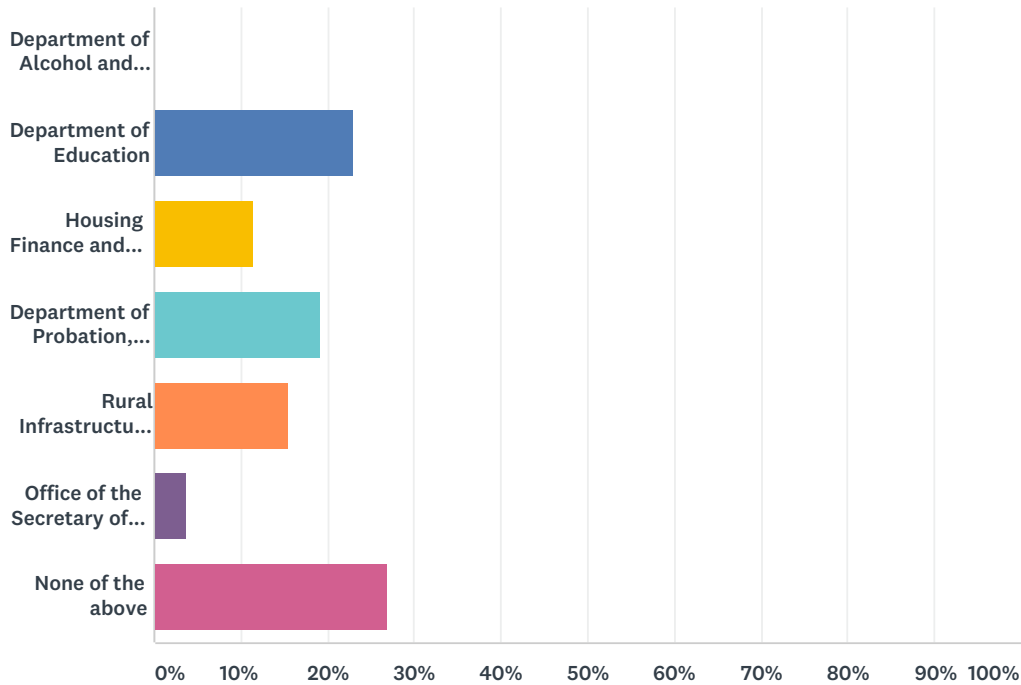
Q5 Please list any comments, concerns, or suggestions you may have about the Department of Alcohol and Other Drug Abuse Services, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 11 Skipped: 439

#	RESPONSES	DATE
1	Work on getting tougher laws for these repeat offenders to keep them off the streets. Educate the doctors regarding the over prescribing of Opiods.	3/28/2019 6:56 PM
2	We have a crisis here and government has and is still failing very badly in this area	3/28/2019 5:41 PM
3	No suggestions.	3/28/2019 5:35 PM
4	Policies, The Director, Human Resource Manager they are all very unprofessional and should be looked at.	3/25/2019 8:05 PM
5	This department is a waste of time and money. People choose to take addictive substances, they choose to keep taking them and if the stop and stay stopped it is because they choose to.	3/16/2019 1:59 PM
6	Decriminalize marijuana	3/16/2019 12:44 PM
7	DAODAS is an agency with a heart. A lot of compassion is shown within its walls and extended outward to its providers and the general population. It's small size lends toward efficient decision making and solution finding in some regard. It would be helpful to see the agency grow in size marginally, only to assist it increasing it's ability to: 1) conduct adequate compliance and quality assurance activities to ensure that providers are making required and best use of funds that DAODAS awards to them; 2) provide technical assistance and training that support provider's ability to successfully meet requirements, expectations, and to help providers pursue innovative approaches capable of increasing the body of evidence-based prevention, treatment, and recovery practices that are available to address issues of substance use/consumption and their related consequences to health, safety, education, and socio-economic outcomes for individuals, families, groups, and communities. There are pros to the current system by which DAODAS operates (the 301 system), however, a major challenge has been finding a clear way to connect funding levels per county provider to level of services provided across the continuum of care. It will be helpful in the future to explore and pilot funding or service models that have sufficiently linked services provision, cost of services, and/or value of services provided. The bottom line is that DAODAS is an agency with a great heart and competent, compassionate people that would do well to: have increased capacity to more effectively and efficiently monitor funds that it awards; and provide more focused technical assistance and training support to providers to help them provide services as required and consistently with an aim to prioritize, emphasize, and reward quality of services over quantity of services, with an eye toward innovation to support future best practices.	3/14/2019 11:43 AM
8	The agency staff is very accessible. Customer service is paramount.	3/6/2019 6:20 PM
9	Tougher sanctions on abusers & providers over prescribing	3/3/2019 12:18 PM
10	Alcohol and drug abuse is an ongoing and serious problem in SC. This agency provides assistance that epuld jot otherwise be avsilable.	3/2/2019 3:39 PM
11	in need of more services	2/28/2019 4:11 PM

Q6 Which agency would you like to provide input about next?

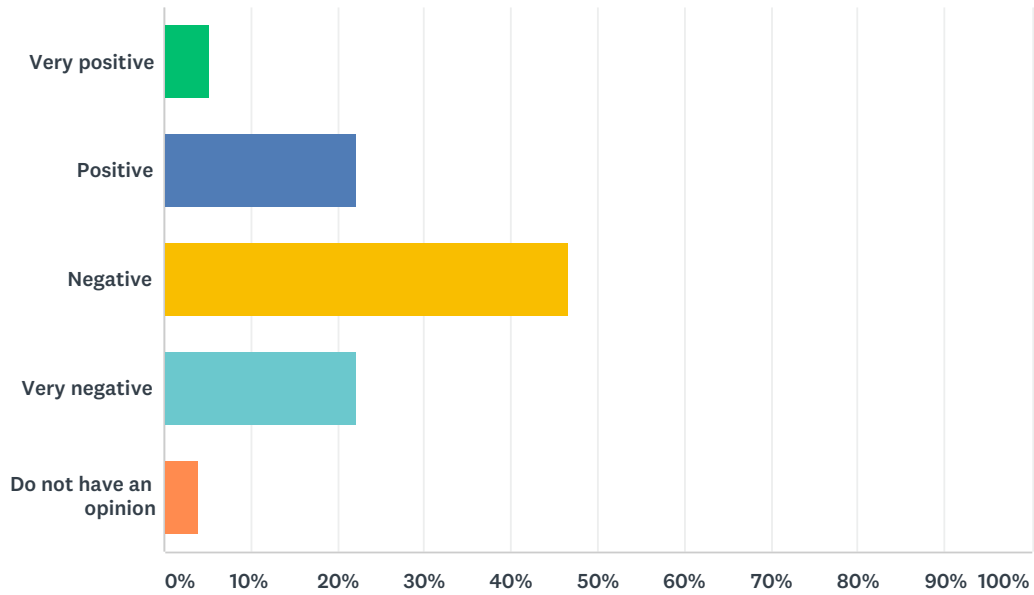
Answered: 26 Skipped: 424



ANSWER CHOICES	RESPONSES	
Department of Alcohol and Other Drug Abuse Services	0.00%	0
Department of Education	23.08%	6
Housing Finance and Development Authority	11.54%	3
Department of Probation, Parole and Pardon Services	19.23%	5
Rural Infrastructure Authority	15.38%	4
Office of the Secretary of State	3.85%	1
None of the above	26.92%	7
TOTAL		26

Q7 Overall, what is your opinion of the Department of Education?

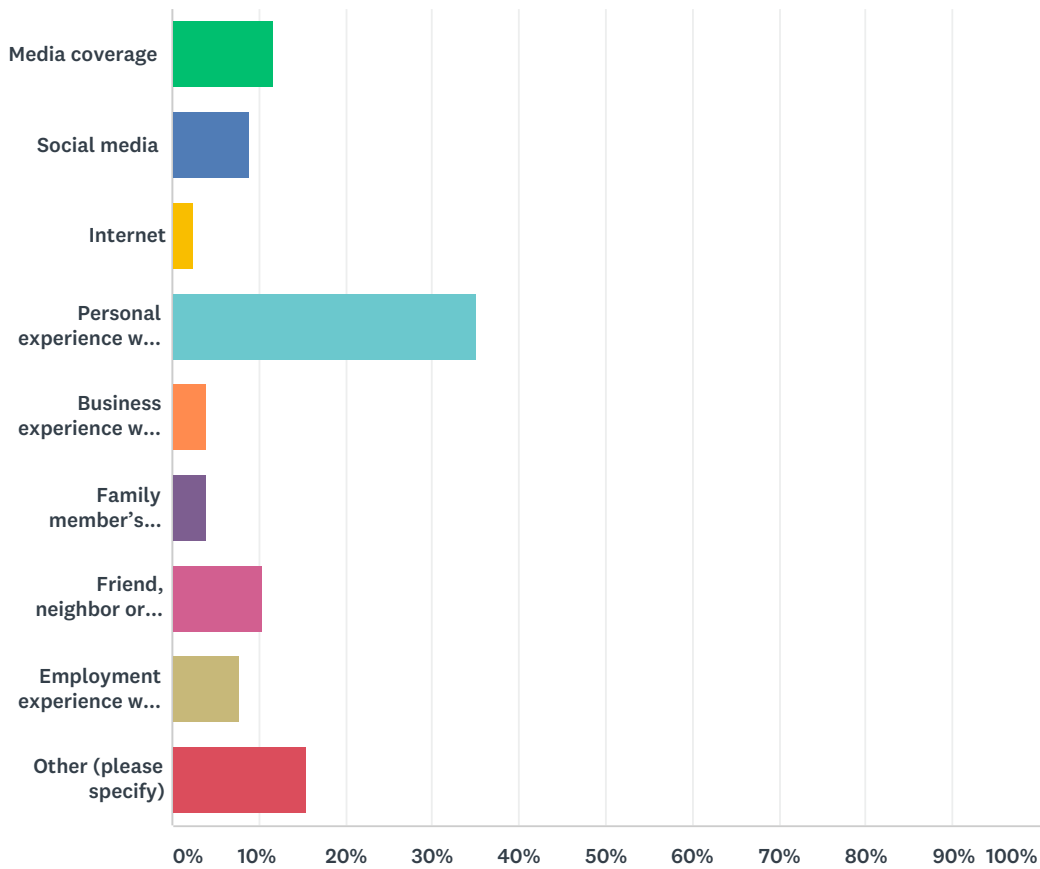
Answered: 77 Skipped: 373



ANSWER CHOICES	RESPONSES	
Very positive	5.19%	4
Positive	22.08%	17
Negative	46.75%	36
Very negative	22.08%	17
Do not have an opinion	3.90%	3
TOTAL		77

Q8 Which of the following has most influenced your opinion of the Department of Education?

Answered: 77 Skipped: 373



ANSWER CHOICES	RESPONSES	
Media coverage	11.69%	9
Social media	9.09%	7
Internet	2.60%	2
Personal experience with the agency	35.06%	27
Business experience with the agency	3.90%	3
Family member's experience with the agency	3.90%	3
Friend, neighbor or colleague's experience with the agency	10.39%	8
Employment experience with the agency	7.79%	6
Other (please specify)	15.58%	12
TOTAL		77

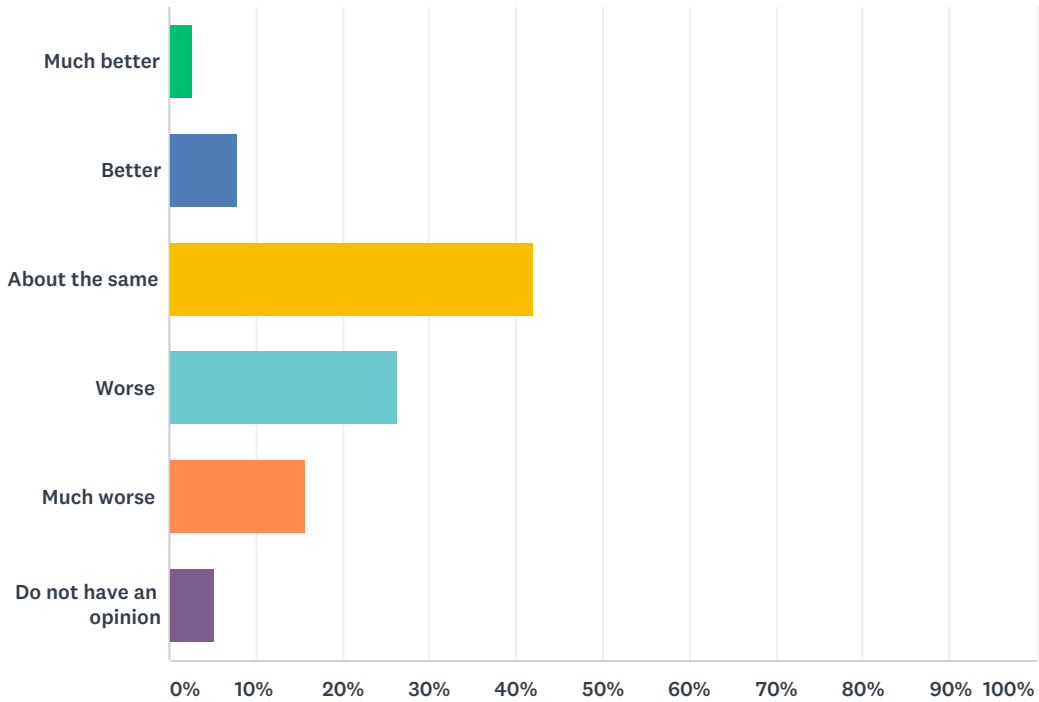
#	OTHER (PLEASE SPECIFY)	DATE
1	Take the word never out of the eligibility terms for state tuition and insert a number of years. Give hope to those who are trying to make positive changes in their economic lives.	3/28/2019 5:41 PM

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2	School age kids.	3/27/2019 4:43 PM
3	Structure of governance over Department of Education	3/21/2019 3:18 PM
4	Personal research	3/16/2019 8:55 PM
5	teachers and grandchildren's schools	3/16/2019 1:56 PM
6	Standardized education for unique students	3/16/2019 12:42 PM
7	Government Role	3/16/2019 12:06 PM
8	Education Stats	3/7/2019 3:52 PM
9	Concerned citizen	3/7/2019 10:23 AM
10	The quality of work force in SC implies a lousy education system	3/5/2019 12:15 AM
11	Combination of the above	3/2/2019 3:36 PM
12	B	2/28/2019 8:22 PM

Q9 How do you think the Department of Education functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 76 Skipped: 374



ANSWER CHOICES	RESPONSES	
Much better	2.63%	2
Better	7.89%	6
About the same	42.11%	32
Worse	26.32%	20
Much worse	15.79%	12
Do not have an opinion	5.26%	4
TOTAL		76

Q10 Please list any comments, concerns, or suggestions you may have about the Department of Education, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 43 Skipped: 407

#	RESPONSES	DATE
1	Need to do more on "Bullying" instead of ignoring complaints..	4/1/2019 8:58 AM
2	I seen great efforts put forth in Richland District 1. Greater magnet programs and a greater sense of caring for the well being of the students.	3/29/2019 1:29 AM
3	Pay your teachers more to keep quality teachers in the state.	3/28/2019 6:49 PM
4	The Dept of Education is a mess! We are doing our great students and parents and teachers a disservice. This is a failing dept. Lets also cut off the federal dept of education and all their awful mandates that have failed our kids since Carter created it in 1978. This was the beginning of the decline of our education.. this and when God was expelled in 1960's...	3/28/2019 5:38 PM
5	There is no reason for our children to graduate high school without being able to write a complete sentence but they do. Classes are overcrowded and children do not learn in overcrowded situations. My grandsons kindergarten class has 26 students!	3/28/2019 4:40 PM
6	They don't do enough to help people trying to further their education to better themselves	3/27/2019 11:42 PM
7	Do not allow any elements of Islam in any classroom.	3/25/2019 5:21 AM
8	Special education, iep and 504 requirements are followed to the minimum, "we are doing all that we are required" as opposed to proactively helping a child succeed.	3/21/2019 9:31 PM
9	Place the functions and responsibilities of the Education Oversight Committee directly under the Department of Education and the Superintendent of Education.	3/21/2019 3:18 PM
10	The Department of Education should mandate lower student to teacher ratios, restrict the burdensome paperwork load of teachers, and provide unencumbered planning time for each teacher.	3/19/2019 1:32 PM
11	Given the prodigious amount of taxes collected expressly for the Dept of Education, that our schools and teachers would be in much better standing. Those resources should go to teachers and classrooms for supplies. Instead, they're used for new buildings. Totally unnecessary. Also, Common Core and any variations of it should be abolished immediately. Our children are being taught what to think, rather than how to think. In addition, the children of illegal immigrants should not be given access to our school system. Why should we citizens subsidize invaders? As for the ease of obtaining information online, there is plenty of it. But if a person wants to know what's really going on, that knowledge won't come from any official source.	3/18/2019 8:57 AM
12	Teachers need to be paid more for the important job they do. Classes need to be smaller & less assessments need to be given.	3/17/2019 5:55 PM
13	The department needs a vision for the future of our schools. Travel and find someone doing it right than lets modify it to fit our culture and context. We should strive to be first in education in the world.	3/16/2019 11:53 PM
14	The education "reforms " being suggested don't lead to real reform. It leads to privatization of education. Fully fund education and give schools the ability to appropriately discipline students without it negatively impacting their school report card.	3/16/2019 9:58 PM
15	Data mining and indoctrination instead of education is not what this dept should be focused on...sad. So now they want to collect data on 0 year olds...really??	3/16/2019 8:55 PM
16	Don't make it so difficult for teachers with out of State teaching degrees to become certified in South Carolina. Transferring certifications is very costly and time consuming.	3/16/2019 7:58 PM

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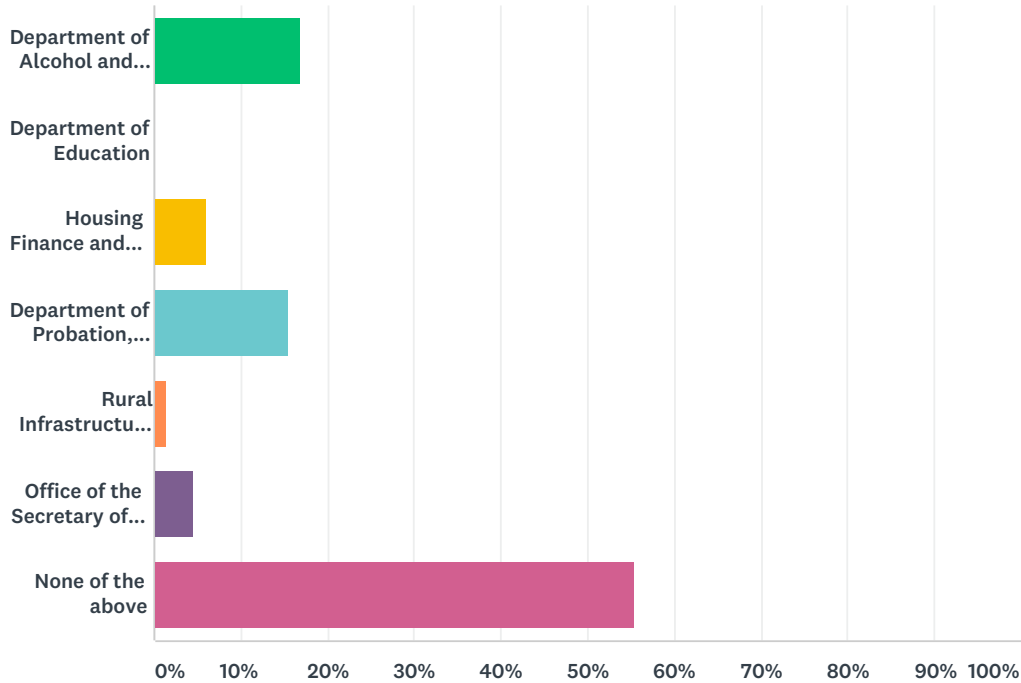
17	We will not transform education into the system our children need and deserve until we treat teachers like professionals. The SC Dept of Ed is the enforcer of the top down, one size fits all, system of education that trials most of the rest of the nation. Many of the best teachers in SC are giving up being disrespected and moving out of the education profession.	3/16/2019 6:47 PM
18	Stop Common Core entirely and NO 0-20 Committee!	3/16/2019 6:15 PM
19	Out of touch with the classroom	3/16/2019 4:40 PM
20	The department does not support what is best for teachers and allows districts to interpret legislation that benefits them. The department does not value experienced staff and thus most have left in the past 8 years. The leadership is lacking in knowledge and experience in education.	3/16/2019 2:59 PM
21	Most educators seem to enter the field in order to get summers off with pay and be off work by 3:30. Doing a good job doesn't seem to be, for many, a motivating factor.	3/16/2019 2:03 PM
22	People with BS or BA degrees should be able to teach at the high school lever if a certified teacher cannot be hired.	3/16/2019 1:56 PM
23	I personally would like to know why we have schools shutting down and teachers will are under paid while representatives are trying to use tax money to pay for DACA students to go to college. Also common core has been a complete failure in the state and we would like to see it removed.	3/16/2019 1:49 PM
24	To many students per teacher and counselor	3/16/2019 1:21 PM
25	I think the Department should be honest about not ridding the State of Common Core per the law. additionally, the new Education Reform Bill is not really addressing the problems of our overall Education which systemically-polls out to be number 48th in the USA!!!	3/16/2019 1:19 PM
26	You need to stop this common core crap!!! Stay out of parents raising there children and quit giving children illegal more than our own.!!!!	3/16/2019 1:07 PM
27	We should look no further than the difference between our own report cards and the NAEP to see that there is a problem. We have schools with glowing ratings who have 70% of more students who can meet a proficient level of reading in national tests. The problem stems from an understanding of research. There is evidence out there of what is KNOWN to work when teaching reading. Why won't the Dept of Ed use this advocate this or even research it themselves? How much lower do we have to go than 47th in the nation?	3/16/2019 1:07 PM
28	They accepted in line with Common Core Standards which went against the intent of the law to end Common Core in SC. The EOC needs to be dissolved and our State Board of Education needs to be changed to elected positions based on judicial districts. Our parents need to be respected as a major stakeholder. Data mining needs to cease. Indoctrinating lessons need to desist. Parents should have to opt in to any controversial lesson plans that go against their faith, values and beliefs. We need to stop taking ANY Federal funds and follow the Constitution that clearly means education falls to the states not the Federal Government. Parents need choices in curriculum. At present all tests are based on failed Common Core and tests drive curriculum. Parents should have a school choice that follows traditional classical standards.	3/16/2019 12:56 PM
29	We need to quit teaching all kids the same and teach to their strengths while supporting where they can improve	3/16/2019 12:42 PM
30	Treat teachers like the professionals they are!	3/16/2019 12:07 PM
31	I support Congressman Thomas Massie's bill (HR899) to Abolish the Dept of Ed and I support Congressman Jeff Duncan as a cosponsor of that bill. Complete separation of state and school. This is the only way to achieve a high-quality, low-cost, diverse, and voluntary educational system.	3/16/2019 12:06 PM
32	Pay raise bill gives larger portions to first year teachers and no retention incentives for teachers that have been in for more than 5 years.	3/16/2019 12:04 PM
33	The DoE does its best to serve the citizens of SC, but its hands are often tied by overreaching bureaucratic measures. From mandated testing to mandated course requirements, people who don't work in the field are making major decisions about the field. Legislators need to listen to REAL teachers en masse before issuing broad proclamations of "truth" and writing our state's laws.	3/16/2019 11:57 AM
34	Teachers need to be teaching not preparing students for all the testing. Teachers and children have enough stress let them do there job.	3/15/2019 10:27 PM

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35	SC has been the lowest performing in education for years and it has not improved with all the talk and attention it receives....we need to make it work so that our students are some of the brightest in the country. SC Education tends to overlook underachievers and not prepare them for brighter futures	3/7/2019 3:52 PM
36	When a school board and superintendent are so obviously incompetent and in tourmoil as with Beaufort county until Moss was fired, the State Agency should have intervened. The State should promote charter schools aggressively until the public system fixes itself or is unnecessary.	3/5/2019 12:15 AM
37	Last on the nation for decades ans looking at the state populace it shows	3/4/2019 3:36 PM
38	I'm concerned about obtaining Higher teacher pay, improving schools (physically)without having to go through a referendum	3/3/2019 12:17 PM
39	An agency SC needs to provide oversight to local school boards for standards in education, finance and other critical stuff.	3/2/2019 3:36 PM
40	Employment decisions are for political reasons.	3/2/2019 1:47 PM
41	There is no accountability in the districts. The district offices are lavish, while the schools are in disrepair and teacher quality is poor.	2/28/2019 4:26 PM
42	Teacher reform need to be adjusted and education need to be planned and changed.	2/28/2019 4:20 PM
43	THE LEVEL OF EDUCATION GIVEN MEETING STANDARDS	2/28/2019 4:15 PM

Q11 Which agency would you like to provide input about next?

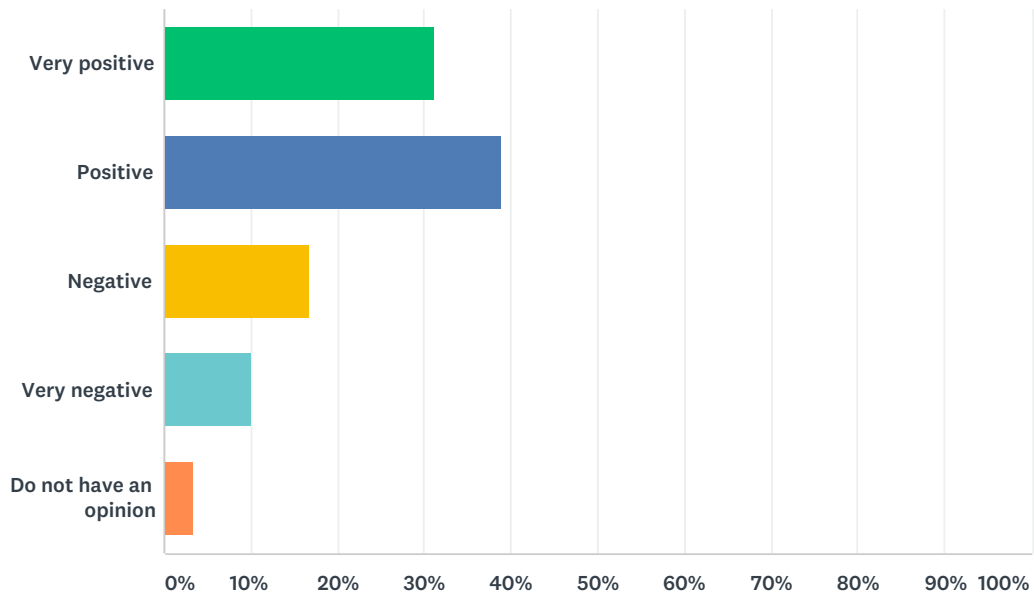
Answered: 65 Skipped: 385



ANSWER CHOICES	RESPONSES	
Department of Alcohol and Other Drug Abuse Services	16.92%	11
Department of Education	0.00%	0
Housing Finance and Development Authority	6.15%	4
Department of Probation, Parole and Pardon Services	15.38%	10
Rural Infrastructure Authority	1.54%	1
Office of the Secretary of State	4.62%	3
None of the above	55.38%	36
TOTAL		65

Q12 Overall, what is your opinion of the Housing Finance and Development Authority?

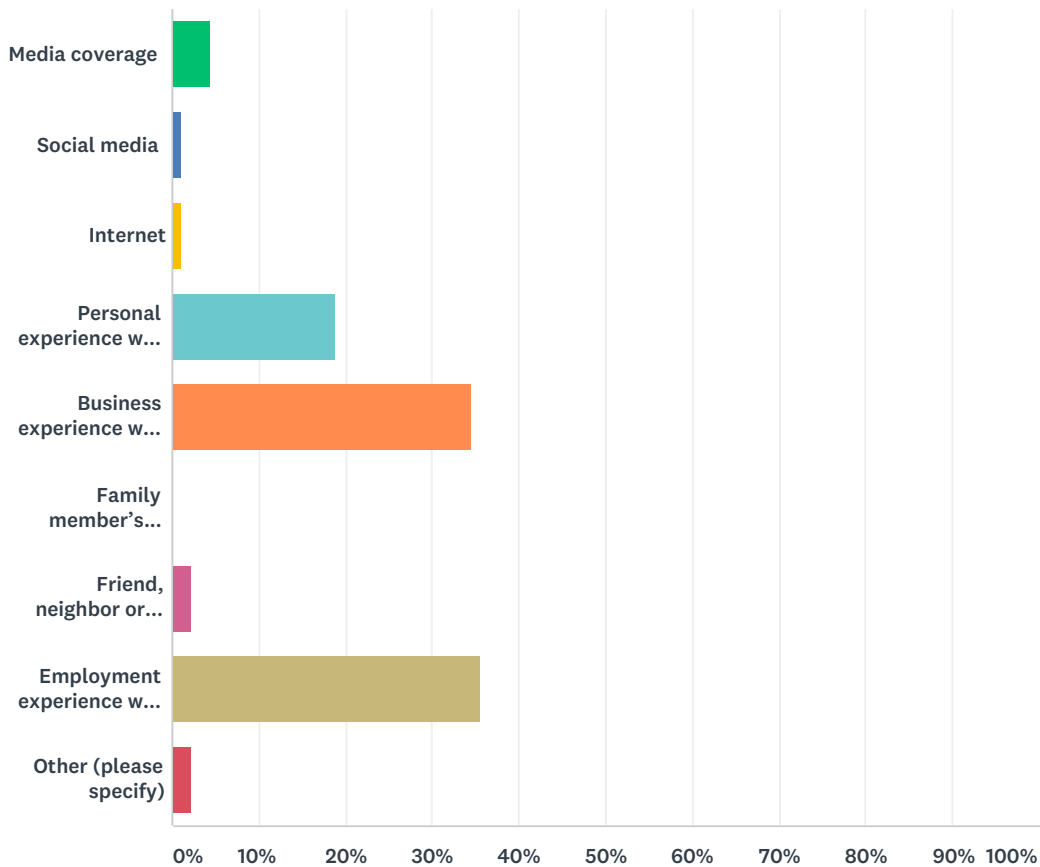
Answered: 90 Skipped: 360



ANSWER CHOICES	RESPONSES	
Very positive	31.11%	28
Positive	38.89%	35
Negative	16.67%	15
Very negative	10.00%	9
Do not have an opinion	3.33%	3
TOTAL		90

Q13 Which of the following has most influenced your opinion of the Housing Finance and Development Authority?

Answered: 90 Skipped: 360

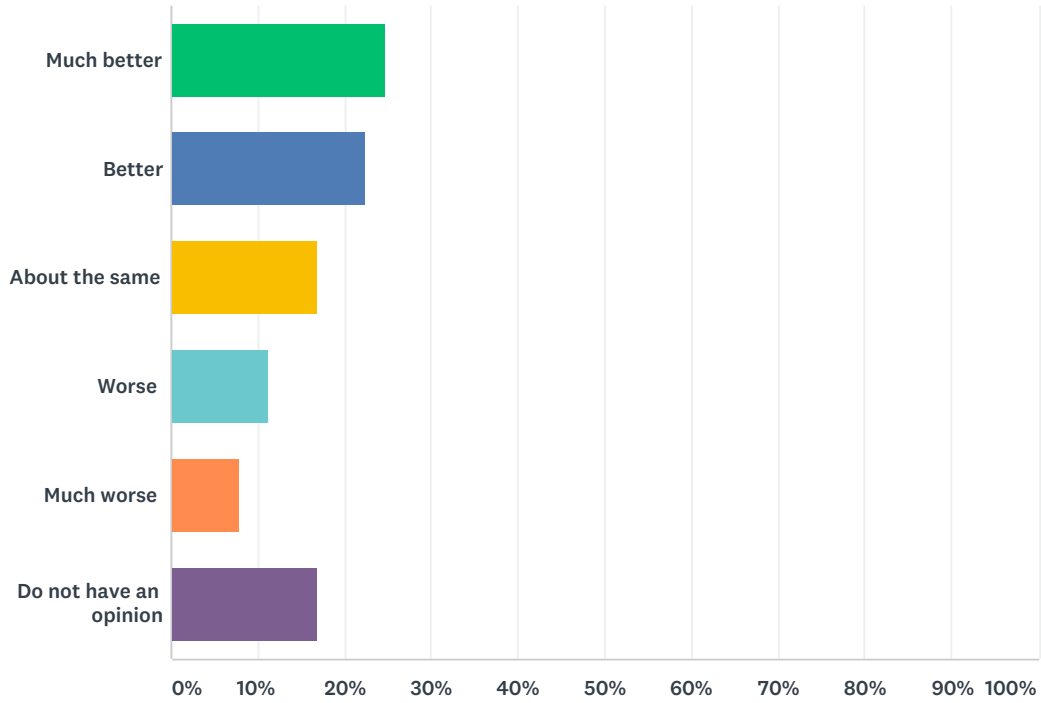


ANSWER CHOICES	RESPONSES	
Media coverage	4.44%	4
Social media	1.11%	1
Internet	1.11%	1
Personal experience with the agency	18.89%	17
Business experience with the agency	34.44%	31
Family member's experience with the agency	0.00%	0
Friend, neighbor or colleague's experience with the agency	2.22%	2
Employment experience with the agency	35.56%	32
Other (please specify)	2.22%	2
TOTAL		90

#	OTHER (PLEASE SPECIFY)	DATE
1	I work for MTG lender - we make State Housing Loans	3/28/2019 4:40 PM

Q14 How do you think the Housing Finance and Development Authority functions on an overall basis in comparison to state agencies in South Carolina?

Answered: 89 Skipped: 361



ANSWER CHOICES	RESPONSES	
Much better	24.72%	22
Better	22.47%	20
About the same	16.85%	15
Worse	11.24%	10
Much worse	7.87%	7
Do not have an opinion	16.85%	15
TOTAL		89

Q15 Please list any comments, concerns, or suggestions you may have about the Housing Finance and Development Authority, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 43 Skipped: 407

#	RESPONSES	DATE
1	The current executive director was the secretary to the prior executive director before being appointed the current executive director. She is completely unqualified and does not have the proper experience for the job.	4/1/2019 9:06 PM
2	The Internal Audit Director Anastasia Rodriguez creates a hostile work environment for employees. She lacks moral integrity and competency.	4/1/2019 8:55 PM
3	The Chairman has required the Executive Director to hire former business partners/associates of his as high paid consultants \$150 plus per hour. They are Dan D'Alberto and Tim Bradley. Conflict of Interest???	4/1/2019 8:35 PM
4	SC Housing has approximately \$150 million in excess funds available in two of its 3 Bond Indentures. The Single Bond Indenture has \$100 available and the Mortgage Revenue Bond Indenture has \$50 million available for use in providing affordable housing in SC. These funds could be combined with the over \$200 million in Multi-family Bond Cap that the Agency has available to produce more affordable housing in SC. During the past 2 1/2 years the Agency has hired two Executive Directors without posting either position. Chairman Don Tomlin orchestrated these hires because he wanted someone he could control. The first hire was Robert Wilson who just happens to be the husband of Annie Wilson who has been Don Tomlin's lobbyist for several years. Robert left the Agency after a year because he could not work for Don's micro-management style. The most recent hire is Bonita Shropshire who was most recently the Executive Assistant to the Executive Director. She does not have the qualifications required for this high executive position. She lacks the management, executive leadership, and financial experience to lead such a complex financial Agency. He put her in the job to be his puppet.	4/1/2019 7:47 PM
5	1. No recall of notice for the request for input or participation from front-line employees in the previous (2015) survey. 2. Only three business days notice (email notification) given to employees for response/input into this survey. (I had one-day email notice since returning from annual leave). 3. In my 20+ years with SC Housing, there is and has been favoritism in pay and promotion. It is not what you know but who you know. 4. If you ever speak out against wrong-doing or a whistleblower of wrong-doing, you are labeled a trouble maker or rabble-rouser and passed over for pay and promotion. In addition, open employment opportunities are given to less educated and less experienced candidates. Specific examples can be given for each of the previous mentioned items. Time restraints limit additional items being included.	4/1/2019 5:22 PM
6	Housing is the bedrock of all communities with "affordable housing" taking an ever more prominent role. This agency should be a member of the Governor's cabinet rather than controlled by a Board of Commissioners. Historically, board members vote on matters they do not truly understand and either don't have time to commit to learning or choose not to do so. Sadly, it appears that whoever chairs this board influences other members' votes. An agency such as this should be operating in tandem with other SC agencies.	4/1/2019 4:22 PM
7	Board Chairman too involved. Someone needs to ask about his involvement with 2015 LIHTC Application "Rivers Place". Request copy of Appeal documents where he over ruled the paid Site Reviewer, Staff and the Appeal Officer to award Points under Services for a Park when it was obvious this Application did not meet the required standard. He should not be allowed to single handedly undermine the integrity of the Program. He and his buddy, Brad Allen, are slowly destroying the SCSHFDA staff morale along with getting rid of anyone that doesn't prescribe to his direction 100%. His experience and knowledge of affordable housing is lacking and evident from his leadership.	4/1/2019 7:49 AM
8	some of the management have no clue to the actual day to day of the departments	4/1/2019 7:40 AM

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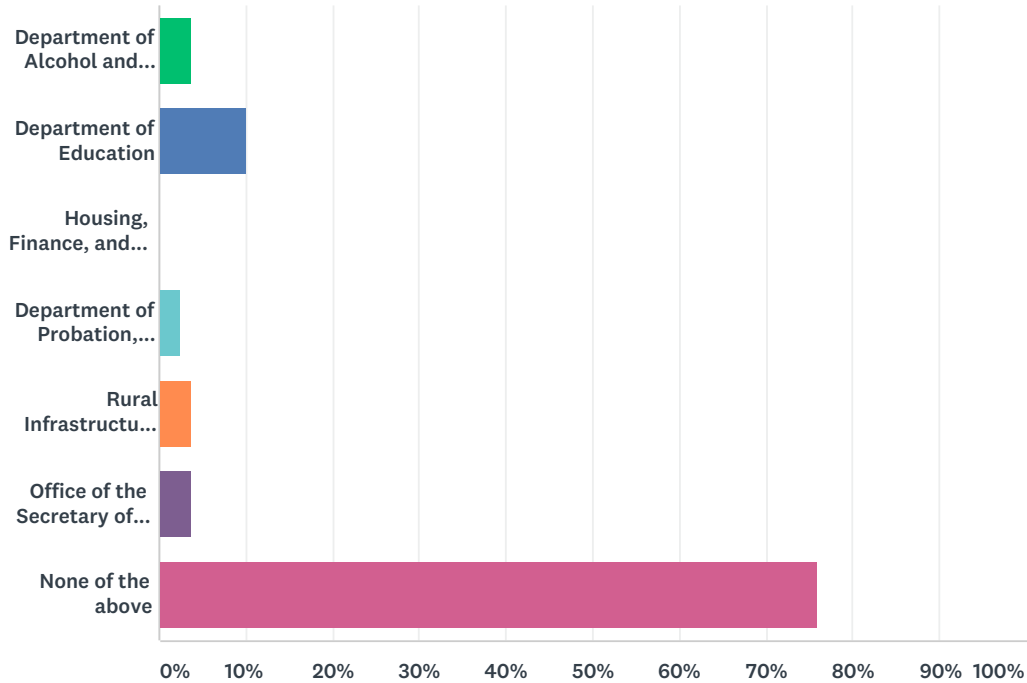
9	Many concerns regarding transparency, poor treatment of nonprofits participating in SC Housing Trust Fund, bullying approach used by inspectors. As an example of lack of transparency, noticed that this online survey is open for 30 days ending on April 1st. Unless a constituent went directly to your website to see this, they would not know. SC Housing sent out this survey notice on March 29th at 6:25 pm allowing a short turnaround time. If more time would have been available, nonprofits with similar issues would have been able to correspond to each other the importance of participating in this survey and to make issues known. This agency has a long history of low morale and hope that employees were given more notice than outside constituents to participate.	3/30/2019 4:04 PM
10	I love the mission of the agency - every citizen should have SAFE and standard housing!	3/29/2019 4:35 PM
11	Great place to work	3/29/2019 4:12 PM
12	Housing Finance and Development Authority is a pleasure to work with. Staff is knowledgeable, accessible and friendly.	3/29/2019 2:39 PM
13	Great people	3/29/2019 1:18 PM
14	Too much favoritism and unfair treatment has been allowed by this agency, both internally and externally. Internally: This agency hired and continues to hire individuals who are not qualified for their jobs, while those who are qualified are overlooked for promotional advancement. The qualified individuals are expected to train and provide assistance to the unqualified. Externally, favoritism is provided and given to owner/agents over the true purpose of the programs that are provided to the citizens of the State of South Carolina. This agency shows favoritism, which is directed by management, to some external management companies. The employees that work for the Housing Authority feels and knows that they have no voice and no support from upper management when it comes to working with the owner/agents of the programs that are provided by the agency. The internal directors/managers will take the sides of the owner/agent until an issue is brought forward from external source about serious problems and issues which was brought up previously from the agency's employees. Ex: The Wardlaw Apartments in Columbia, SC., which can be compared to the same and similiar issues that arised from Allen Benedict Court in Columbia, SC. Internally: Employees have been denied opportunities not only for advancement but also monetarily for the work they have done. Upper management caters to those who chose to not challenge them only incorrect information that is provided by management. The Human Resources division in this agency does not keep employees information confidential and hires and does what management insist upon doing, which is not fair to those who are qualified for jobs. These behaviors denies individuals internally/externally an opportunity of being hired by this agency. There are some many other issues that exists in this agency that needs to be and should be addressed a they have been witnessed by many who are employed with this agency. Thank you.	3/29/2019 10:13 AM
15	Information obtained online appears to be updated in a timely matter and presented in a concise manner.	3/29/2019 10:03 AM
16	Not familiar with the other agencies as I am with Housing Finance.	3/29/2019 8:43 AM
17	I work directly with SC Housing as a mortgage lender and the dedication, innovation, and eye toward efficiency and customer service would be an awesome thing to see replicated in other areas of State Government.	3/29/2019 8:26 AM
18	The agency website is very user friendly.	3/29/2019 8:20 AM
19	Very accessable.	3/29/2019 7:43 AM
20	Need to be open to the needs of organizations in order to serve more families, change the process to make Housing Trust Fund programs to participate in. Rework HOME funds to help home-ownership more. SC Housing has too big of an emphasis on rental units.	3/29/2019 7:32 AM
21	I enjoy the partnership that has been established with the real estate community. I stay well informed with the information that is constantly shared by this agency.	3/29/2019 1:25 AM
22	The citizen of Myrtle Beach need affordable housing, there is so many citizen evicted and homeless. The people moving in from the north are causing the rental rates and house prices to go up. Some citizen feel a since of hopelessness and are living in overcrowded housing and living in (Weekly Rate) in motels. Some want to buy a house but can not afford to because of their low income.	3/28/2019 11:11 PM
23	I will email you as i dont have the space in here.	3/28/2019 5:39 PM
24	They have patiently explained their rules & regulations and the reasons for them to our nonprofit organization which is still learning about affordable housing programs.	3/28/2019 5:08 PM

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25	Would prefer if their website was a little more user friendly	3/28/2019 4:40 PM
26	All wisdom has been forced out of the building.	3/28/2019 4:39 PM
27	The Housing Development Authority does not consider responses to statements or letters made during public comment periods on action plans. These comments were supposed to be listed on the web site and they were not. The suggestions made at the listening sessions were not implemented in any way. There is an affordable housing shortage in many areas of the State and this agency does very little to combat that issue.	3/28/2019 4:37 PM
28	The new SCSHFDA website is quite an improvement over the old one	3/28/2019 4:36 PM
29	Claude Spurlock is an enormous asset to South Carolina Housing.	3/28/2019 4:33 PM
30	There is a significant amount of day to day involvement in the operations of the agency by the Board Chairman including setting program policy instead of just oversight. He has even brought in several consultants to oversee areas and these consultants have direct current/former business ties with him. The current executive director was the agency's executive secretary for 10 years yet the Board appointed her as executive director without posting the position to seek a qualified applicant. She has no experience in running an agency and it raises the question as to how she is qualified for the executive director position.	3/28/2019 3:30 PM
31	Information on how to get low income apartments and waiting list process	3/28/2019 9:53 AM
32	NO COMMENT	3/28/2019 8:33 AM
33	Awesome Teamwork in the HCV program here at State Housing!	3/28/2019 8:06 AM
34	The entire executive team fails to take care of the employees, does not follow ethical practices, creates an atmosphere of distrust, and attempts routinely to mask its work from oversight.	3/27/2019 6:02 PM
35	There's a lot of work that needs to be done to bring almost every government agency up to speed on technology and efficiency. SC Housing is at least trying or would like to improve. There should be a thorough analysis of legislation, policies, etc. that affect state agencies work environment and ability to serve SC's population.	3/27/2019 4:49 PM
36	To the general public, the agency purports to be legitimate and transparent. But, there are many self-serving actions taking place behind the scenes by its board and other leadership.	3/27/2019 4:48 PM
37	Taking debit/credit cards over the phone for mortgage payments.	3/27/2019 4:41 PM
38	The heart of the organization is the people of South Carolina. When something impacts the community it is seen, felt, and responded to.	3/27/2019 4:35 PM
39	Great agency to work for.	3/27/2019 4:27 PM
40	Unnecessary wast of taxpayers money	3/16/2019 2:02 PM
41	Deregulation is key	3/16/2019 12:45 PM
42	My organization experienced major challenges implementing Neighborhood Initiative Program as a partner due to multiple policy changes that were enforced after the fact.	3/4/2019 3:31 PM
43	Board is too involved in day-to-day decision making. Board needs to set Policy and let staff implement. Board is not truly knowledgeable about affordable housing issues and is attempting to make changes without experienced input. Personal agenda of Board Chairman is dangerous.	3/1/2019 10:47 AM

Q16 Which agency would you like to provide input about next?

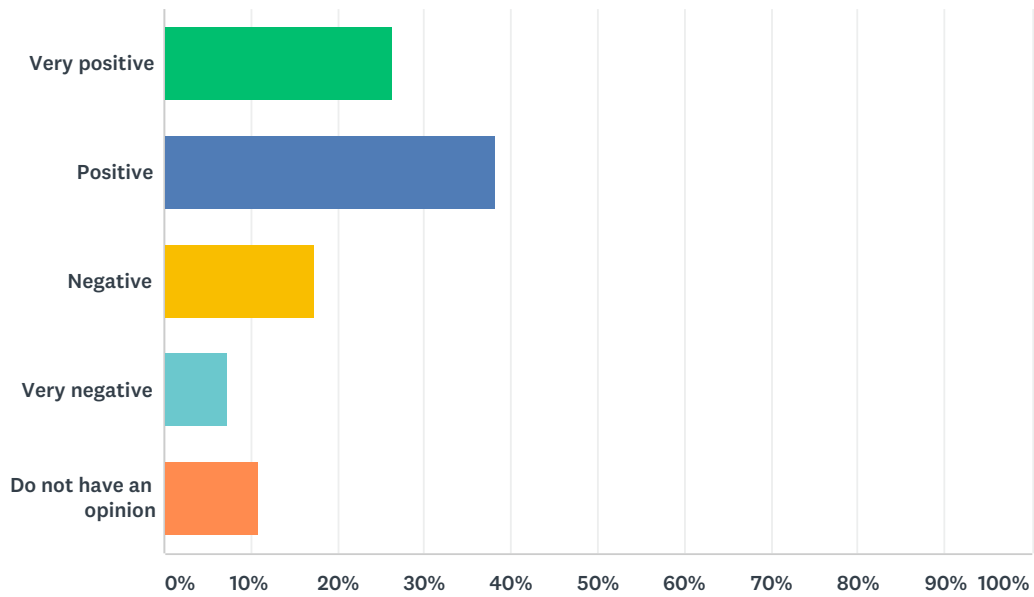
Answered: 79 Skipped: 371



ANSWER CHOICES	RESPONSES	
Department of Alcohol and Other Drug Abuse Services	3.80%	3
Department of Education	10.13%	8
Housing, Finance, and Development Authority	0.00%	0
Department of Probation, Parole and Pardon Services	2.53%	2
Rural Infrastructure Authority	3.80%	3
Office of the Secretary of State	3.80%	3
None of the above	75.95%	60
TOTAL		79

Q17 Overall, what is your opinion of the Department of Probation, Parole and Pardon Services?

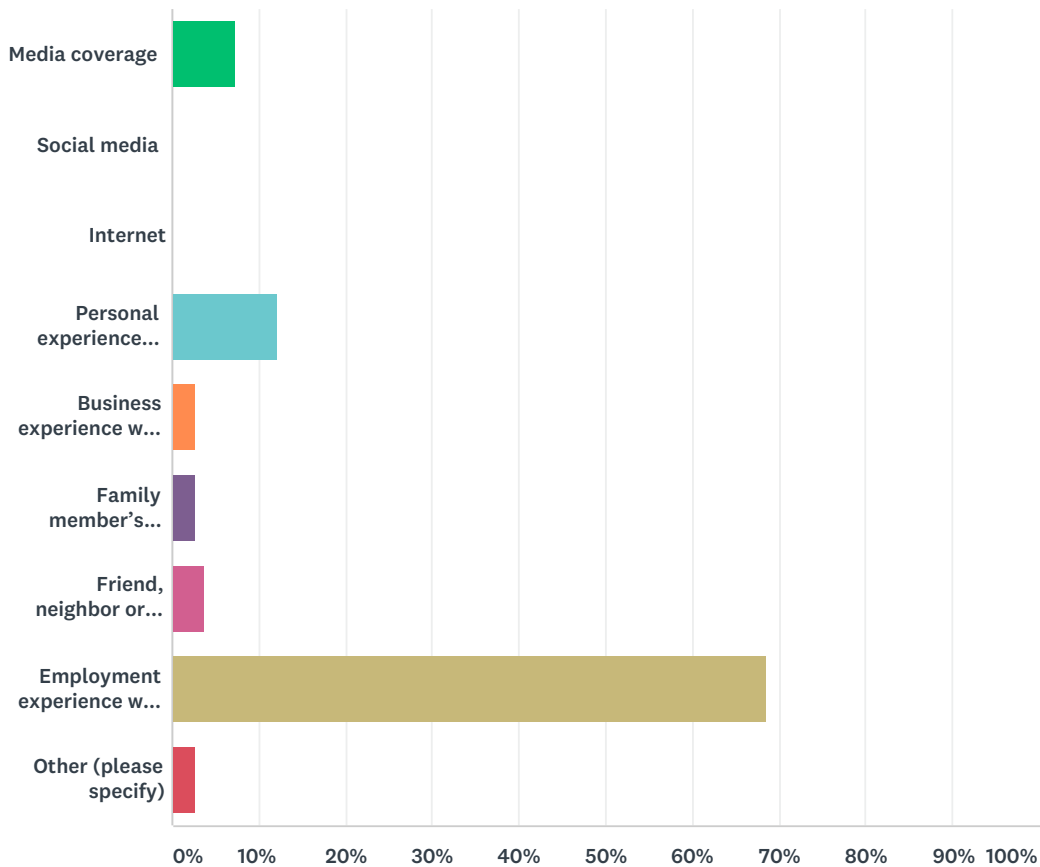
Answered: 110 Skipped: 340



ANSWER CHOICES	RESPONSES	
Very positive	26.36%	29
Positive	38.18%	42
Negative	17.27%	19
Very negative	7.27%	8
Do not have an opinion	10.91%	12
TOTAL		110

Q18 Which of the following has most influenced your opinion of the Department of Probation, Parole and Pardon Services?

Answered: 108 Skipped: 342



ANSWER CHOICES	RESPONSES	
Media coverage	7.41%	8
Social media	0.00%	0
Internet	0.00%	0
Personal experience with/tour of the agency	12.04%	13
Business experience with the agency	2.78%	3
Family member's experience with the agency	2.78%	3
Friend, neighbor or colleague's experience with the agency	3.70%	4
Employment experience with the agency	68.52%	74
Other (please specify)	2.78%	3
TOTAL		108

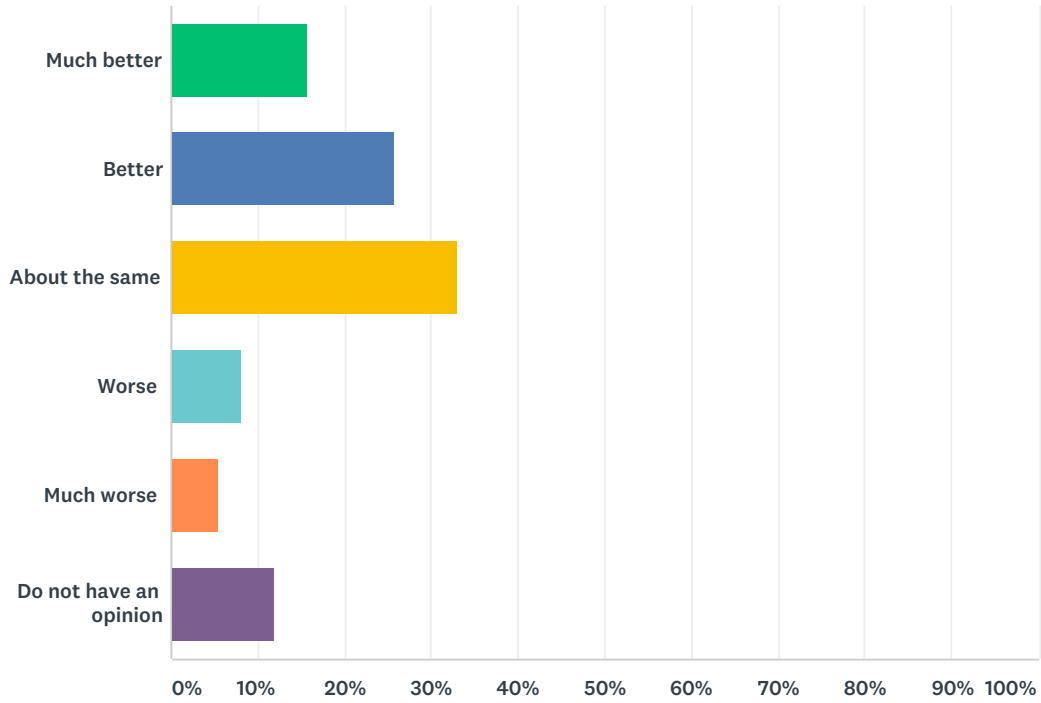
#	OTHER (PLEASE SPECIFY)	DATE
1	Not familiar with this agency	3/28/2019 12:53 PM

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2	NO COMMENT	3/28/2019 8:35 AM
3	Combination of the above.	3/2/2019 3:37 PM

Q19 How do you think the Department of Probation, Parole and Pardon Services functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 109 Skipped: 341



ANSWER CHOICES	RESPONSES	
Much better	15.60%	17
Better	25.69%	28
About the same	33.03%	36
Worse	8.26%	9
Much worse	5.50%	6
Do not have an opinion	11.93%	13
TOTAL		109

Q20 Please list any comments, concerns, or suggestions you may have about the Department of Probation, Parole and Pardon Services, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 49 Skipped: 401

#	RESPONSES	DATE
1	Why parole for convicted sex traffickers and offenders to name 2.. i know of 2 House Reps that sat on a parole board for 2 sex offenders.. shame on them for even considering letting these perverts out to where they can harm someone again.	3/28/2019 5:43 PM
2	The pardon is not worth the paper it's printed on.	3/28/2019 5:33 PM
3	NO COMMENT	3/28/2019 8:35 AM
4	My family member was a employee for 6 years at PPP. PPP don't follow state laws or regulations. They don't post some job openings on the sc website only internal. Positions are give to friendships rather than best person for the job, sometimes without no interviews being conducted. The field operations section enforce policies which put employees and public lives in danger. Agents doesn't get proper training. Leadership of multiple sections have been there 20 or more years and will not change there ways which hurt the morale of the employees who have to deal with them. Many always saying I don't care because they can retire at any time or they only got a year or two left so it doesn't matter to them. My family member said Director Ager has done alot of good things, but other leadership specially field operations finds way around what Director Ager implement and do their old ways. He couldn't take not caring attitude of other leadership and his life being in danger, so he had to find another job at a different department.	3/21/2019 12:14 PM
5	No one is held responsible for the violence resulting in the criminals they put back on the street.	3/16/2019 2:01 PM
6	I think there is not enough resources to help offenders once you get them in the system it's nothing but a money racket, no wonder these people go back to the streets doing what they do they feel hopeless!	3/16/2019 1:10 PM
7	Do the crime face the full consequences.	3/16/2019 12:57 PM
8	N/A	3/16/2019 12:45 PM
9	I hope they push for shorter sentences, shorter probations so we can run that department cheaper.	3/13/2019 3:55 PM
10	Website is a good resource, but needs to update agent qualifications to show 4 year degree is no longer required. Also, would be nice to see who was granted parole/pardons.	3/13/2019 1:17 PM
11	The Director uses his discretion to benefit certian employees while others of the same infraction are demoted or fired. He has created unnecessary postions which have taken Agents away from the field and then not replaced, and when replaced done so in a very untimely manner. My county went for 2 yeas without an administrative assistant for no reason whatsoever and did not allow for the AIC to search for a new candidate. There is very little oversight into employee training in the office and everyone is trained different which leads to some employees not being trained at all in their home offices. The general moral of the Agency is poor and anyone who says otherwise if new and has not seen how the Agency works or is in a position which can be considered "the inner circle". The good old boy system is alive and well in this Agency and the director is discremanatory in manner aspects are as many of his command staff. The pay for this agency is low and I am barely able to support myself as a field agent. There is no pay incentive or ability to increase pay as an agent unless one seeks a promotion which not all people want. This agency needs just as much work at the Department of Public Safety which as we saw by the House Oversight Committee Hearings is disasterous. I plan on leaving this Agency when I complete my education in another field. Also the director gives absecne excuses for certian education programs and not others. There is no pay increase for a continuation in education.	3/13/2019 10:37 AM
12	online info is accessible	3/13/2019 9:25 AM

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13	No response I give can describe it. Just come do my job (with my pay) for a week :) Respectfully...thanks!	3/7/2019 9:51 AM
14	How you forget fuel for the whole fleet of vehicles in the yearly budget?	3/6/2019 4:25 PM
15	The Department is continuously getting better. We have been obtaining more up-to-date technology and equipment to be more efficient in our jobs.	3/6/2019 11:58 AM
16	The CIO and Management staff in IT - Lack of knowledge in IT Field	3/5/2019 4:39 PM
17	There is a overall culture of fear and intimidation going on in the IT department. Promotions and hiring are done based on a who you know system and not by most qualified.	3/5/2019 4:36 PM
18	Thorough exit interviews need to be completed on employees who retire or leave the Agency. These interviews should be completed by an outside entity.	3/5/2019 11:58 AM
19	The agency is moving forward with providing our agents with tools to perform a more efficient supervision. The agency has also now made is more accesable to offenders to make payments on their financial obligations on an online payment site.	3/5/2019 10:14 AM
20	Concerns: employee retention, lack of promotional/salary increase opportunities for certain staff, lack of communication and transparency	3/5/2019 10:02 AM
21	.	3/4/2019 10:34 AM
22	Tougher penalties for domestic violence	3/3/2019 12:19 PM
23	An essential agency necessary to provide oversight. Understaffed. Overworked.	3/2/2019 3:37 PM
24	YOU ARE SELF TAUGHT AND THERE IS NO REAL TRAINING. PLUS THE ADMINSTRATIVE STAFF ALWAYS GET THE SHORT END OF THE STICK WHEN IT COMES TO RAISES	3/1/2019 4:52 PM
25	I have worked for various state agencies. When I became employed with PPP, under the old Director, I was not impressed with the Agency. I began looking for other employment until Director Adger became the Director. He spoke face to face with all the areas in the agency, carrying the same message. Due to his vision and leadership, I look forward to coming to work everyday. The culture has improved within this agency. Under the leadership of Direcotr Adger, accountability, communication, and integrity has been planted and is growing within PPP.	3/1/2019 12:46 PM
26	Probation,Parole and Pardon is a revolving door for offenders because they are not punished for their crimes and then they are treated like children throughout their time on probation. If the offender violates they shouldn't be allowed to keep going back to probation, they should serve jail time. This would make the case loads lighter for the agents.	3/1/2019 11:54 AM
27	The Department is functioning much better over the last few years and has done well to adapt to changes. Additionally, becoming nationally accredited should show the commitment the Department has to excellence and this should not go unnoticed.	3/1/2019 11:24 AM
28	I can't effectively communicate the copious amounts of comments, concerns and suggestions I have with this medium.	3/1/2019 11:21 AM
29	Director Ager is an exceptional leader, and I believe that many of the Field Agents have bought into the positive culture he has created. With that said, something needs to be done with regards to the turnover rate. A major contributor to this is toxic work place environments created by county office supervisors who have little oversight as to how they manage and treat their employees. Another issue would be that the Department places more emphasis on sentence reform numbers than it does the communities safety in regards to violations. Agents need to be out in the field and in the community more instead of supervising the offender population from behind a desk. Agent workflow needs to be reorganized and prioritized to reduce administrative duties that every Agent is burdened with. Agents are not given any room to make decisions and manage their caseloads. Every decision regarding a case must be staffed and approved by a supervisor, leaving Agents feeling incompetent to make their own decisions and reducing morale by being micromanaged. Overall, the Agency has made great strides under Director Agent but there is still work to be done and room to do better!	3/1/2019 11:01 AM
30	Website is user friendly and infomation on the website is informative.	3/1/2019 10:29 AM
31	No comment	2/28/2019 7:02 PM

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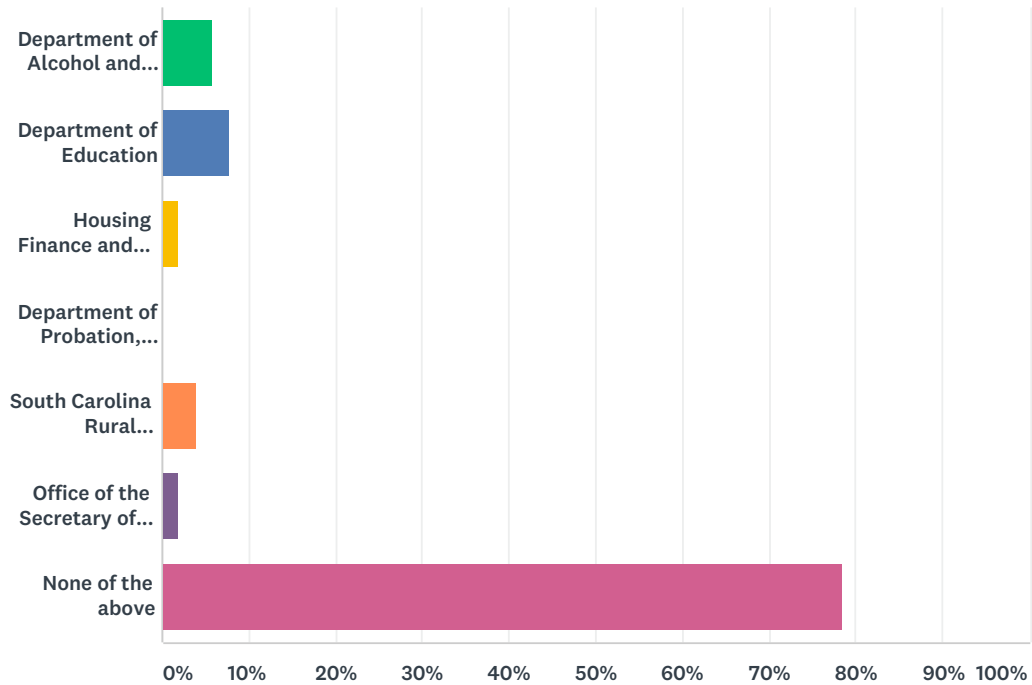
32	I have spoken with several officers of this agency, and have applied for a position with the agency in the past. My biggest concern is the lack of pay for the officers despite the risks they take when performing their duties. It seems as though every other law enforcement agency in the State pays their officers more despite fewer overall responsibilities. During my interview, I inquired about salaries and I was very disappointed and concerned that those who handle administrative duties in the headquarters, have significantly higher salaries than the officers in the county offices who deal with the (sometimes violent) offenders on a daily basis in the community, their homes, and in the office. This factor alone made me look elsewhere for a job. If the county officers are not taken care of or compensated appropriately for their time, efforts, and assumed risks; how does the agency expect to retain them? I believe DPPPS is a great agency but they definately need to offer a more competative salary to its officers.	2/28/2019 5:50 PM
33	We lose good staff due to low pay compared to other Agencies. Our Administrative staff is paid WAY below the state average for the amount of work and responsibility they have.	2/28/2019 5:47 PM
34	Depending on the county office, it is sometimes hard for local law enforcement agencies to obtain offender information without having to jump through so many hoops.	2/28/2019 5:41 PM
35	THE FACTORS CONSIDERED DURING PROMOTIONS DON'T GO BY QUALIFICATIONS BUT BY WHO IS FRIENDS WITH THE BOSS. THE BUDGET IS GOING TO BUYING CARS FOR ALL THE AGENTS TO TAKE HOME SO THAT THEY CAN BACK UP THE POLICE. ONLY PROBLEM WITH THAT IS THE OFFICES ARE SO SHORT HANDED ON PEOPLE AND AGENTS THAT THERE ARE PEOPLE SLIPPING THROUGH THE CRACKS. PEOPLE NOT REPORTING FOR MONTHS AND AGENTS NOT HAVING TIME TO FOLLOW UP ON IT. THE CASE LOADS IN OUR COUNTY HOVER AROUND 200 PEOPLE. THERE IS NO WAY TO SUPERVISE THAT MANY OFFENDER'S PROPERLY AND THEY GET LOST IN THE SHUFFLE. SO WHAT HAPPENS WHEN SOMEONE GETS LOST IN THE SYSTEM AND QUILTS REPORTING, THEN THEY KILL SOMEONE. THE AGENTS WITH CARS AT HOME CAN HELP THE SHERIFF OFFICE OR THE POLICE DEPARTMENT TRACK HIM DOWN. THEY BUDGET SHOULD BE LOOKED AT CLOSER. THERE WAS EXTRA MONEY IN THE BUDGET LAST YEAR AND INSTEAD OF GIVING MUCH NEEDED RAISES TO THE AGENTS & ADMIN STAFF, THERE WAS A GALA IN COLUMBIA, THE NEW DIRECTOR IS SO INTERESTED IN BECOMING ACCREDITED BUT NOT INTERESTED IN GIVING THE WORKERS IN THE AGENCY FUNDS TO DO THEIR JOBS. THERE WERE 2 ADMIN THAT QUIT AND MOVED AT THE SAME TIME. OUT OF 4 ADMIN IN THE OFFICE. WE COULD NOT HIRE ANY MORE ADMIN FOR 2 YEARS LEAVING A STAFF OF TWO TO DO THE WORK OF WHAT USED TO BE 6 ADMIN. THE OFFICE MANAGER RETIRED AND SHE WASN'T REPLACED FOR 6 MONTHS. THE WOMAN THAT GOT THAT JOB HAD TO BE REPLACED BUT THAT TOOK SEVERALMONTHS. WHEN SOMEONE GETS PROMOTED IT TAKES MONTHS TO HIRE SOMEONE, THEN THEY HAVE TO GO TO THE ACADEMY WHICH TAKES 3 MONTHS. BY THE TIME THEY GET HERE THE CASE LOAD GETS DUMPED ON THEM FROM SOMEONE THAT LEFT 6 MONTHS AGO & NOTHING HAS BEEN DONEON IT. EVERYONE IS SO OVERWHELMED WITH THEIR CASE LOADS THAT THEY ARE LOOKING FOR OTHER JOBS. THIS IS A PROBLEM. HIRE PEOPLE TO FILL THE JOBS & QUIT WASTING MONEY	2/28/2019 5:30 PM
36	Certain counties are being managed/run by people who are more concerned in covering his or her backs rather than protecting and speaking up for his or her agents. Caseloads have reached levels that are unmanagable and employees, specifcally agents, are flocking out of the agency. We aren't encouraged to work with local law enforcement agencies. So much time and money is used to be C-1 certified as an Agent, but we are not allowed to act as any other officer of the state. If we see someone speeding out of control and we are out in the field, we are instructed to "call a supervisor so GOC can be notified." Which totally defeats the purpose of agents having the legal ability to preform. It is very frustrating and something needs to change in order for agents to WANT to work with this agency. I love what I do and its dishearting to realize that I am unhappy due to the way polices have made agents preform his or her duties.	2/28/2019 4:50 PM
37	Employees deserve a pay increase for the hard work and efforts in maintaining as best as possible the safety of the public	2/28/2019 4:45 PM
38	Keep up the great work!!	2/28/2019 4:44 PM
39	DOESN'T PROVIDE COMPETETIVE PAY TO OTHER LAW ENFORCEMENT AGENCIES	2/28/2019 4:44 PM
40	The caseloads are way too high. Too many people are getting probation when they should be in prison. We have always been understaffed and always will be unless something changes. Specifically how long the hiring process takes and that fact that new Agent positions are determined by how much work is documented in the computer system and not by how many offender's are supervised in that county, which makes absolutely NO SENSE.	2/28/2019 4:40 PM

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41	FEEL TRAINING SHOULD BE MORE ABOUT THE ACTUAL PROCESSES WE DO IN ENTERING THE CASES, THAN JUST GOING OVER POLICIES.	2/28/2019 4:35 PM
42	I believe the agency is moving forward in a very positive way. Director Adger has done an outstanding job in sharing his vision for the future. Dedicated staff (20 years +) deserve a raise for the many years they have gone without one.	2/28/2019 4:33 PM
43	My positive experiences working with PP personnel led me to apply for a position with the agency. I couldn't be happier with my decision, and I have enjoyed working hard to continuously improve the Department. The agency has a laudible goal of both providing supervision to offenders and enforcing the public's safety. PPP takes its mission seriously and is open to explore innovative ways for effective supervision.	2/28/2019 4:26 PM
44	I have been an employee for 20+ years and Director Adger has taken the agency from the bottom of the barrel to the cream of the crop. Morale is at an all time high. Services to our stakeholders is outstanding. Offenders are successfully completing supervision AND gaining skills necessary to make them productive members of the community. The Department is fiscally responsible for the first time I have ever seen. I am finally able to say I am proud to be an employee. I am retirement eligible, however I want to continue to work so that I can be a part of the Department's success.	2/28/2019 4:26 PM
45	Some things need to be adjust according to spending funds for offenders.	2/28/2019 4:18 PM
46	The lack of funding and pay raises makes SCDPPPS' effort to recruit and retain employees very difficult. Additionally, the last of raises and pay increases leaves little incentive for senior staff to remain, and when they leave they take with knowledge and experience with them. If salaries were made competitive with local law enforcement, this would go a long way to retain employees	2/28/2019 4:14 PM
47	Short staff, work load is overwhelming due to the shortage	2/28/2019 4:12 PM
48	Excellent working environment.	2/28/2019 4:12 PM
49	I am a victim of a burglary the judge ordered restitution for me. \$1000 it has taken over 3 years so far and not complete. Second problem is when I do get a check the envelope clearly states dept. of probation. Like in the criminal. They need to use a blank envelope and just the return address nothing about department of probation.	2/28/2019 10:59 AM

Q21 Which agency would you like to provide input about next?

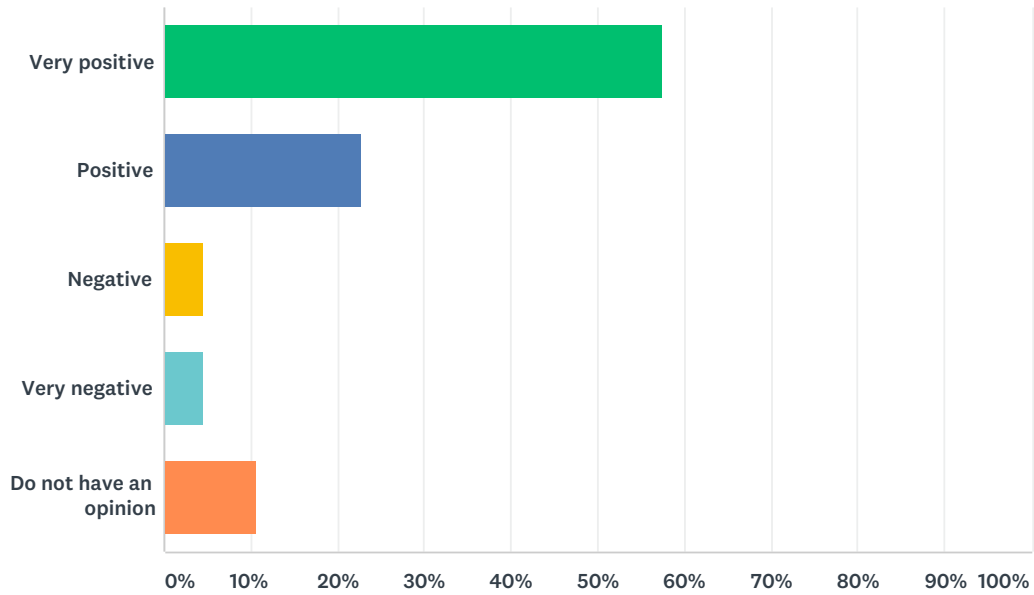
Answered: 102 Skipped: 348



ANSWER CHOICES	RESPONSES	
Department of Alcohol and Other Drug Abuse Services	5.88%	6
Department of Education	7.84%	8
Housing Finance and Development Authority	1.96%	2
Department of Probation, Parole and Pardon Services	0.00%	0
South Carolina Rural Infrastructure Authority	3.92%	4
Office of the Secretary of State	1.96%	2
None of the above	78.43%	80
TOTAL		102

Q22 Overall, what is your opinion of the Rural Infrastructure Authority?

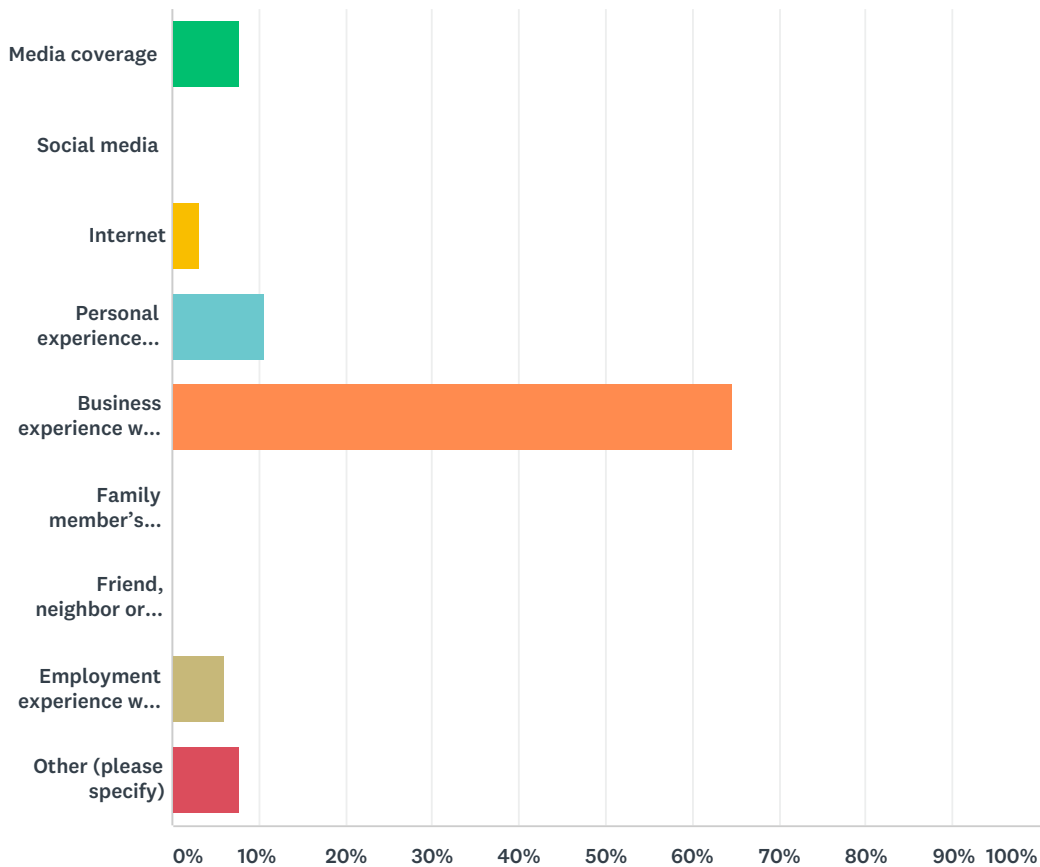
Answered: 66 Skipped: 384



ANSWER CHOICES	RESPONSES	
Very positive	57.58%	38
Positive	22.73%	15
Negative	4.55%	3
Very negative	4.55%	3
Do not have an opinion	10.61%	7
TOTAL		66

Q23 Which of the following has most influenced your opinion of the Rural Infrastructure Authority?

Answered: 65 Skipped: 385



ANSWER CHOICES	RESPONSES
Media coverage	7.69% 5
Social media	0.00% 0
Internet	3.08% 2
Personal experience with/tour of the agency	10.77% 7
Business experience with the agency	64.62% 42
Family member's experience with the agency	0.00% 0
Friend, neighbor or colleague's experience with the agency	0.00% 0
Employment experience with the agency	6.15% 4
Other (please specify)	7.69% 5
TOTAL	65

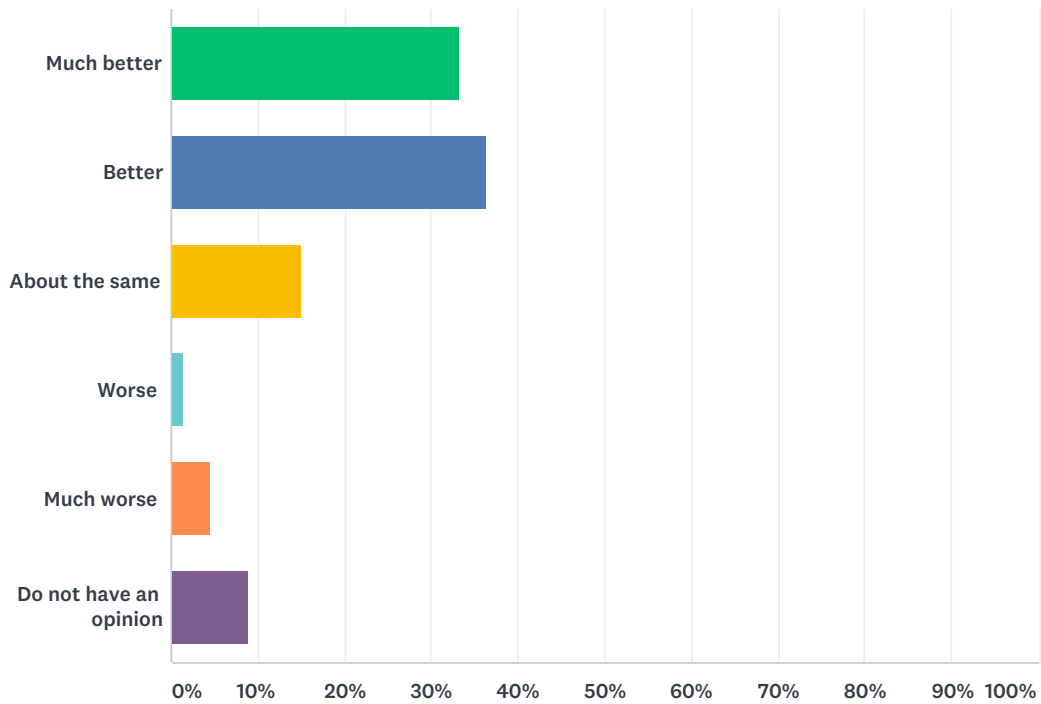
#	OTHER (PLEASE SPECIFY)	DATE
1	Not educated on this topic	3/16/2019 12:44 PM

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2	Combination of the above.	3/2/2019 3:43 PM
3	n/a	2/28/2019 4:25 PM
4	NA	2/28/2019 4:15 PM
5	Roads are still a mess	2/28/2019 11:01 AM

Q24 How do you think the Rural Infrastructure Authority functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 66 Skipped: 384



ANSWER CHOICES	RESPONSES	
Much better	33.33%	22
Better	36.36%	24
About the same	15.15%	10
Worse	1.52%	1
Much worse	4.55%	3
Do not have an opinion	9.09%	6
TOTAL		66

Q25 Please list any comments, concerns, or suggestions you may have about the Rural Infrastructure Authority, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 33 Skipped: 417

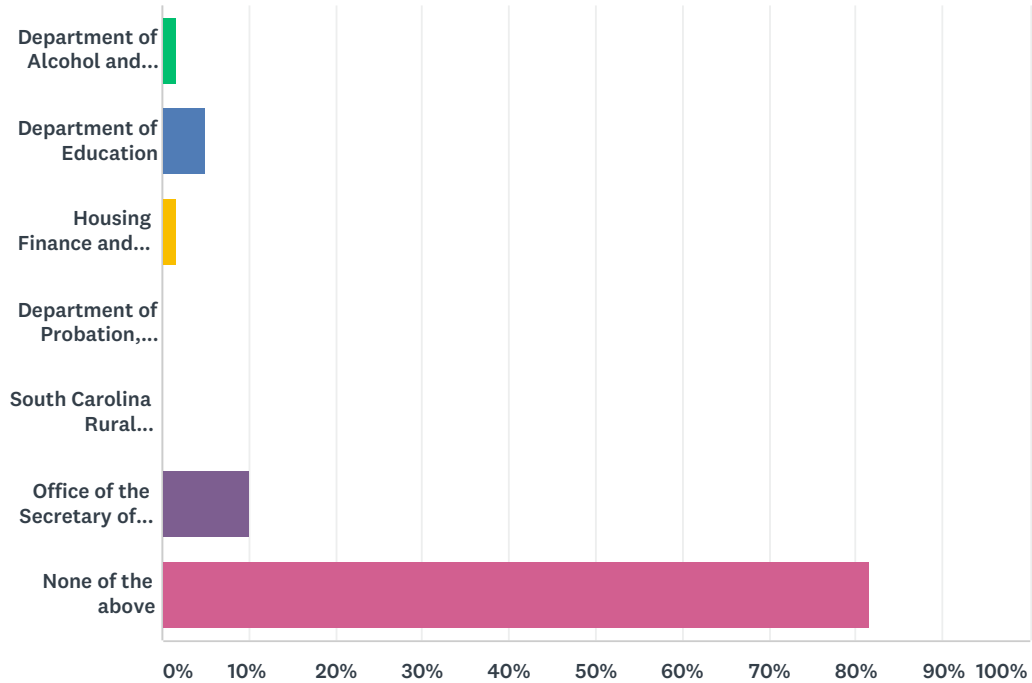
#	RESPONSES	DATE
1	Staff are very knowledgeable and helpful. Information is easy to access online.	3/27/2019 2:22 PM
2	Fix our crumbling infrastructure	3/16/2019 12:44 PM
3	The worldwide trend is away from rural areas and therefore we shouldn't be spending money trying to prop up rural areas. Close this Department and save money for the budget.	3/13/2019 3:57 PM
4	The RIA is making the application and implementation process more streamlined which helps the Grantee. Each grant experience has gotten better.	3/13/2019 10:39 AM
5	In my capacity as Finance Director, we have obtained 2 grants from the RIA. The staff at RIA have always been extremely helpful in every step. Having grant applications workshops is extremely beneficial as well. The RIA website is very easy to use and it's great that all grant documentation is readily available online.	3/11/2019 8:53 AM
6	It has been a pleasure working with this agency over the years. This agency's information is readily available online and very informative. The staff is very professional, knowledgeable and helpful.	3/7/2019 11:01 AM
7	Liz Rosinski does a great job and makes it easy to comply with funding requirements.	3/6/2019 11:33 AM
8	RIA is committed to providing water and sewer infrastructure solutions to communities across the State which will provide for a cleaner, safer SC for generations to come.	3/5/2019 5:29 PM
9	RIA staff are very knowledgeable and helpful in assisting towns with funding opportunities to address key infrastructure issues.	3/5/2019 11:52 AM
10	Small Low to moderate income towns should not have to pay the 25% match just because a larger city in the County is more prosperous. The agency is very well run and is very helpful to agency that have been funded.	3/5/2019 10:37 AM
11	The website provides needed and timely information for grants, loans, etc.	3/5/2019 10:31 AM
12	The RIA group is very helpful during a project. Their audits are very in-depth and require exception record keeping on our part. They do an excellent job of assuring monies are spent as they should be spent.	3/5/2019 10:20 AM
13	The staff at RIA has and continues to be extremely helpful during the entire process of the projects. All documentation is available online and is easy to obtain.	3/5/2019 9:38 AM
14	The RIA provides vital assistance to communities with water and sewer infrastructure issues and needs. In my role as a municipal finance director, the RIA was very helpful in addressing critical infrastructure issues that would have been financially difficult for the City.	3/5/2019 9:17 AM
15	These are great folks to work with. They are always very helpful in explaining their programs and what they can do as well as what they cannot do.	3/4/2019 10:29 PM
16	The staff is extremely knowledgeable and eager to help recipients with projects. This helps ensure the appropriate use of funds and that more dollars make a direct impact in our communities.	3/4/2019 8:10 PM
17	Essential to economic development success.	3/4/2019 6:57 PM
18	The RIA makes every effort to keep us informed with information that may be necessary for our function to maintain our operations.	3/4/2019 5:36 PM

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19	RIA's website is outstanding and easy to navigate. I have managed two RIA grants for two different cities and have found them to be the most competent grant agency I've dealt with at either the state or federal level. Their responsiveness is impressive. I don't believe I've ever waited even a full business day for a response to a question or concern.	3/4/2019 5:17 PM
20	RIA personnel are extremely helpful in their duties to carry out their mission.	3/4/2019 5:13 PM
21	My experience with the RIA has been strictly through there grants program and they have been incredibly helpful throughout the entire process.	3/4/2019 5:13 PM
22	RIA is, by far, the most organized agency we have ever dealt with on projects and funding. It appears that they do a great job of retaining staff and because of this you always received professional, compentent and knowledgeable input. We have several other loans and grants and we are constantly receiving conflicting answers that cost everyone time and money. The program managers are excellent (ours was Eric Melaro). While they are there to regulate your process it is done in a very helpful way. They teach you along the way so that the next time that you deal with them you are able to make everyone's experience easier than the last time. This is how they are able to remain so efficient. When you are given correct consistent information you tend to retain it. With some of our other grants, I am sometimes more confused the second time around than I was the first because the information was inconsistent. Working with RIA has been a very positive experience.	3/4/2019 4:56 PM
23	Needs more focus on rural small towns.	3/4/2019 4:12 PM
24	very easy to work with	3/4/2019 3:58 PM
25	We have worked with RIA on several occasions. Their procedures and staff are wonderful to work with.	3/4/2019 3:42 PM
26	The funding intent of this agency has become too restrictive. Micro management has become a priority for the staff causing multiple delays and additional staff time. For example: we were funded for a project that would connect two old rural water systems: the Bids for the well came in too high. We requested that RIA allow us to lay water mains and submit another application for the well. We were told "no" because we would be serving the same people twice? So we could lay the main and not get a new well to provide quality water to the customers. Our County, which is one if several designated distressed counties in SC were told we had to put up the funding for the well or loose the project.	3/4/2019 3:39 PM
27	The website for SCRIA is well organized and easy to use. The staff is very professional and willing to help entities seeking funding support.	3/4/2019 3:38 PM
28	I'm concerned that the areas that need it the most are not getting the help due to their own ignorance of the austen	3/4/2019 3:34 PM
29	Information is easily available on line	3/4/2019 3:34 PM
30	Information sharing about projects completed, underway, and in development could be improved	3/4/2019 3:32 PM
31	Believe it or not, SC is very Rural. Rural SC needs the services provided by this organization.	3/2/2019 3:43 PM
32	I have been with the agency since its creation in 2012. It's not very often that someone gets an opportunity to be part of an agency from the ground up. It has been an amazing experience and I love the work that I do; assisting communities with projects that positively impact their way of life and prepare them for economic success.	3/1/2019 5:07 PM
33	Our roads are still a big mess. We were told we could claim a portion of our gas tax on our state returns but in actuality you cant meet all the conditions. I felt like we got lied to	2/28/2019 11:01 AM

Q26 Which agency would you like to provide input about next?

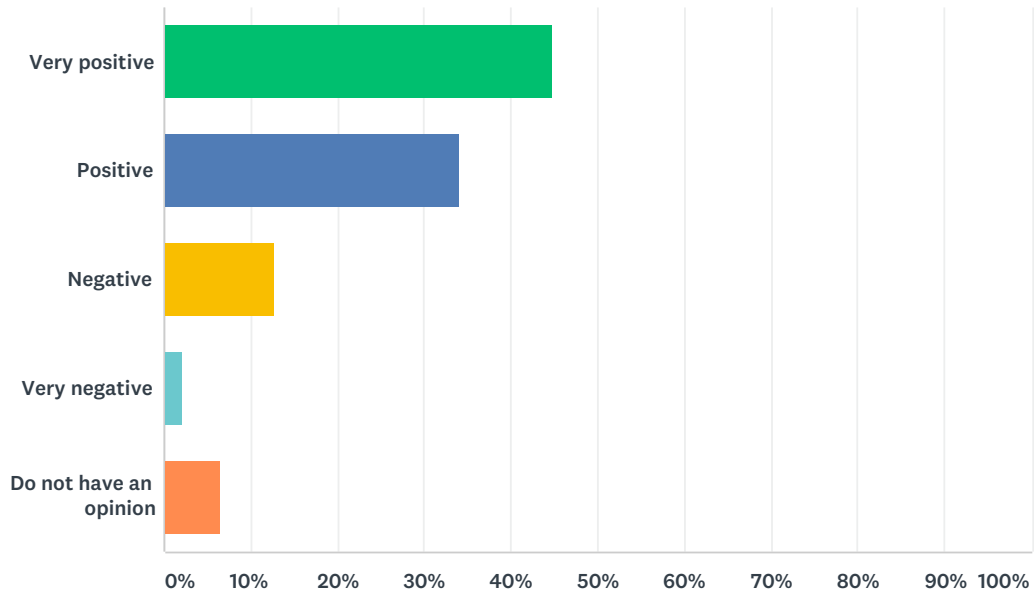
Answered: 60 Skipped: 390



ANSWER CHOICES	RESPONSES	
Department of Alcohol and Other Drug Abuse Services	1.67%	1
Department of Education	5.00%	3
Housing Finance and Development Authority	1.67%	1
Department of Probation, Parole and Pardon Services	0.00%	0
South Carolina Rural Infrastructure Authority	0.00%	0
Office of the Secretary of State	10.00%	6
None of the above	81.67%	49
TOTAL		60

Q27 Overall, what is your opinion of the Office of the Secretary of State?

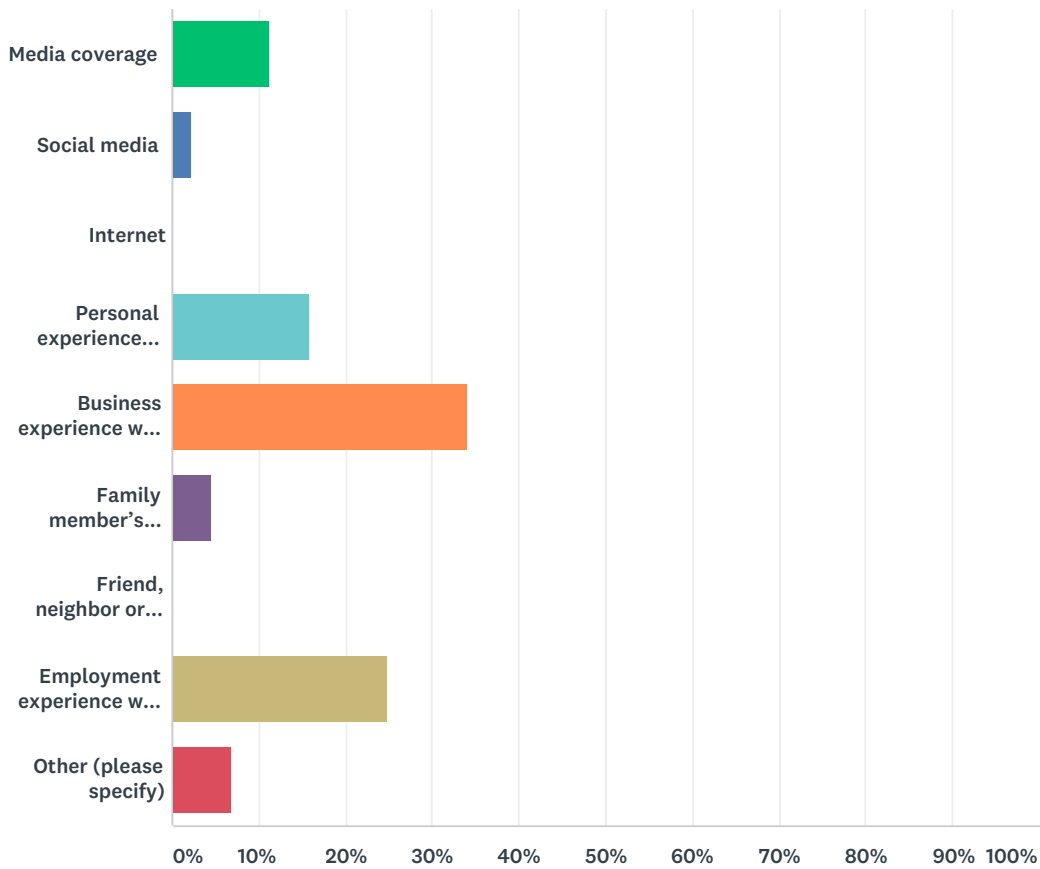
Answered: 47 Skipped: 403



ANSWER CHOICES	RESPONSES	
Very positive	44.68%	21
Positive	34.04%	16
Negative	12.77%	6
Very negative	2.13%	1
Do not have an opinion	6.38%	3
TOTAL		47

Q28 Which of the following has most influenced your opinion of the Office of the Secretary of State?

Answered: 44 Skipped: 406



ANSWER CHOICES	RESPONSES
Media coverage	11.36% 5
Social media	2.27% 1
Internet	0.00% 0
Personal experience with/tour of the agency	15.91% 7
Business experience with the agency	34.09% 15
Family member's experience with the agency	4.55% 2
Friend, neighbor or colleague's experience with the agency	0.00% 0
Employment experience with the agency	25.00% 11
Other (please specify)	6.82% 3
TOTAL	44

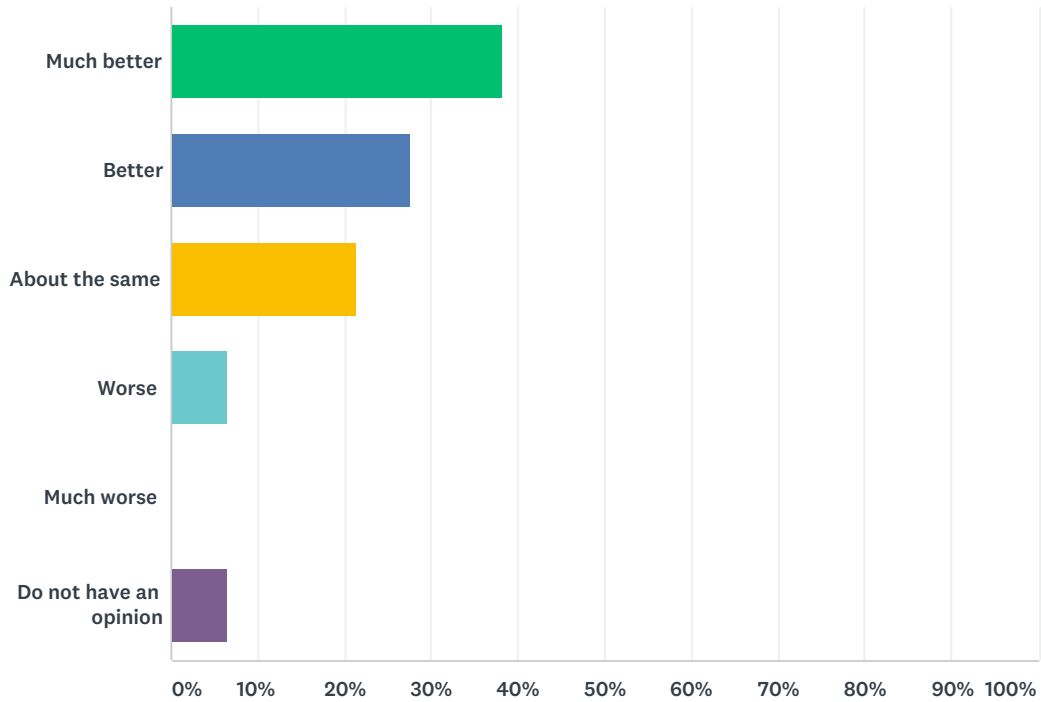
#	OTHER (PLEASE SPECIFY)	DATE
1	I have to search Biz entities for my Job	3/28/2019 4:41 PM

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2	Combination of the above.	3/2/2019 3:41 PM
3	combo: media coverage and as a notary	2/28/2019 1:12 PM

Q29 How do you think the Office of the Secretary of State functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 47 Skipped: 403



ANSWER CHOICES	RESPONSES	
Much better	38.30%	18
Better	27.66%	13
About the same	21.28%	10
Worse	6.38%	3
Much worse	0.00%	0
Do not have an opinion	6.38%	3
TOTAL		47

Q30 Please list any comments, concerns, or suggestions you may have about the Office of the Secretary of State, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 29 Skipped: 421

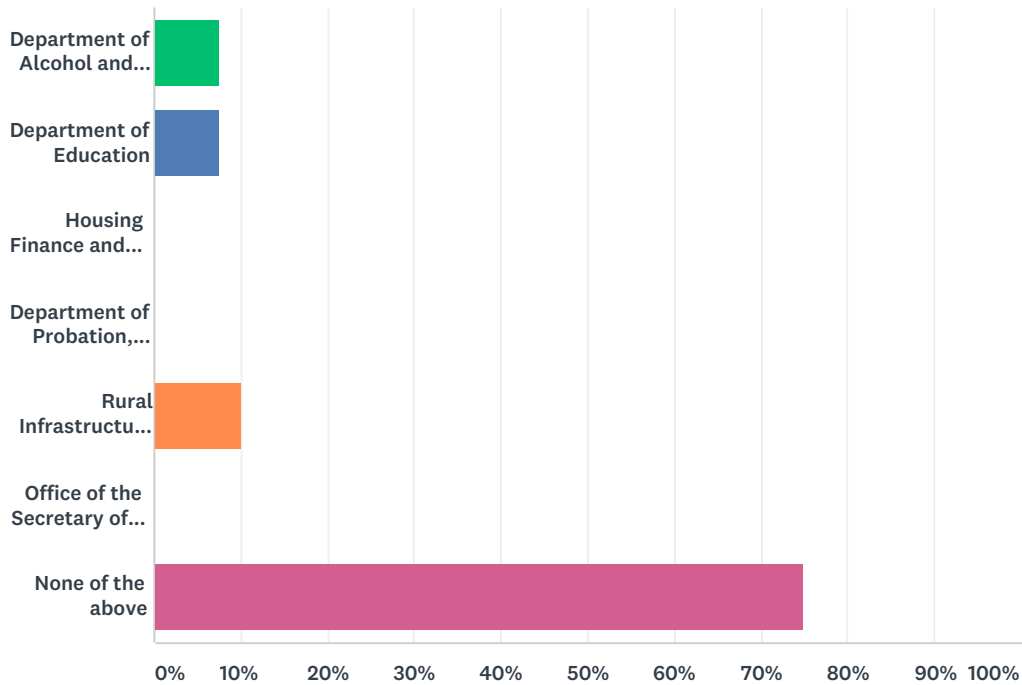
#	RESPONSES	DATE
1	On occasion, I check out the State Salaries Query and I have noticed that Melissa Dunlap's salary increases a lot more than the other people on the query. Every time I look back at the query Melissa Dunlap salary changes. Can they explain why Melissa Dunlap's salary increases more than everyone else listed? Can they make public the number of raises she has received? How many raises does the rest of the office get in comparison to Melissa Dunlap. Can she explain why she receives the most raises on the query? John Hammond is listed as the Secretary of State, but his salary doesn't change. Does that mean Melissa Dunlap is the head? I am just a little confused about that. I work in corporate America and I see so many times how the little guy gets the least and it seems like it is the same here.	4/1/2019 3:12 PM
2	The office is very good from a customer standpoint. There is easy access to everything that is needed from our office online or by calling. As far as employment with this office, there is alot that gets swept under the rug for certin employees. It is hard to get any problems solved because the higher ups tie peoples hands. I wish the employees concers could be heard and a change be made.	3/29/2019 2:12 PM
3	It would be most beneficial for more accountabilitiy involving Employment Agencies and Business Opportunities. Per SC statute, each of these roles are overseen within the agency, however SC Law has not been updated/reviewed for either in decades. Intellectually, I comprehend that each responsibility is important, valid even. However either more emphasis should be placed on their efficiency and ensuring statute has more details on these matters concerning resources and responsibility of the general public/consumer.	3/29/2019 8:55 AM
4	This appears to be the better run office within our government.	3/28/2019 5:44 PM
5	They treat people like crap. They treat their employees like crap. Only upper management gets any respect	3/27/2019 11:41 PM
6	There is no consistency at all except for consistent bias treatment. One doesn't get treated the same as another. They need to improve how they look out for and how they treat their customers and their employees. They need to get some people in there who really care about the people.	3/27/2019 11:36 PM
7	The law regarding employment agencies registering with the Sec of State Office is outdated.	3/27/2019 9:45 AM
8	Our experience was exemplary, Jody was extremely helpful and very well informed as to how we were to conduct our business. In addition she walked us through all the online information we needed.	3/25/2019 9:30 PM
9	Online services have improved tremendously in the past 5-6 years. I would suggest that the online program be modified to allow for ordering of documents and certificates for more than one entity per session. I would also suggest modifying some of the fields on the filing forms to expand the number of words that can be used. My other suggestion would be to allow the user to view filed documents in an uncertified format. Certified copies and Certificates would still require payment. The UCC filing system works well, and I'm sure the corporations division will continue to improve its online services. The personnel in Columbia have been very helpful to me over the years. In particular Jody Steigerwalt and Persephone Jones have both provided excellent service to me.	3/25/2019 1:04 PM
10	I had to file paperwork there and the website was very easy to navigate and helpful. Additionally, the turnaround time was fast.	3/18/2019 3:11 PM
11	Likely the best run department in state government	3/16/2019 2:03 PM
12	The SOS's functions are essentially ministerial in nature. This should not be an elected, constitutional office, but appointed by the Governor.	3/16/2019 1:35 PM

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13	Follow the law. If it doesn't make sense, change the law.	3/16/2019 12:43 PM
14	The ease of filing and requesting documents/certificates online.	3/15/2019 5:07 PM
15	They were very responsive to questions & very helpful	3/15/2019 3:49 PM
16	This office is extremely professional, always seeking ways to improve its system and better business for SC.	3/15/2019 2:43 PM
17	Secretary Hammond and staff provide excellent customer service. Leadership cares about the employees. The office continues to provide online services to customers. The online business filings application has been a huge success. I am proud to be a part of this agency.	3/15/2019 2:26 PM
18	Not sure what its purpose is, but maybe that means its doing a good job.	3/13/2019 3:57 PM
19	Great agency	3/8/2019 11:44 PM
20	Excellent agency!	3/8/2019 11:38 PM
21	Disappointed in not receiving a yearly raise or no raise at all; only 1 (one person of color holds a Director's position of more than 31 employees)	3/7/2019 3:52 PM
22	I think that Secretary Hammond really cares about employees and making the agency function as well as possible. Making online filing accessible has been a high priority. The new online corporations filing system is a game-changer when it comes to efficiency.	3/6/2019 3:06 PM
23	Shannon Wiley with the SOS is an excellent advocate for the agency and is also very helpful when my law firm has questions for her.	3/5/2019 1:11 PM
24	Their outreach programs are very helpful.	3/4/2019 10:30 PM
25	While everyone is always professional and courteous, I feel that they are too understaffed to handle all of the appointments and re-appointments of all of the Boards and Commissions. We have been waiting several years for half of our Board to be reappointed.	3/4/2019 4:59 PM
26	This office provides critical services. If you eliminate it, where would you shift those services and responsibilities?	3/2/2019 3:41 PM
27	The Secretary of State Office is very responsive to small business. Their staff is very efficient and helpful. Their implementation of online registration systems allows business owners to effectively comply with the law.	3/1/2019 1:18 PM
28	The online web portal works very well to provide information quickly when needed.	3/1/2019 9:56 AM
29	I wish there was an option of "mixed opinion" I was disappointed in the news reports last year about the seal not being applied to document after they passed in the state house- that seems like a BIG oversight that should not have been that hard to do. On the other hand, in the last year I went through the process to become a notary public out of this agency. That process well laid out and easy. Everyone I encountered was helpful or responded to message quickly. I do wish they would keep their website updated more frequently and announce dates earlier. So some positives and a bit of room for improvement.	2/28/2019 1:12 PM

Q31 Which agency would you like to provide input about next?

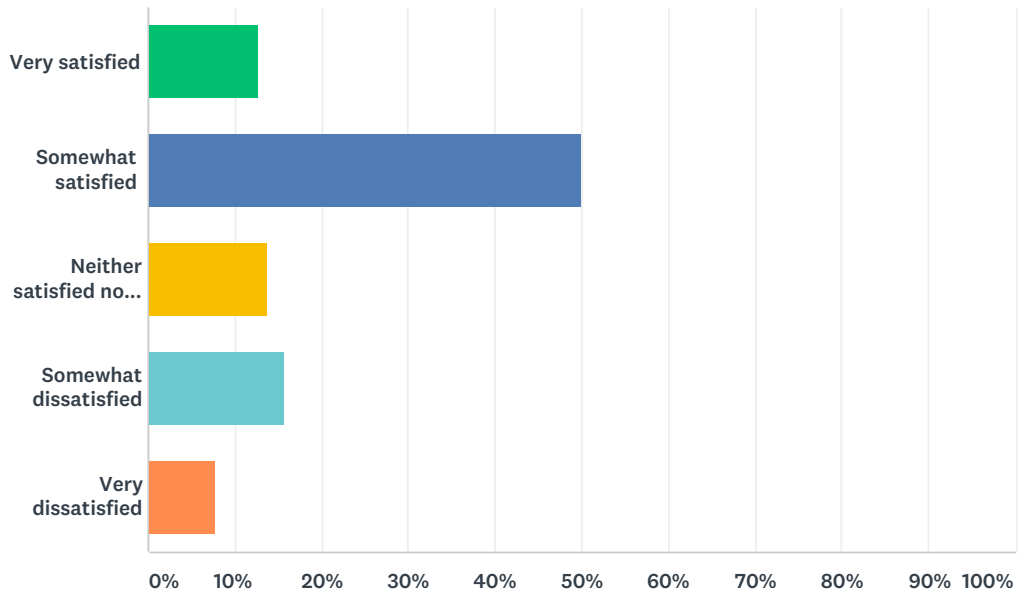
Answered: 40 Skipped: 410



ANSWER CHOICES	RESPONSES	
Department of Alcohol and Other Drug Abuse Services	7.50%	3
Department of Education	7.50%	3
Housing Finance and Development Authority	0.00%	0
Department of Probation, Parole and Pardon Services	0.00%	0
Rural Infrastructure Authority	10.00%	4
Office of the Secretary of State	0.00%	0
None of the above	75.00%	30
TOTAL		40

Q32 Overall, how satisfied or dissatisfied are you with state government?

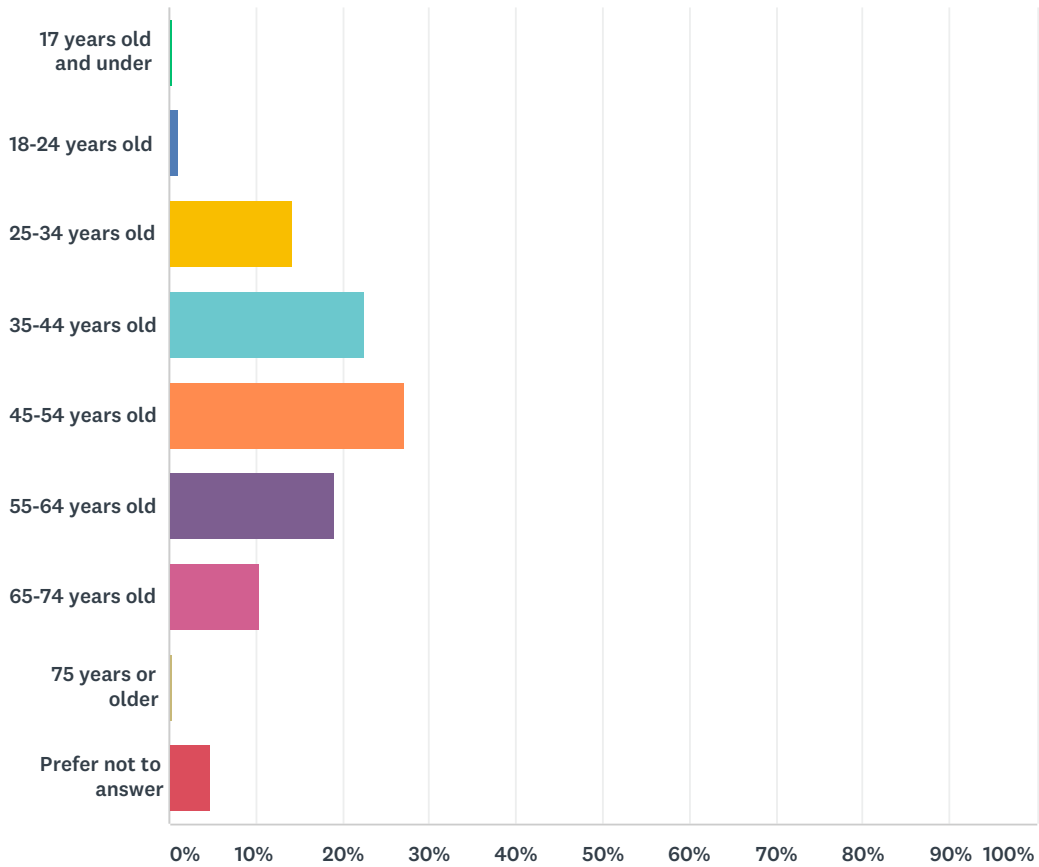
Answered: 268 Skipped: 182



ANSWER CHOICES	RESPONSES	
Very satisfied	12.69%	34
Somewhat satisfied	50.00%	134
Neither satisfied nor dissatisfied	13.81%	37
Somewhat dissatisfied	15.67%	42
Very dissatisfied	7.84%	21
TOTAL		268

Q33 What is your age?

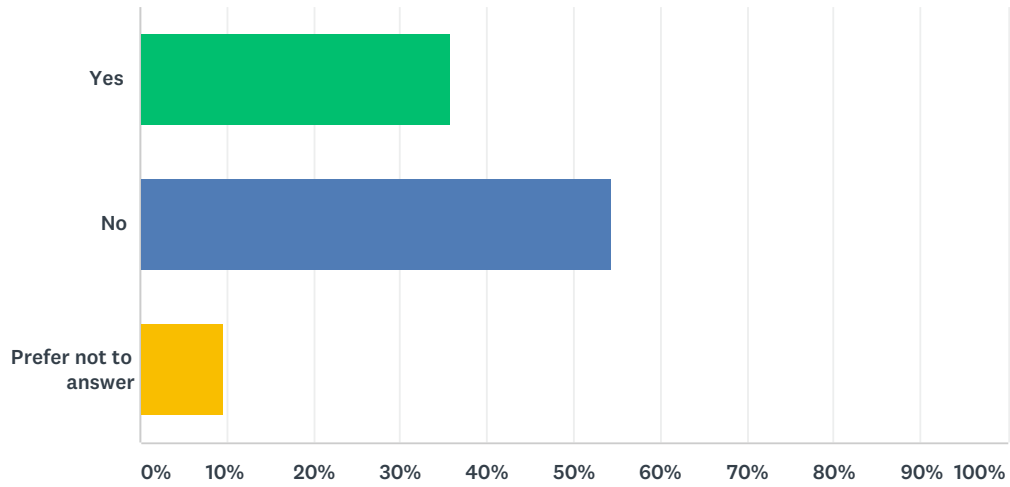
Answered: 269 Skipped: 181



ANSWER CHOICES	RESPONSES	
17 years old and under	0.37%	1
18-24 years old	1.12%	3
25-34 years old	14.13%	38
35-44 years old	22.68%	61
45-54 years old	27.14%	73
55-64 years old	18.96%	51
65-74 years old	10.41%	28
75 years or older	0.37%	1
Prefer not to answer	4.83%	13
TOTAL		269

Q34 Are there any children, seventeen years old and under, currently living in your home?

Answered: 268 Skipped: 182



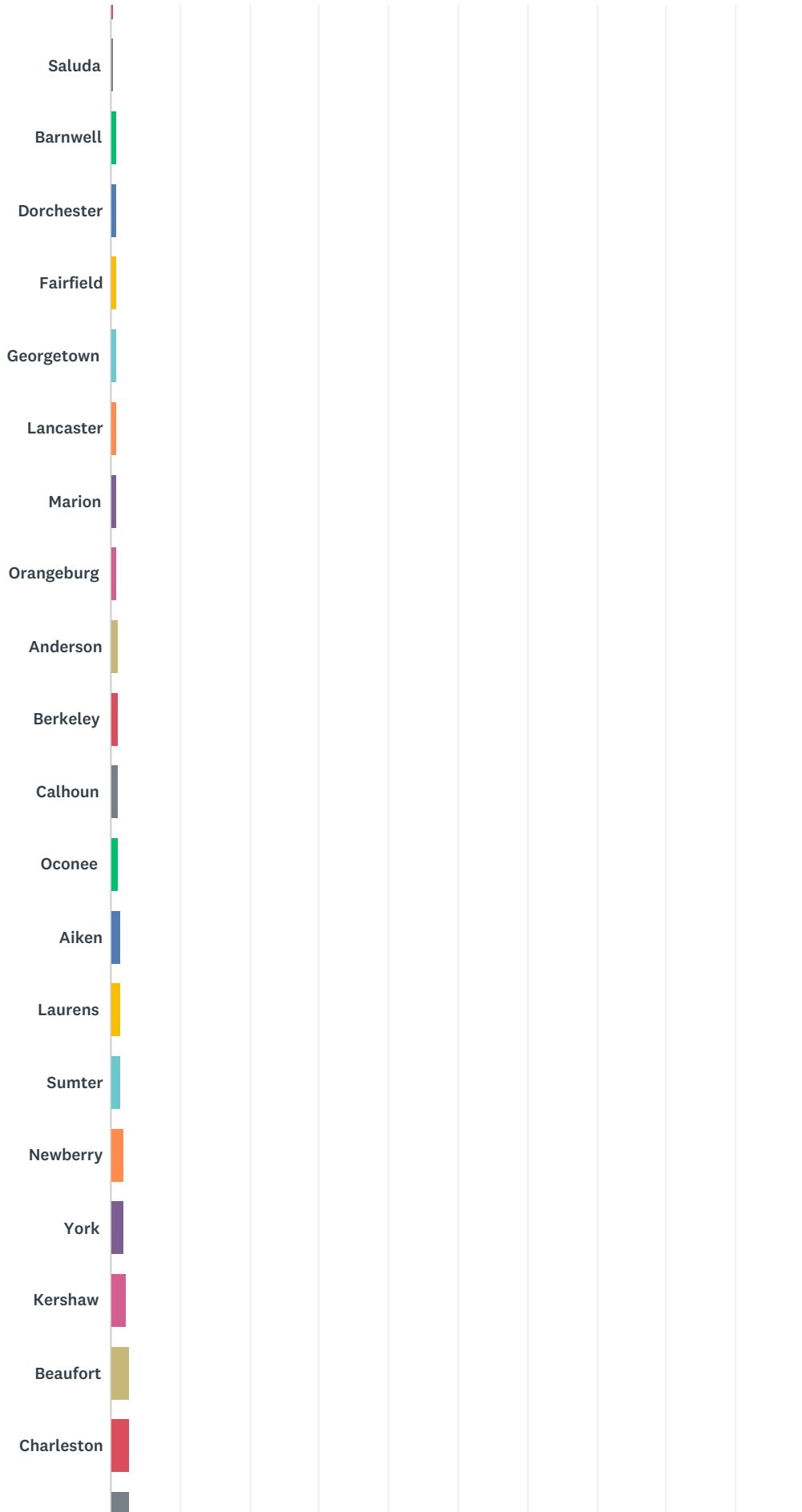
ANSWER CHOICES	RESPONSES
Yes	35.82% 96
No	54.48% 146
Prefer not to answer	9.70% 26
TOTAL	268

Q35 In which county do you live?

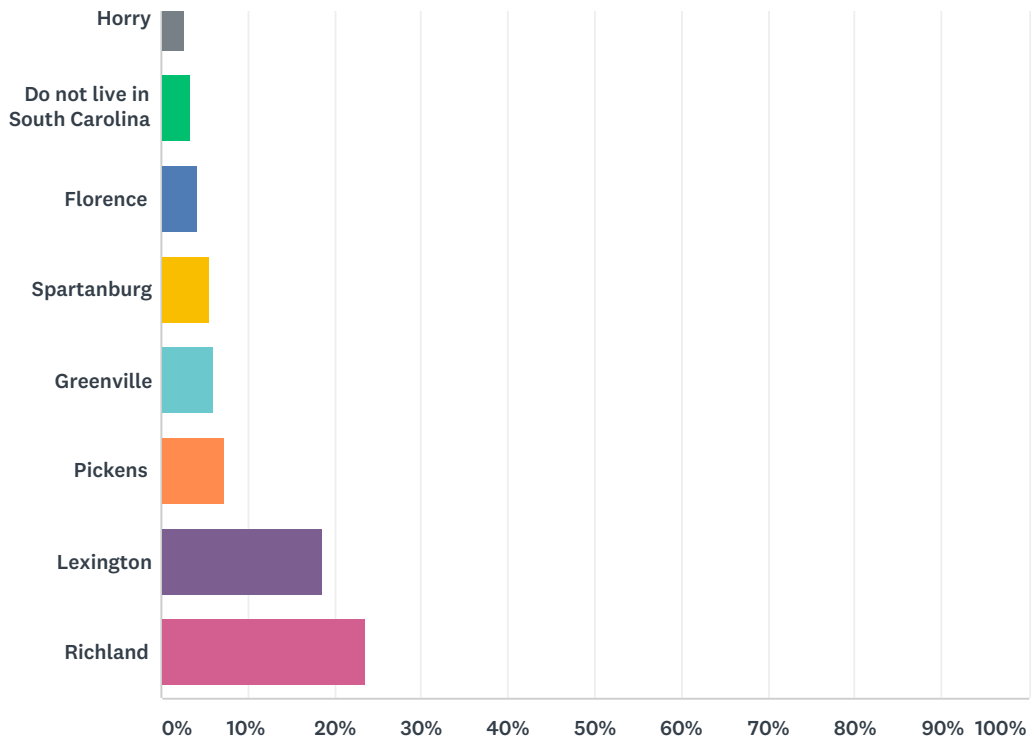
Answered: 263 Skipped: 187



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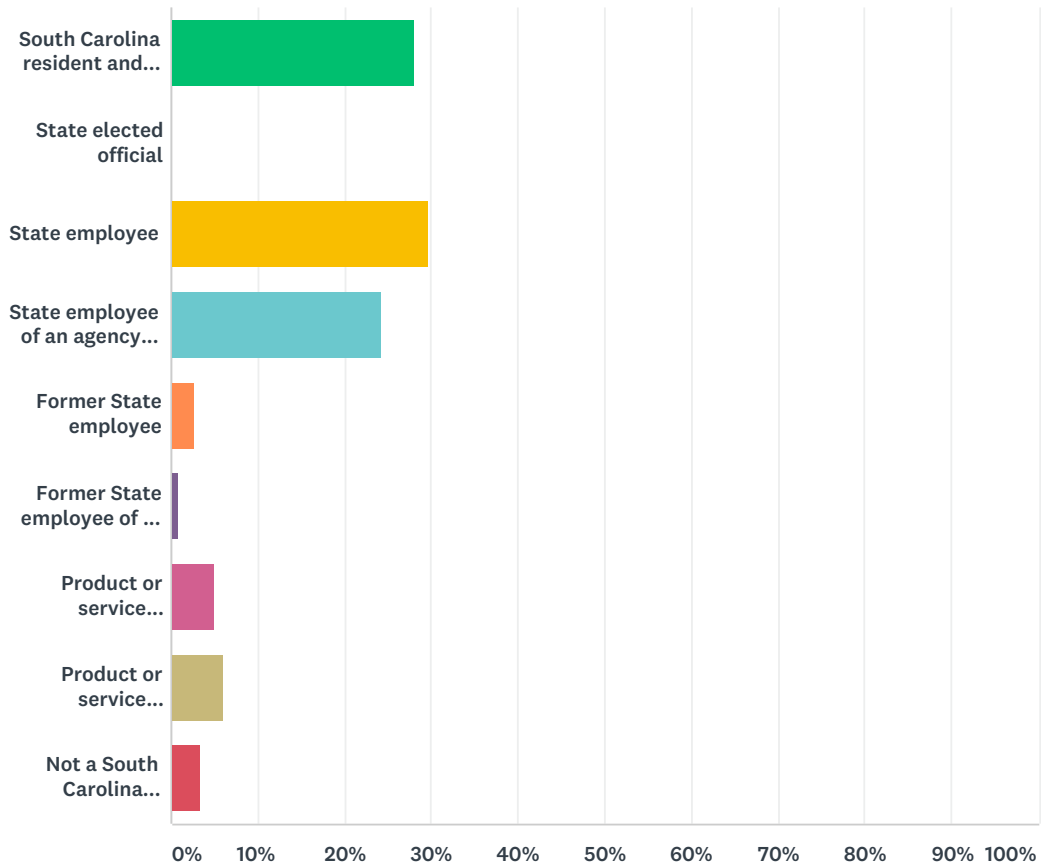
ANSWER CHOICES	RESPONSES	
Abbeville	0.00%	0
Allendale	0.00%	0
Chester	0.00%	0
Chesterfield	0.00%	0
Clarendon	0.00%	0
Colleton	0.00%	0
Dillon	0.00%	0
Edgefield	0.00%	0
Lee	0.00%	0
Marlboro	0.00%	0
McCormick	0.00%	0
Union	0.00%	0
Williamsburg	0.00%	0
Bamberg	0.38%	1
Cherokee	0.38%	1
Darlington	0.38%	1
Greenwood	0.38%	1
Hampton	0.38%	1

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Jasper	0.38%	1
Saluda	0.38%	1
Barnwell	0.76%	2
Dorchester	0.76%	2
Fairfield	0.76%	2
Georgetown	0.76%	2
Lancaster	0.76%	2
Marion	0.76%	2
Orangeburg	0.76%	2
Anderson	1.14%	3
Berkeley	1.14%	3
Calhoun	1.14%	3
Oconee	1.14%	3
Aiken	1.52%	4
Laurens	1.52%	4
Sumter	1.52%	4
Newberry	1.90%	5
York	1.90%	5
Kershaw	2.28%	6
Beaufort	2.66%	7
Charleston	2.66%	7
Horry	2.66%	7
Do not live in South Carolina	3.42%	9
Florence	4.18%	11
Spartanburg	5.70%	15
Greenville	6.08%	16
Pickens	7.22%	19
Lexington	18.63%	49
Richland	23.57%	62
TOTAL		263

Q36 Which best describes your current role?

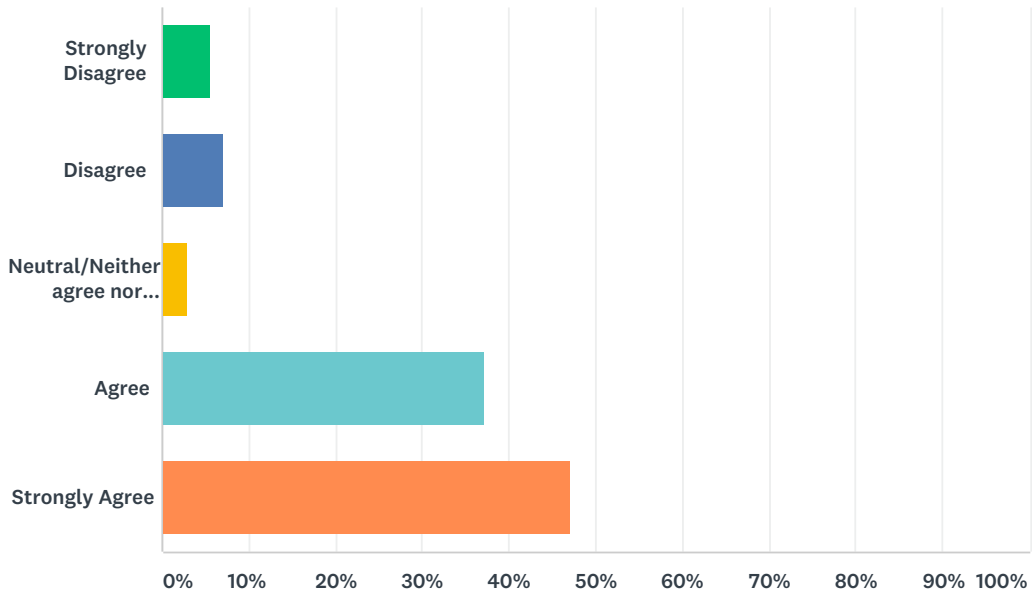
Answered: 263 Skipped: 187



ANSWER CHOICES	RESPONSES	
South Carolina resident and do not fall into any of the categories below	28.14%	74
State elected official	0.00%	0
State employee	29.66%	78
State employee of an agency under study	24.33%	64
Former State employee	2.66%	7
Former State employee of an agency under study	0.76%	2
Product or service provider or other partner to a State agency	4.94%	13
Product or service provider or other partner of a State agency under study	6.08%	16
Not a South Carolina resident and do not fall into any of the categories above	3.42%	9
TOTAL		263

Q37 My organization's work positively impacts people's lives.

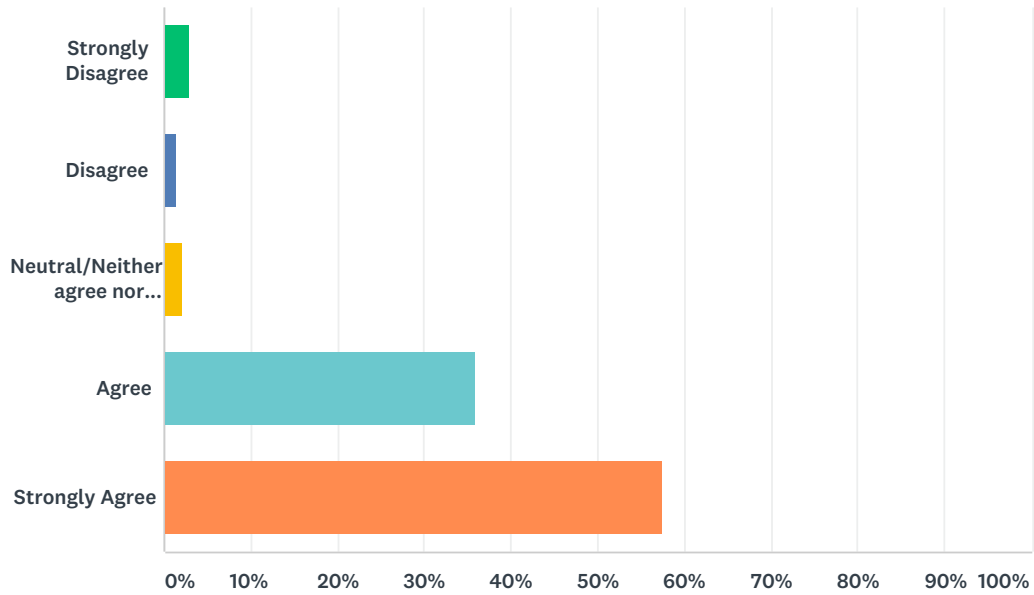
Answered: 140 Skipped: 310



ANSWER CHOICES	RESPONSES	
Strongly Disagree	5.71%	8
Disagree	7.14%	10
Neutral/Neither agree nor disagree	2.86%	4
Agree	37.14%	52
Strongly Agree	47.14%	66
TOTAL		140

Q38 I understand how my work impacts the organization's goals.

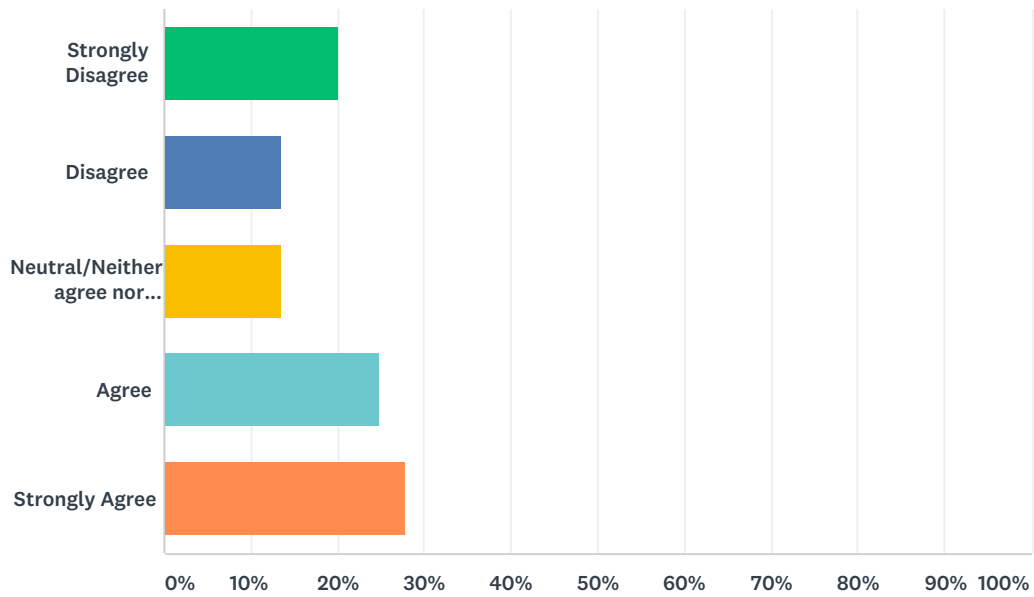
Answered: 139 Skipped: 311



ANSWER CHOICES	RESPONSES	
Strongly Disagree	2.88%	4
Disagree	1.44%	2
Neutral/Neither agree nor disagree	2.16%	3
Agree	35.97%	50
Strongly Agree	57.55%	80
TOTAL		139

Q39 Communication between senior leaders and employees is good in my organization.

Answered: 140 Skipped: 310



ANSWER CHOICES	RESPONSES	
Strongly Disagree	20.00%	28
Disagree	13.57%	19
Neutral/Neither agree nor disagree	13.57%	19
Agree	25.00%	35
Strongly Agree	27.86%	39
TOTAL		140