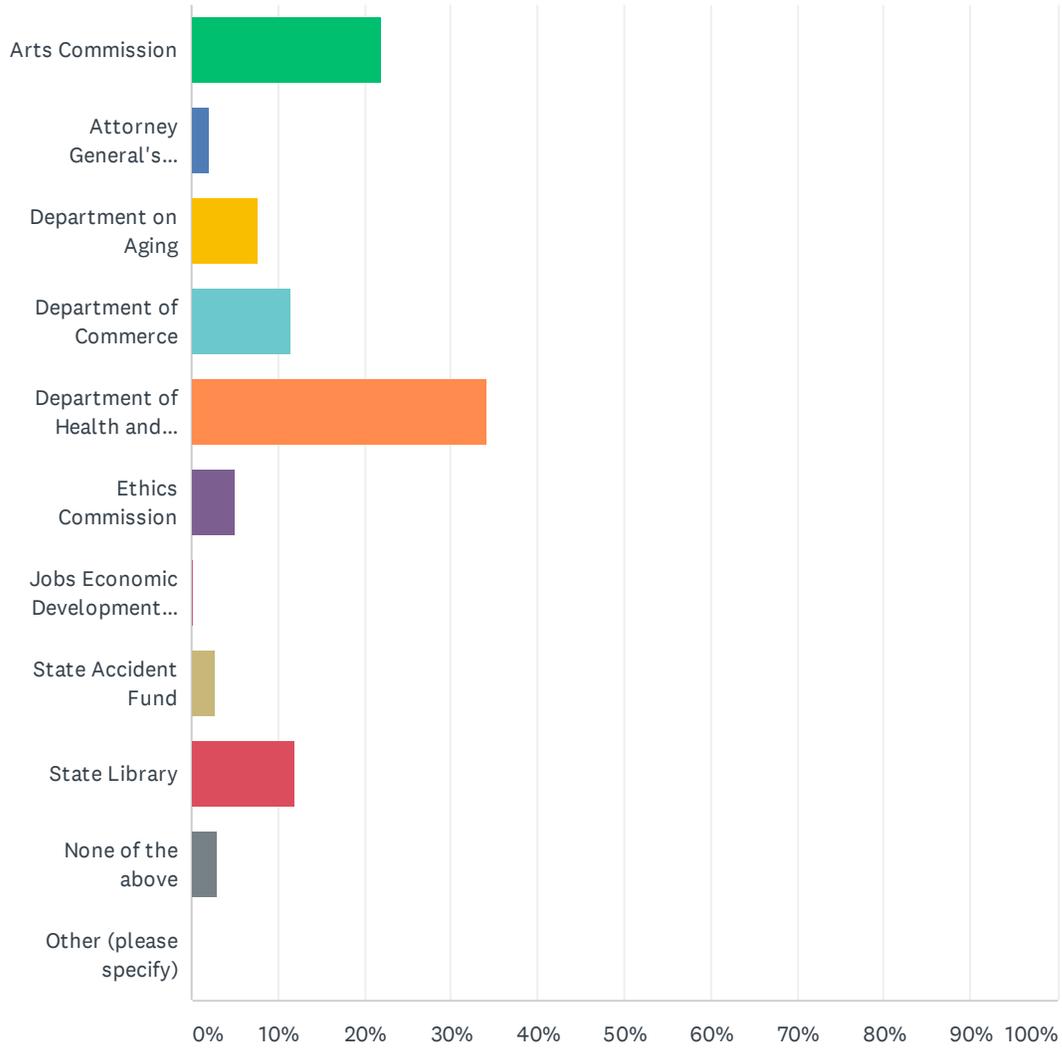


Q1 Which agency would you like to provide input about first?

Answered: 338 Skipped: 3



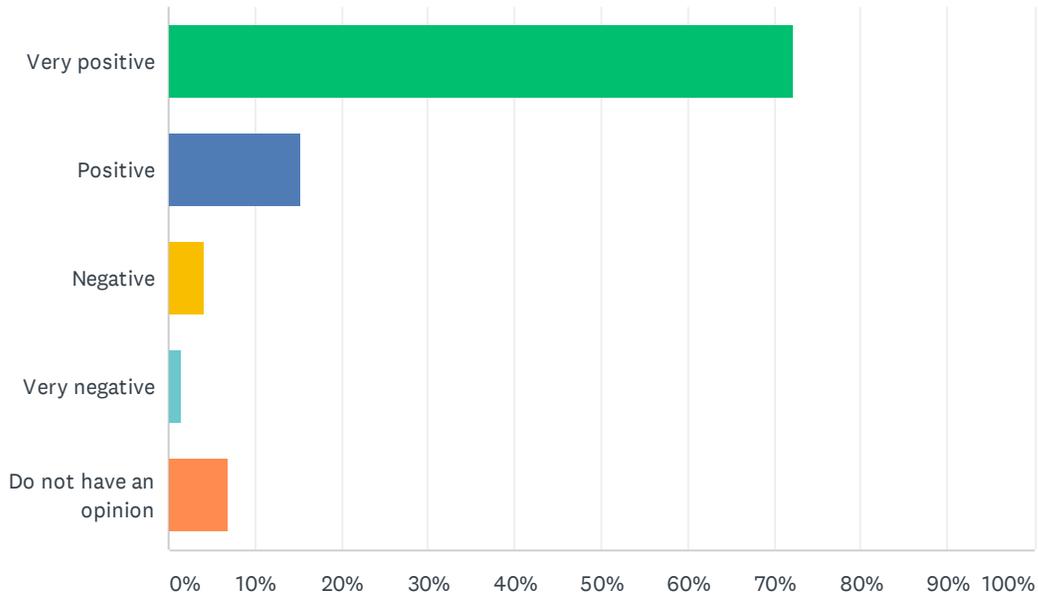
Public Survey About Agencies Under Study 2020

ANSWER CHOICES	RESPONSES	
Arts Commission	21.89%	74
Attorney General's Office	2.07%	7
Department on Aging	7.69%	26
Department of Commerce	11.54%	39
Department of Health and Human Services	34.02%	115
Ethics Commission	5.03%	17
Jobs Economic Development Authority	0.30%	1
State Accident Fund	2.66%	9
State Library	11.83%	40
None of the above	2.96%	10
Other (please specify)	0.00%	0
TOTAL		338

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q2 Overall, what is your opinion of the Arts Commission?

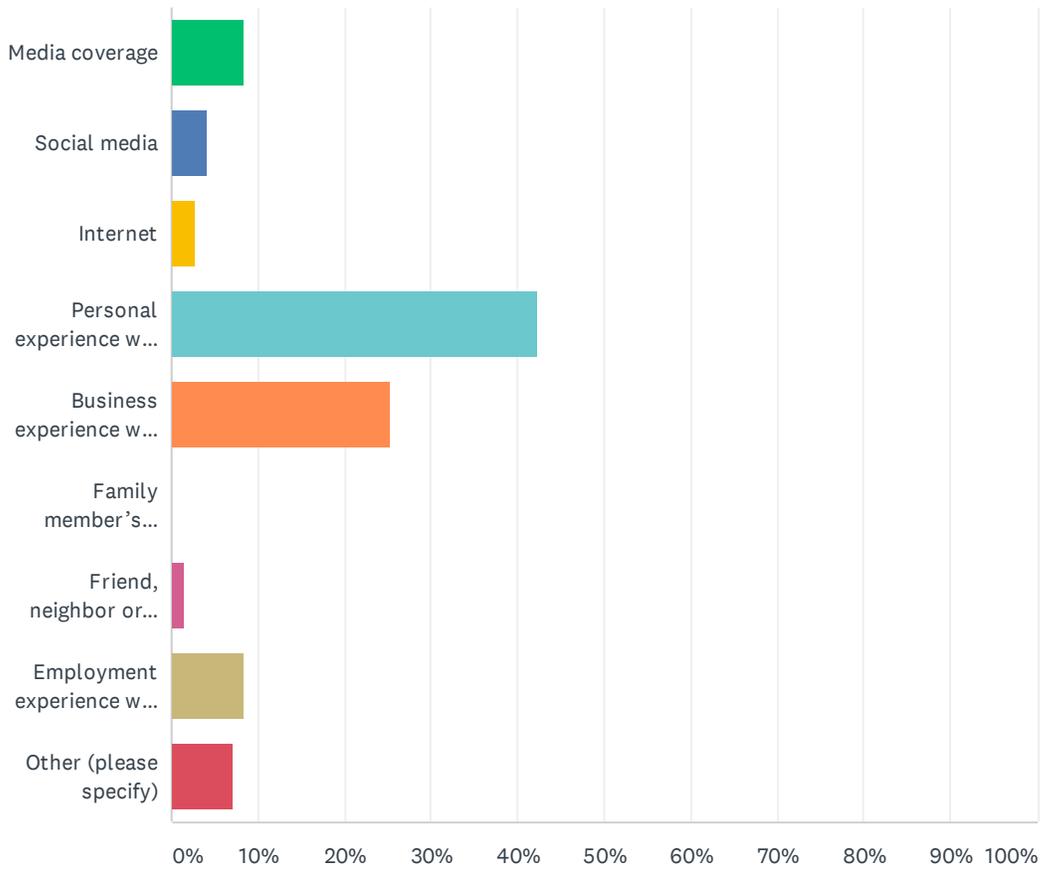
Answered: 72 Skipped: 269



ANSWER CHOICES	RESPONSES	
Very positive	72.22%	52
Positive	15.28%	11
Negative	4.17%	3
Very negative	1.39%	1
Do not have an opinion	6.94%	5
TOTAL		72

Q3 Which of the following has most influenced your opinion of the Arts Commission?

Answered: 71 Skipped: 270



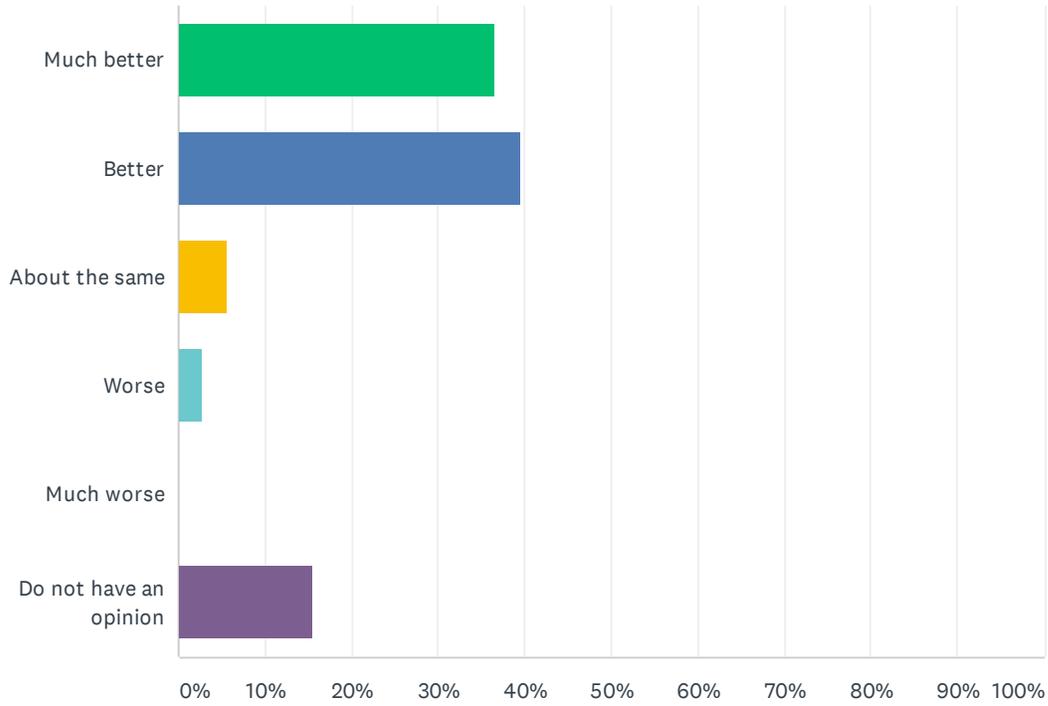
ANSWER CHOICES	RESPONSES	
Media coverage	8.45%	6
Social media	4.23%	3
Internet	2.82%	2
Personal experience with the agency	42.25%	30
Business experience with the agency	25.35%	18
Family member's experience with the agency	0.00%	0
Friend, neighbor or colleague's experience with the agency	1.41%	1
Employment experience with the agency	8.45%	6
Other (please specify)	7.04%	5
TOTAL		71

Public Survey About Agencies Under Study 2020

#	OTHER (PLEASE SPECIFY)	DATE
1	Grants	3/13/2020 9:13 AM
2	Non-Profit Organization grantee from agency	3/6/2020 12:02 PM
3	The arts opportunities I have enjoyed due to grants	3/2/2020 3:25 PM
4	I honestly haven't had a lot of interaction with this agency	3/2/2020 2:23 PM
5	Government has no business in the art business!	2/28/2020 9:00 PM

Q4 How do you think the Arts Commission functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 71 Skipped: 270



ANSWER CHOICES	RESPONSES	
Much better	36.62%	26
Better	39.44%	28
About the same	5.63%	4
Worse	2.82%	2
Much worse	0.00%	0
Do not have an opinion	15.49%	11
TOTAL		71

Q5 Please list any comments, concerns, or suggestions you may have about the Arts Commission, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 30 Skipped: 311

Public Survey About Agencies Under Study 2020

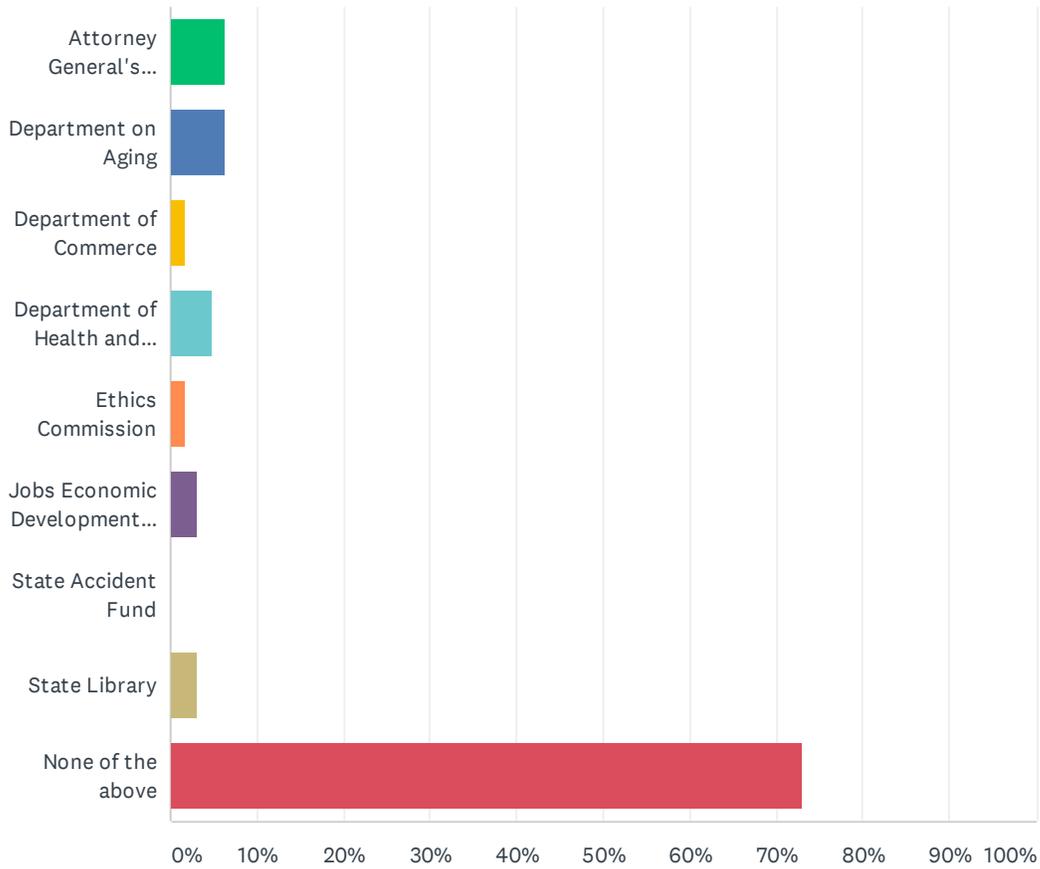
#	RESPONSES	DATE
1	I encourage more businesses to support the Arts efforts to further improve our "arts image".	3/19/2020 2:09 PM
2	The website, visually, is pretty, but very difficult to navigate. The setup is unnecessarily large. It is not intuitive and it is hard to find information.	3/10/2020 12:10 PM
3	The Arts Commission has been a catalyst for economic development in our state. The arts have generated 115,000 jobs statewide and have generated \$9.7 billion in economic impact.	3/9/2020 12:49 PM
4	The people with which I communicated were pleasant and professional.	3/8/2020 7:51 PM
5	Excellent online resources. Quick responses to questions.	3/7/2020 11:37 AM
6	The magnitude of information on the web site makes it difficult to find the needed information without assistance.	3/7/2020 11:14 AM
7	They are so helpful to me, whether it is by email, in person or on the phone, when I need information or input about the grants that I am writing.	3/7/2020 10:15 AM
8	The Arts Commission has been supportive of my work as an individual artist, as well as the missions and goals of various arts and humanities organizations with which I've engaged. It has provided educational and training opportunities and also supported our work through grants. The Arts In Education programming has been my life blood for many years, allowing me to make an income while providing students with valuable arts access that they might not otherwise have exposure to. The Commission's current restructuring seems to be a positive move towards making support for the arts even more accessible in rural communities.	3/6/2020 3:09 PM
9	Concerned they do not actively available grants	3/6/2020 1:50 PM
10	Direct service to all 46 counties, rare for a single state agency. Online resources are plentiful and easy to find.	3/6/2020 1:03 PM
11	The Arts Commission's ongoing work to reach the undeserved communities in the state is really something to be admired. Their recent transition into online grant applications makes it even easier to apply for grant programs and their social media coverage on what they are doing sheds light on their successes as well as those of the hidden communities of SC.	3/6/2020 10:47 AM
12	It executes it's mission perfectly	3/6/2020 10:36 AM
13	Providing arts experiences for an under served area comes with a multitude of challenges. The support of the SCAC is invaluable. The staff is knowledgeable and supportive of our local efforts.	3/6/2020 10:28 AM
14	Appreciate that the information can be obtained and filed online. The process is extremely helpful.	3/6/2020 10:23 AM
15	Staff members generally respond to messages quickly. This has always given me a positive impression and resulted in accurate information in a timely manner.	3/6/2020 9:48 AM
16	The SCAC website is very user friendly. The staff are always very helpful in providing assistance and advice. Wonderful asset to the state of SC!	3/6/2020 9:43 AM
17	The website is not user friendly. Online application processes are cumbersome and involve unnecessary complexity. The amount of time required for an established arts organization to complete the online application is a tremendous strain on limited resources of the average non-profit.	3/6/2020 9:41 AM
18	SCAC provides a valuable service to arts organizations in SC, which in turn contribute billions of dollars back into state revenues, and help increase robust economic development and job opportunities. Arts education is a proven answer to creative thinking, something all employers seek in the workforce.	3/6/2020 9:38 AM
19	The SCAC has done a tremendous job of advocating, supporting, and strengthen arts programs across the state. They have worked tirelessly to canvas the public through community meetings to hear the feedback of the people of our state. Additionally, the SCAC has been great stewards of the state's money, making strategic decisions about the best ways to spend tax payer dollars to promote and expand arts education and community arts projects. Please continue to fund this entity to the fullest capacity, so that the children and citizens of our state have high quality arts experiences.	3/6/2020 9:30 AM

Public Survey About Agencies Under Study 2020

20	The SCAC has been instrumental in my career and in keeping me informed of opportunities and Statewide exhibitions, concerts, etc.	3/6/2020 9:28 AM
21	Everyone at the Arts Commission is always incredibly knowledgeable, helpful and a pleasure to work with. They work tirelessly to provide support for high-quality arts education for all of SC and there is no way we could do our job in K-12 public education without them!	3/6/2020 9:25 AM
22	The arts play such a vital role in the lives of each and every South Carolinian. Its presence can be clearly seen and felt in the classroom, in the community, and within the creative economy of our great state. The arts has touched me in numerous ways, and I'm so fortunate for the opportunity to serve the S.C. Arts Commission and give-back to our constituents by being an excellent steward of the arts in South Carolina.	3/4/2020 1:45 PM
23	Excellent new web-site with links for grants submissions and news events related to SCAC services. Diverse staff and a commitment to increasing the diversity and inclusive nature of services offered.	3/4/2020 10:44 AM
24	This is such a valuable agency.	3/4/2020 9:21 AM
25	It's sad this agency has to function on the peanuts our legislature gives them. We need the arts in our communities and schools! Increase the funding!	3/3/2020 6:55 PM
26	Why do we need an arts council anyway? How is that part of government.	3/3/2020 4:10 PM
27	No comment	3/2/2020 2:23 PM
28	One of the reasons for taxes is to fund government. In my opinion, there are excessive and frivolous uses of that tax money in grants, subsidies and entitlements that can be easily diminished by doing away with much, including the ARTS.	2/29/2020 8:18 AM
29	The Arts are so vital to our lives. I appreciate all efforts by the Arts Commission to promote public engagement.	2/28/2020 11:04 PM
30	As a 14-year employee of the Arts Commission, I've witnessed the challenges of having a small staff and limited funding, and the successes that occur because our staff is committed to improving our communities through the arts, even with limited funding. We interact frequently on the phone and in person with our constituents, in addition to making everything available online. Our staff members know that every citizen can benefit from a robust arts education and vibrant arts community, and we work to make that a reality.	2/28/2020 12:18 PM

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

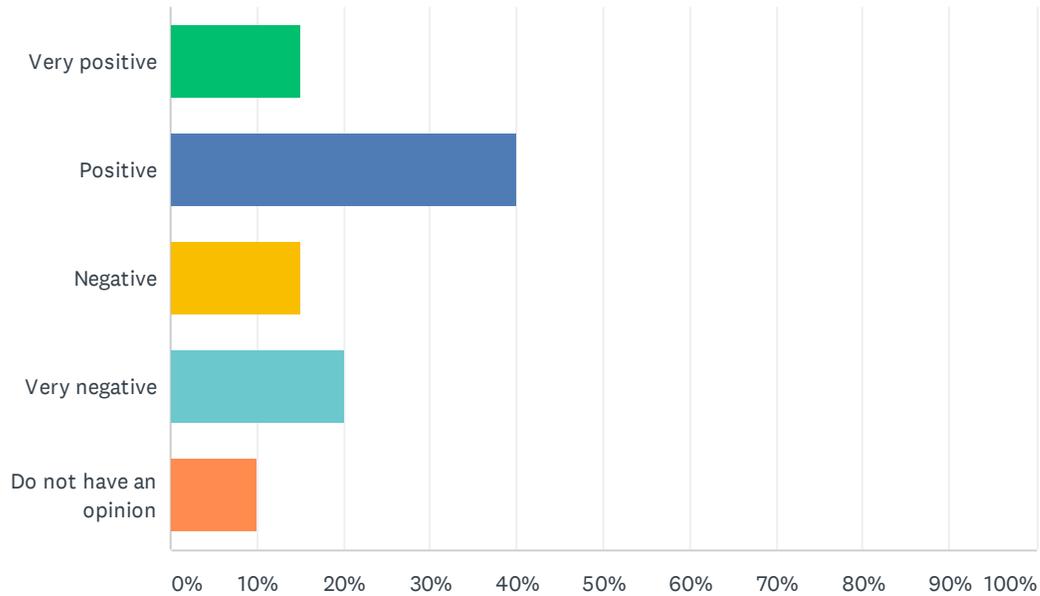
Answered: 63 Skipped: 278



ANSWER CHOICES	RESPONSES	
Attorney General's Office	6.35%	4
Department on Aging	6.35%	4
Department of Commerce	1.59%	1
Department of Health and Human Services	4.76%	3
Ethics Commission	1.59%	1
Jobs Economic Development Authority	3.17%	2
State Accident Fund	0.00%	0
State Library	3.17%	2
None of the above	73.02%	46
TOTAL		63

Q7 Overall, what is your opinion of the Attorney General's Office?

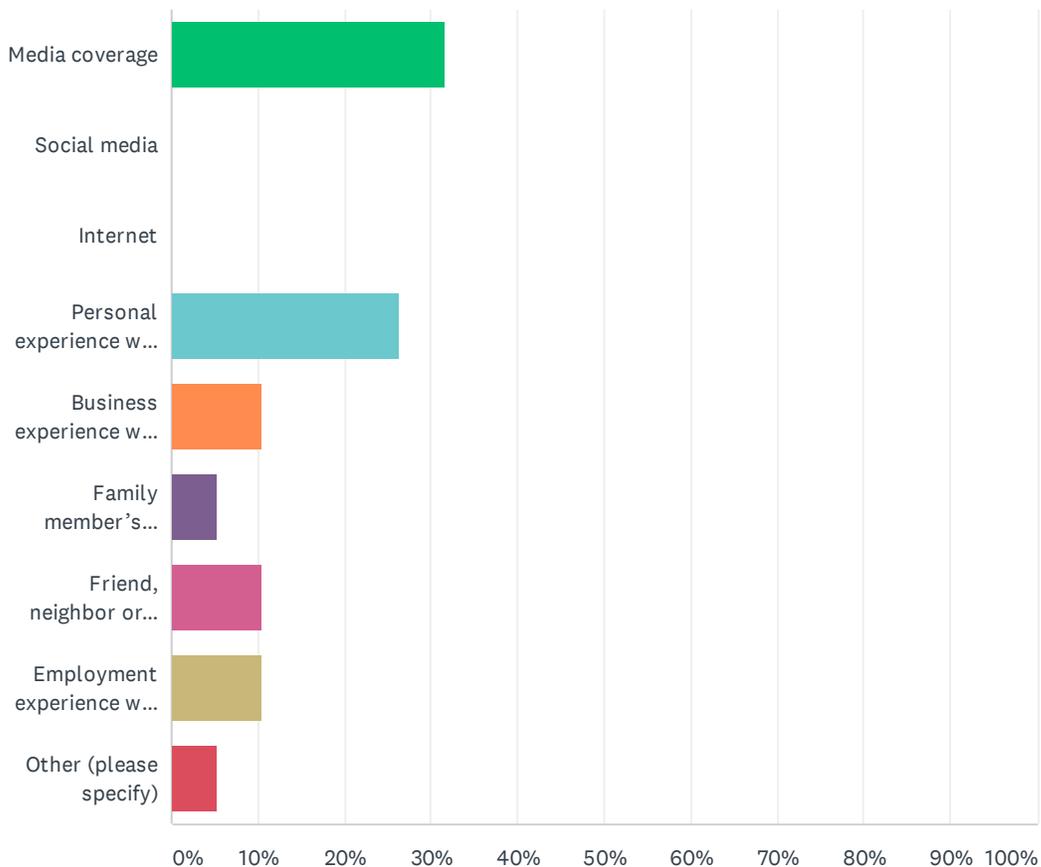
Answered: 20 Skipped: 321



ANSWER CHOICES	RESPONSES	
Very positive	15.00%	3
Positive	40.00%	8
Negative	15.00%	3
Very negative	20.00%	4
Do not have an opinion	10.00%	2
TOTAL		20

Q8 Which of the following has most influenced your opinion of the Attorney General's Office?

Answered: 19 Skipped: 322



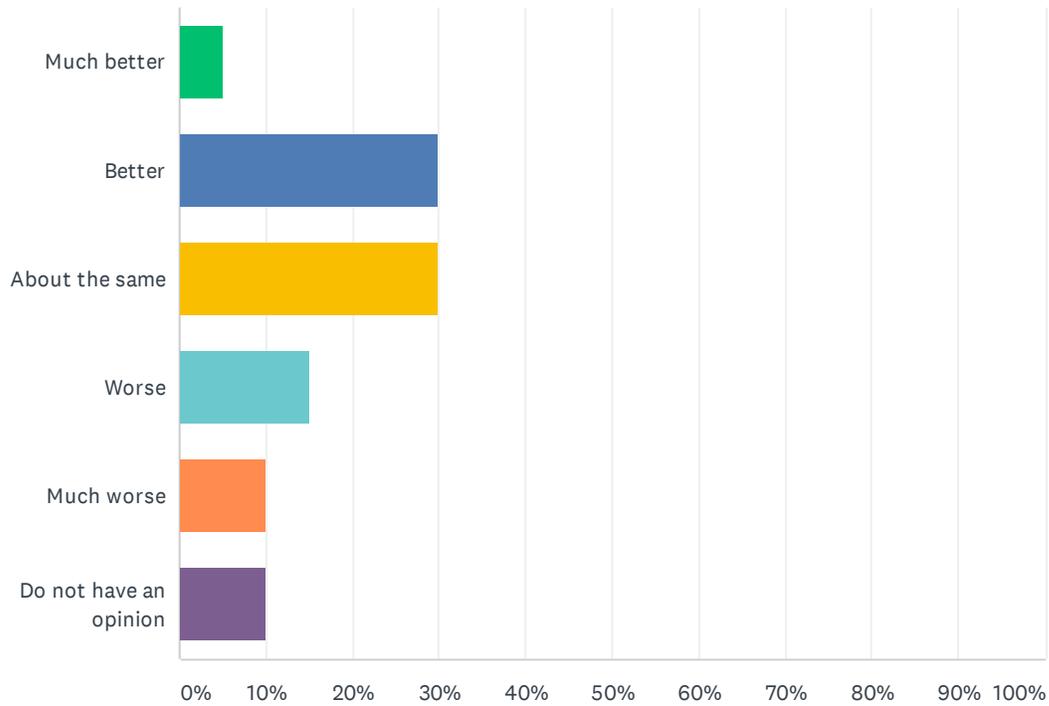
ANSWER CHOICES	RESPONSES	
Media coverage	31.58%	6
Social media	0.00%	0
Internet	0.00%	0
Personal experience with the agency	26.32%	5
Business experience with the agency	10.53%	2
Family member's experience with the agency	5.26%	1
Friend, neighbor or colleague's experience with the agency	10.53%	2
Employment experience with the agency	10.53%	2
Other (please specify)	5.26%	1
TOTAL		19

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#	OTHER (PLEASE SPECIFY)	DATE
1	I have never felt the AG was serving the needs of the citizens of SC.	2/28/2020 11:19 PM

Q9 How do you think the Attorney General's Office functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 20 Skipped: 321



ANSWER CHOICES	RESPONSES	
Much better	5.00%	1
Better	30.00%	6
About the same	30.00%	6
Worse	15.00%	3
Much worse	10.00%	2
Do not have an opinion	10.00%	2
TOTAL		20

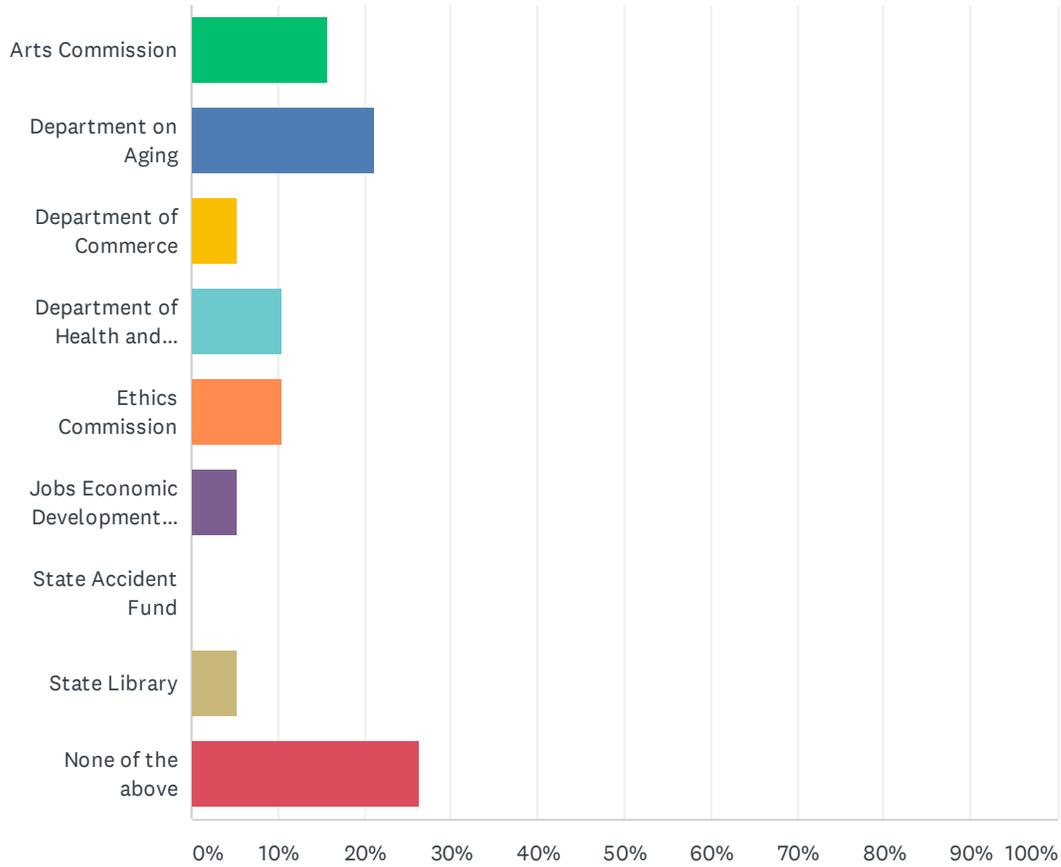
Q10 Please list any comments, concerns, or suggestions you may have about the Attorney General's Office, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 8 Skipped: 333

#	RESPONSES	DATE
1	Stop wasting time on trying to eliminate abortion rights and focus on real issues facing this state.	3/22/2020 5:34 PM
2	Witness delayed action when needed.	3/17/2020 11:58 AM
3	The catalog and availability of Opinions online is quite helpful.	3/9/2020 6:03 PM
4	The Attorney General should speak as the state's attorney and not about his personal non-legal views.	3/4/2020 9:23 AM
5	Wilson doesn't keep his promises. He is a liar.	3/3/2020 4:10 PM
6	No comment	3/2/2020 2:25 PM
7	AG Allen Wilson needs to be more aggressive with those that flaunt stat law as does Steve Benjamin in Columbia. Other municipalities seem to be following the lead of Columbia and need to be stopped.	2/29/2020 8:15 AM
8	The AG needs to work to address pay to play issues and other corruption in Columbia. I am frustrated that he has supported actions to harm our fellow humans living and working among us.	2/28/2020 11:19 PM

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

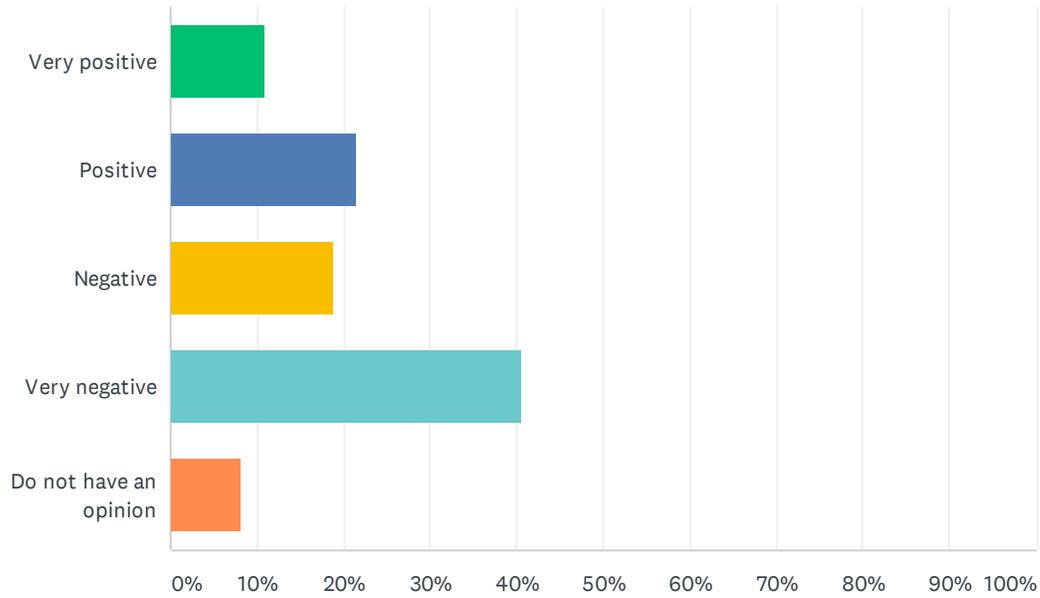
Answered: 19 Skipped: 322



ANSWER CHOICES	RESPONSES	
Arts Commission	15.79%	3
Department on Aging	21.05%	4
Department of Commerce	5.26%	1
Department of Health and Human Services	10.53%	2
Ethics Commission	10.53%	2
Jobs Economic Development Authority	5.26%	1
State Accident Fund	0.00%	0
State Library	5.26%	1
None of the above	26.32%	5
TOTAL		19

Q12 Overall, what is your opinion of the Department on Aging?

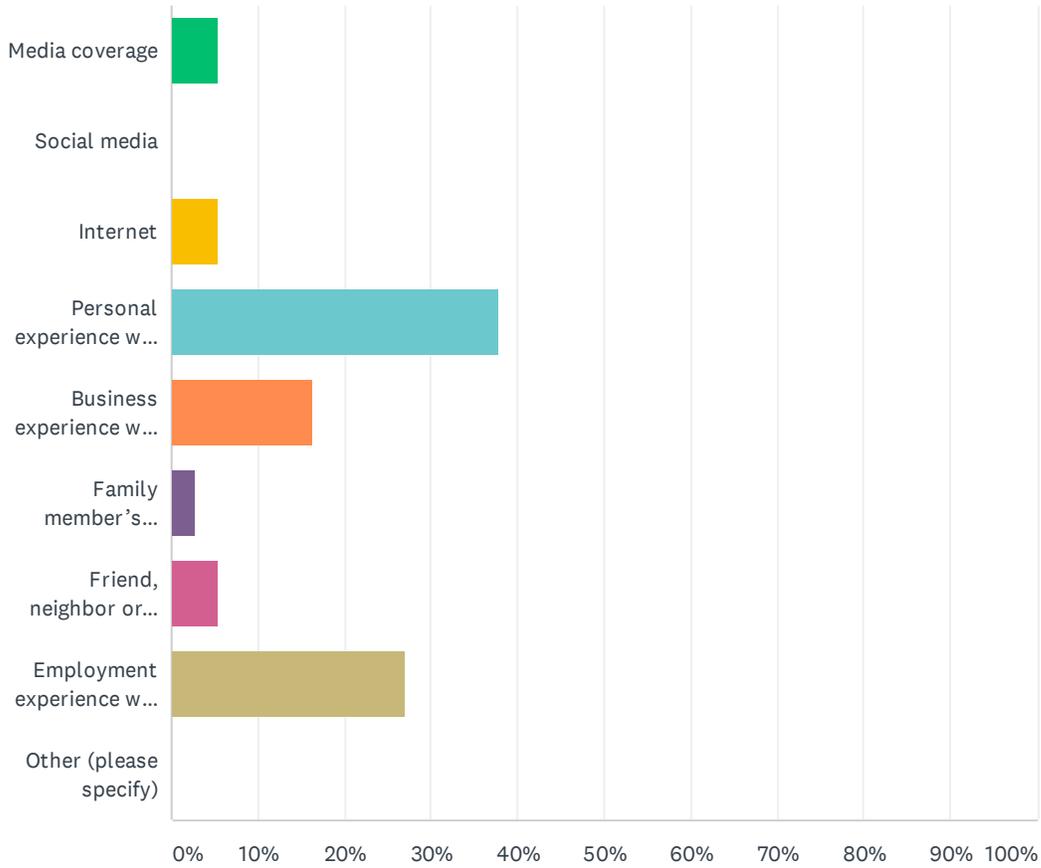
Answered: 37 Skipped: 304



ANSWER CHOICES	RESPONSES	
Very positive	10.81%	4
Positive	21.62%	8
Negative	18.92%	7
Very negative	40.54%	15
Do not have an opinion	8.11%	3
TOTAL		37

Q13 Which of the following has most influenced your opinion of the Department on Aging?

Answered: 37 Skipped: 304



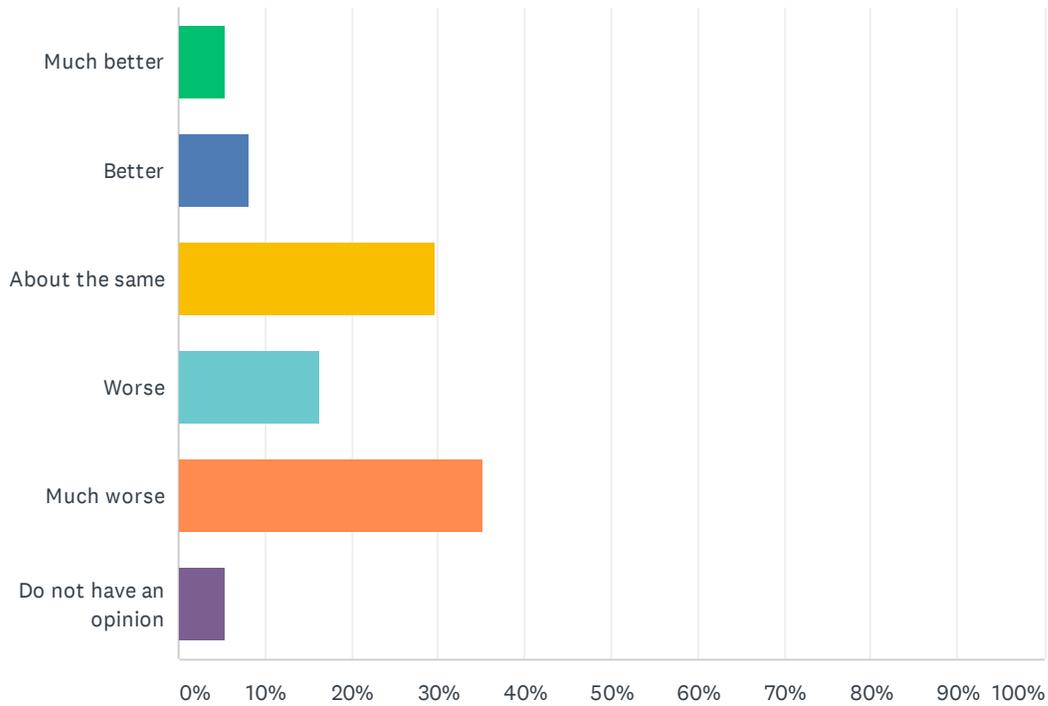
ANSWER CHOICES	RESPONSES	
Media coverage	5.41%	2
Social media	0.00%	0
Internet	5.41%	2
Personal experience with the agency	37.84%	14
Business experience with the agency	16.22%	6
Family member's experience with the agency	2.70%	1
Friend, neighbor or colleague's experience with the agency	5.41%	2
Employment experience with the agency	27.03%	10
Other (please specify)	0.00%	0
TOTAL		37

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#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q14 How do you think the Department on Aging functions on an overall basis in comparison to state agencies in South Carolina?

Answered: 37 Skipped: 304



ANSWER CHOICES	RESPONSES	
Much better	5.41%	2
Better	8.11%	3
About the same	29.73%	11
Worse	16.22%	6
Much worse	35.14%	13
Do not have an opinion	5.41%	2
TOTAL		37

Q15 Please list any comments, concerns, or suggestions you may have about the Department on Aging, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 23 Skipped: 318

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#	RESPONSES	DATE
1	Prior to the governor "s appointees, Morris and now Connie Miunn, information flow was good. Because of the micro management style everything is held up by management.	4/1/2020 8:14 PM
2	I have been on staff at the Department on Aging for nearly 7 years. During this time there have been multiple changes, including constant change in administration, which has resulted in very little stabilization in the agency. There has been mismanagement and poor management, to say the least. There is a history of favoritism and people are hired or promoted, not based on qualifications, but who you know and how you are liked by management. For the most part, managers on staff are incompetent and not qualified to be in positions that they are in. Morale is poor at best. There is in-fighting and a completely toxic work environment. Within the past six months, two management positions have been open and internal staff who have been more than qualified for the positions have applied. Instead of promoting qualified internal applicants for the position, the final candidates were hand selected and neither are qualified for the position. One of the positions required grant writing experience. The hired candidate has none and was sent to multiple grant writing trainings after her employment. Recently, an internal applicant that was no promoted from within was requested to write a grant. What a slap in the face! We were all looking forward to Connie Munn becoming the new Aging Director. For once, a director was hired that actually had Aging experience, but what we are seeing is just more of the same. There is still no leadership within the agency and absolutely no changes have been made to better the agency or the toxic environment. Communication is not shared with all staff. Munn rarely responds to staff email. She says her "managers are her armor", which was a kick in the gut to many staffers. The management team is the cause for 85 percent of the problems in the agency. Just as before, staff feels that unless you are part of the management team, your voice is not being heard, and doesn't matter. Currently, a majority of staff are working from home as a result of Corvid-19. While you would think that the two Emergency Coordinators on staff would be considered essential, Munn does not have them working in the office like other managers who she is considering essential staff and rarely communicates with the Coordinators regarding the virus. Other staff was sent home to work, but not all staff is actually working from home. Some are working overtime as a result of the virus, others are simply sitting at home doing nothing work related. The front desk receptionist is at home doing nothing while a temporary employee is working daily at the front desk while the salaried receptionist is at home with her kids. At this time, no one has been asked to put any type of leave in as a result. This is just another example of the unfairness related to staff in the office. The handling of this emergency through this agency has been a complete disaster. Individuals who are responsible for Emergency Coordination in the agency are being left out of meetings regarding the matter and these individuals are not included in all communication, even though they have a day to day responsibility to be involved with EMD staff and participate during daily meetings involving Corvid-19 (this includes weekends). I hope and pray that as the result of the many audits, the environment of the office will change, but at this point, I and many others have lost all hope. At some point, I would like to see that someone cares about the staff, and the vulnerable adults that are supposed to be served by this agency to actually make positive change happen because positive change should have occurred a very long time ago. This is just another example of continued mis-management and this agency's waste of tax dollars that should be used to better the lives of the state's most vulnerable seniors. Proper protocols are not being used when it comes to getting EMD and local emergency managers involved to assist feeding our seniors. This has been brought to the attention of Munn, but no response. Munn would rather speak to her managers than those involved in emergency planning. Not once has Munn met one on one with the agency's Emergency Coordinators. Considering this is an unprecedented event and she has two individuals on staff that has experience dealing with emergencies and has contacts through SCEMD, makes absolutely no sense at all. I have grave concern that the needs of the state's most vulnerable seniors are still not being met by this agency.	3/27/2020 10:18 AM
3	I work for the agency at the regional level. It has always been a toxic environment.	3/26/2020 2:31 PM
4	Management is not aware of programs, regulations, older Americans act, etc. they make decisions personal opinions and self serving. They will make additional rules and red tape in order to restrict services rather than helping seniors and caregivers. They carry over large sums of state and federal funds instead of providing services to seniors and caregivers or training for staff.	3/26/2020 12:52 PM
5	Multiple management staff have limited to no knowledge of the program they are responsible for and do not have the education for the position. Pay scale is not being adhered too across the board.	3/26/2020 12:49 PM

I started working for the South Carolina Department on Aging on June 17, 2013. Since that time, the agency has had seven different Aging directors and five different administrations. There has been very little stability at all. Some of us have been patiently waiting for an opportunity to be heard and we feel that this is finally our opportunity. I honestly wake up every morning and completely dread getting up and coming into the office. I never know what kind of drama will be awaiting me. I feel as though I am completely undervalued, my skills are not being used, and I am not appreciated by upper management at all. After dealing with these for years, I have gotten to the point that I just feel completely beat down. I have interviewed for other jobs and have contemplated leaving on numerous occasions, but I haven't left because I feel that our seniors deserve better. If I leave, who is going to advocate for them? I know that as an agency we haven't come close to meeting the mission as set forth by our agency or by the Older Americans Act, but I want to make sure that somehow, someday, I make a difference for this population. If allowed to do my job, I love the projects and programs that I am responsible for. I just need adequate leadership and support so that I can do my best for the people who need it, and honestly, who deserve it. I, along with many of my colleagues were excited when Connie Munn was confirmed on January 22. We felt like she may be able to start making changes to better our agency. During one of her first meetings with staff she told us that she is going to rely heavily on her managers. At another meeting she made the comment that her managers are her armor. This was like a punch in the gut. These managers for the most part are completely incompetent, causing most of the problems that are plaguing the agency. Many of them are in positions that they are not qualified to be in and others have taken on roles that do not pertain to their job functions. There has been some discussion regarding professional development. In this case, professional development is not going to make the situation better. If people can't do their jobs or if they are in positions they are not qualified to be in, they no longer need to be in those jobs. One thing that has basically remained the same during this time are the divisional managers. This group is a very tight-knit group that sticks together. Over the years it has very much become an us verses them environment. There has been very little accountability for them. Until changes are made regarding the "management" team, things in this agency will never change. Many of these individuals are in positions they are not even qualified for. They were simply put in these positions when they had other friends in management positions. Even when one leaves, that person is involved in hiring their replacement. An example of this is when Ken Burton, former finance manager left, he and Steve Morris selected his former manager from a different agency to replace him. The decision was made before interviews were even held. When Anita Atwood was hired for the Community Support manager position, qualified staff who applied and interviewed for the position were overlooked and Anita was hired because she had a relationship with the person who previously had the position. These managers want to make all decisions for the agency and are more concerned with bettering themselves and one another than the agency or the seniors who we are supposed to serve. Some examples: Kevin Pondy, IT Manager – spends most of his time working in the finance department. During Steve's Morris' leadership, he reviewed camera footage to see the comings and goings of employees. Approximately four years ago the legislature gave the agency money to develop a new database to track information regarding programs. Pierce Hopkins was hired to lead the project. The project has still not been completed and funds were spent to hire contractors to assist with the project have been hired. Rhonda Walker, Finance Manager – She replaced Ken Burton last summer. Ken and Rhonda worked together previously for OEPP. Ken made it very clear to Steve Morris that she should be his replacement. The decision was made prior to anyone being interviewed that she would get the job. Rhonda had a second interview before most other candidates had a first interview. She relies heavily on Lisa Cosby and Kevin Pondy to get work done and she cannot answer basic financial questions, especially regarding grant funding. Lisa Crosby, who works in our financial department interviewed for the position and is more than qualified, but was not promoted. Very rarely are staff promoted within the agency. Ruchelle Ellison – At one time, Ruchelle was the financial manager. We were recently told that she would be assisting in HR, even though she has no HR background. She spends most of the work day walking the halls and chatting with co-workers. Now that she is assisting Cheryl in HR, I personally have grave concerns regarding her ability to keep information confidential. She also stays after hours most days to get work done that she can't complete during regular work hours because she spends more time talking that actually doing her job. Anita Atwood – Was hired in the spring of 2019 to be the Community Supports manager. She began working for the agency in June and has yet to sit down with all of her staff to discuss programs or job duties. She lacks the understanding of programs she is responsible for. Her job description noted that grant writing was a requirement for the position. She has little to no grant writing experience and was even sent to training for it multiple times after she was hired. Other individuals in the division applied for the position and were interviewed, again with more than enough qualifications to be successful in the position. Anita

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was hired because she had a close relationship with other managers in the agency. Anita does not communicate with staff. She relies heavily on Kay Hightower who manages the Outreach section. The two cannot make a decision about anything without consulting the other. They stay in each other's office for hours during the day, often making it difficult for other staff to meet with or discuss things with. Rarely does Kay or Anita tell staff when they will be out. It is very hard to communicate with them when we don't know when they will be in or where they are. We are also asked that if we have to call in for some reason, to text our direct supervisor. There are many instances when I text Kay and receive absolutely no response at all. I also question Kay's judgement on many occasions. A few examples:

- She schedules trainings for our team at the Capital City Club instead of in a training room in our building that would not use taxpayer dollars
- She thought it would be appropriate for our team to take a work day to go Christmas shopping in Charlotte
- She didn't understand why it would be inappropriate to have a drag queen perform at our yearly Senior Day event
- She started a "faith-based" program and uses it to support friends primarily at AME churches throughout the state

These are only a few examples. She has become very good friends with our HR Manager, Cheryl Washington. She, along with Anita Atwood go to lunch together frequently. As a result, I don't feel that I can go to HR to discuss any problems related to my supervisor. There have been many times when I have talked to Cheryl regarding issues that I have had with Kay, and as a result, the information was not kept confidential. Furthermore, Kay and Anita spend a lot of time together. Rarely can one be found without the other. They go to meetings together; they work on projects together; and they go to lunch together. It is to the point where Kay has become involved in many things in our agency that are not related to her actual job and she is not performing her own duties. There is very little communication between Kay and Anita and the rest of our team. There are many days that I don't talk to them at all, much less actually see them. Neither Kay nor Anita have the slightest idea of what staff actually does and do very little to find out. Since Anita began her job in July, we have only had two divisional meetings. There is very little communication between Kay and Anita and the rest of the staff in the division. The same is the case from all Divisional Managers and upper management and staff. Jalawnda Bailey is the Outreach Coordinator and the Information and Referral Specialist for our agency. Until last year, these were two separate positions. Instead of hiring a new Information and Referral Specialist, Jalawnda was given the extra duties with a significant pay increase. One of the many problems with combining these two positions is that the Outreach Coordinator position requires this individual to be out of the office a lot, while the Information and Referral Specialist duties require staff to be in the office taking calls. Jalawnda is out, sometimes, as much as three or four days during the week. When she is out of the office, someone has to take the Information and Referral calls. There are also many occasions where Jalawnda's voicemail box is full and calls or voicemail messages from the front desk can't be routed to her. Currently, there is no policy in reference to how this should be handled or who calls should be routed to in her absence. One of my responsibilities is Senior PREP. This is a training that my colleague Hank Page and I are responsible for. We have developed partnerships with Walgreens and the South Carolina Emergency Management Division. We go to various sites across the state and educate senior citizens on the importance of planning ahead for emergencies and weather events. When the training began, we put together "to-go Kits" and gave them to every senior that participated. These kits contain basic items for seniors to have in a tote bag so that if they were to ever have to evacuate, they could grab the bag and go. The kit only contains a few items and the seniors are given a list of other items that should be added to the bag. At the beginning of 2019, I told Kay Hightower, who is my supervisor that we were completely out of items. As usual, I had to follow-up with her multiple times to actually get a response from her. Finally, in August I was told there was no money to purchase any items. I also manage a pet program so that senior citizens can keep their pets. For our population, pets are usually the only socialization these seniors have. We provide pet food and veterinary care to qualifying seniors. I have created partnerships with various businesses and organizations to provide vet care and pet food, so there is no cost to the agency. The only item I have requested is a promotional item to give away when I speak to groups or go to events. I made multiple requests throughout the year last year and was told in August, there was no money. It is to the point that I can't get the necessary items that I need to do my job, but Kay is making large purchases for umbrellas and blankets that she primarily gives to her friends and church people that she creates partnerships with. Several years ago, Kay started a Faith based program. She did this to get more church groups involved with programs at the SCDOA. The problem is that she doesn't reach out to all church groups, she mainly reaches out to her friends and many AME churches. She purchased a plethora of umbrellas and blankets that she primarily gives to them. A lot of money was spent on these items which I feel has taken away from money needed for other projects. Furthermore, I have grave concerns regarding the competence of our Human Resources manager. I have had ongoing issues with confidentiality when speaking to Cheryl

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regarding myriads of issues. On more than one occasion, my supervisor or division manager have approached me regarding things that I spoke to Cheryl about in confidence. It has come to the point that I can't go to Cheryl regarding any office related issues. I have gone to her asking questions regarding insurance, etc. and she has been unable to properly answer my questions. She refuses to put anything in writing. It does not appear that she knows how to use common hiring practices. When job postings close, Cheryl gives applications to our receptionist, Loriann to review. Loriann is not capable of selecting individuals who are qualified for any position. Again, this is also a concern of confidentiality. She fails to be a neutral party and often takes sides when dealing with conflict in the office. She also refuses to step in and provide proper direction when dealing with staff issues and conflicts. Several months ago, Gerry Dickinson, policy manager called Lily Cogdill, administrative assistant a b [REDACTED] in front of my office. His behavior was completely inappropriate. I emailed Cheryl explaining what happened. Nothing was ever done to remedy the situation. Gerry was never reprimanded. This is only one example of the behavior that has been on display in the office. There are some staff members, many times, managers who bully other staff members and no action is ever taken. Furthermore, under Steve's direction, employees were targeted based on the opinions given to him by Gerry and Ken. At one time, the two were Steve's closest allies and they were both running the office. The two developed a list of "bad employees" that they shared with Steve, one being Elizabeth Ford who was targeted for months and ultimately terminated in December. It is also frustrating to see the constant favoritism that goes on in this agency. I asked for a pay re-alignment in 2018. I had documentation, showing that I am underpaid for someone in my position with my years of experience. I was given a very small pay increase, not at all what I would consider a re-alignment and because finance didn't approve of the increase after Darryl Broom approved it, it took nearly four months for the increase to be included on my paycheck. In the meantime other individuals are getting constant increases. Jalawnda Bailey has no college degree and less state time than me. About four years ago, she was the receptionist and in that short period of time, now she is making close to the same salary as me. Rene Beard, also a program coordinator, has no college degree and less state service time and she makes more than me. Individuals are given bonuses and increases based on who their friends are, not because they go above and beyond. It makes those of us who do try to do more than what we are required to do because we are wearing ourselves out with not so much as a thank you, much less being rewarded for our hard work and dedication to the agency. Furthermore, as an agency we have absorbed several employees over time from the Lt. Governor's Office. When Kevin Bryant was the Lt. Governor, Lily Cogdill was part of his administrative staff. There were some personal issues with her remaining on his staff, so she was sent over to our agency, even though there was no open position for her and we didn't have anything for her to do. She became the director's secretary and has remained in that role since. She is being paid out of the Community Resources funding, Finance, and Administration funds, even though she does very little outside of working for the director. She is being paid \$62,000 a year and many times can be found on her phone or computer watching YouTube or looking at Facebook. At one time she was assisting with the phones at the front desk, but does so no longer because she refuses to. Employees have been encouraged to go to trainings, however; trainings are only approved for certain individuals. In the past, the agency director may approve a training, but the Finance manager would deny it. Many times this was a result of personal biases instead of true financial reasons. I received my Certified Public Manager credential in 2007. The directors and managers do not recognize or support the magnitude of this 18 month program. Often I have questioned why I should continue to go to trainings and further my knowledge if it is not recognized by the agency or upper management. In 2014, Stephanie Duncan, state director of training and development for the Department of Administration conducted Supervisory Practices for managers in our agency. I took part in the class. Stephanie was one of the trainers who taught classes while I was in the CPM program. During a break, Stephanie and I had a very candid conversation about individuals in the class. Most of whom are still managers within the agency, she was concerned about the skill level of these individuals and couldn't understand why they were managers. In the 20 years that I have worked in state and local government, I have never seen people get away with things that happen in this agency. People come and go as they please; they tell you what they will and will not do; and many cheat and lie to get ahead. The environment is toxic and has been for a long time. Morale is lower than I have ever seen it. People are completely rude to one another. We had an intern that was here for a very short time. She had a disability and used a wheelchair. She was treated horribly. She confided in me because I am also the disability liaison for the agency. She went in an office one day and had a panic attack. She felt that she was being talked down to. She went to Anita Atwood and tried talking to her, but nothing was done. Anita was the staff person who initiated the agreement with the USC School of Social Work to have the intern here, but Anita never had anything for her to do. The intern only stayed for a few short months and was asking for a re-

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assignment. This type of behavior is completely embarrassing. We should be better than this. Morale is at its lowest and very little is being done to improve it. When most agencies recognize their staff in May for Employee Appreciation month, nothing is done in our agency. Typically we go to a restaurant for Thanksgiving and Christmas to celebrate the holidays. During Thanksgiving 2018, Ruchelle, who usually organizes many of these events, decided on her own that we didn't need to do anything for Thanksgiving. This past Christmas Ruchelle, Kay, and Cheryl decided on their own that our Christmas luncheon would be held at a local church. A majority of staff did not participate. Some didn't think the location was appropriate and others didn't care to go because of the general attitudes in the office. As a result of the poor morale, we are constantly losing good employees. We are beginning to lose more and more on a regular basis. There are others that will never leave unless they are forced to because they have been taken care of so well and their salaries are so high, they will not be able to make the same salaries elsewhere. Communication is also a huge problem in this agency. Many supervisors have the attitude that knowledge is power and refuse to share information with staff. I understand that not everything can be shared with staff, but many times, we find out important information from individuals outside of the agency or in the halls, which is not at all appropriate. Typically, we have monthly staff meetings, but they have no importance. Usually the time is spent celebrating birthdays of that particular month and no important information is shared with the full staff. Managers generally have monthly management meetings. Rarely is anything from that meeting shared with me or others in my division by Anita. Staff is also rarely given an opportunity to provide input for decisions made within the agency. Staff is always told to buy in, but we are rarely given an opportunity to share our opinions and when we do, staff is usually scolded for being difficult and not abiding by "the rules". As we move forward, it is my hope that Connie will be able to make the hard decisions that must be made to turn this agency around. New upper management and leadership is a definite must.

7	<p>Agency managers are completely incompetent and are in jobs they are not qualified for. They do not need to be trained, they need to be replaced. Managers are not held accountable for actions. The new agency director has been in place for over a month and there has been no noticeable change. There are still favorites that get special attention. There is still very little communication between upper management and staff.</p>	3/8/2020 12:50 PM
8	<p>DOA is not an equal opportunity place to work. The former directors Steve Morris and Daryl Broome did not care about their staff that carried out the mission of the agency. They both only listened to the managers who did not follow agency policy. Cheryl Washington, the HR Director thought that the only thing she had to do was make them happy. She is no help to staff! She stole time when she did not put in annual or sick leave for many of days she was off. Staff asked questions in why she was allowed to do this when staff is to always submit leave when off. There were no answers given! Cheryl's salary is costing the state of SC a lot of money to do nothing! She never return emails or answer questions relating to policy. Staff at DOA had no one to help them when complaints were filed against managers. When Daryl Broome allowed the managers at their discretion not to give their staff a bonus and then some less than \$3000 in 2018 was just not right and wrong on so many levels!!!! All the managers, Kevin Pondy, Ruchelle Ellison, Anne Wolf, Ken Burton, Dale Watson and and Cheryl Washington all received a \$3000 bonus while some staff received none and others less than a \$3000 bonus. Ann Wolf allowed one staff to have \$1000, Ruchelle Ellison gave 2 of her staff a \$2500 bonus while one received \$1500. Kevin Pondy allowed his staff to have a \$1000 bonus while Dale Watson gave three of her staff a \$3000 and another three \$1500 each and one staff a \$1000 bonus. This was wrong and just not right!! So many staff wanted to know the justifications for the bonuses but no one was answering. Staff had to FOIA that information which still did not make any sense!! Dale Watson gave a large two paragraph explanation for the three staff she gave \$3000 to while lumping the other three she gave \$1500 in two sentences and one sentence for the staff she gave \$1000. Dale is not truthful in anything she does and blames it on other people. She surly blamed her decision on Daryl Broome which again he allowed the corrupt mangers to make such decision. Daryl agreed to be DOA's director only to make that large salary. He too, stole time when he did not submit annual leave when he went to Africa for three weeks. From staff's understanding some of the money came from the state of SC and some came from the federal government. Steve Morris said in a 2019 Memo addressed to all staff that he was not going to discuss the mistake and that the rest of bonus money was returned to the Federal government. There is nothing equal at DOA. It's horrible working there when staff is not treated right or valued! Raises are not given out equally as well. Dale Watson gave two staff at least a \$2500-\$3000 raise last fiscal year the same two staff she gave a \$3000 bonus to in 2018 but did not give the other 5 staff nothing. When asked why she did that, Dale said that raises are political! Political?! Why?!?! That is crazy and does not make any sense! That's unequal and wrong!! The staff at DOA had no equal opportunities! Very sad!</p>	3/7/2020 8:47 PM

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9

3/7/2020 11:22 AM

S.C. DOA is not an equal opportunity place to work. The former Directors, Steve Morris and Daryl Broome put a blind eye and death ear to everything the workers would tell them in how the managers were not following state and federal law. Dale Watson the State Long Term Care Ombudsman would only quote the Older Americans Act when it would benefit her. Neither director would make the right decision for the program when the law was highlighted or explain in depth for them. Dale Watson always interprets what she believes either law is saying. She copied laws from California and gave them to her long term care ombudsmen to follow in order to obtain consent from residents before an investigation. The ombudsmen are still using the consent form! Each region is working differently because Dale Watson does not have a current Long Term Care Ombudsman policy. The policy is currently out dated and has been for a very long time. It does not reflect the Older Americans Act 2016 reauthorization act. Some regional ombudsmen does even have a policy. Each region will open a case complaint base on what they believe is a complaint. Some even open cases from a DHEC Reportable that is given to each regional ombudsmen office from a long term care facility. This disturbing information was given to both former directors. The problem is still current! When concrete information is given about Dale Watson not doing her job per the Older Americans Act, she gets away with it because the directors did not take the time to learn this law for themselves! The DOA needs a competent attorney that can educate the director for the betterment of all programs especially the long term care ombudsman program. There have been times when cases have not been either investigated or properly investigated because Dale Watson would not invest in the time to figure out the problem the family member would have. Instead, she would take up for certain ombudsmen and then throw others under the bus! It's just stressful working for an agency that will retaliate against you when truthful information is provided to directors and managers. Dale Watson will target certain ombudsmen and cause problems for them. She will try to intimidate her long term care ombudsmen by telling them that she is the State Ombudsman and that she knows how to handle things which would only be her way. Not following agency policy or the law but her way! Dale Watson belittles her ombudsmen. She doesn't listen to her staff's ideas and she does not invest in her staff by providing training for all areas of the long term care ombudsman program. Dale Watson is really a mean and cruel manager that holds a very important role to protect vulnerable adults. She will say that a resident's legal representative is crazy if they are trying to discuss problems with her when a case is not investigated properly. Dale even tells her staff that she questions their integrity when they report issues. There was an issue brought to Dale Watson attention about her administrator coordinator sleeping on the job. Daryl Broome and HR Director, Cheryl Washington allowed Dale Watson to conduct the investigation. That's when Dale told her staff she questioned their integrity because the coordinator denied sleeping. The staff gave the time span the coordinator was asleep but their integrity was questioned because they did not take a picture or video. They were told by Cheryl Washington they should have not taken a picture of their coworker. Three staff witness this problem but only two were questioned. Dale and Cheryl were given the names of all staff witnesses but only two were questioned. From the fact the coordinator was never suspended or fired for sleeping at least 30-45 minutes on the job and the coordinator being allowed to get a doctors statement about her inability to stay awake during working hours is simply favoritism! This same coordinator was allowed to call the same two staff that informed Dale Watson of her sleeping on the job, "White B [REDACTED]" with no investigation completed by Dale Watson, Cheryl Washington, Daryl Broome or Steve Morris. With the coordinator and Dale being black and the staff being white should be considered racism! The list goes on with problems at S.C. DOA and under the leadership of Dale Watson but it is with hope the problems will change and there will be new leadership for the Long Term Care Ombudsman program. A leader that will follow state and federal laws and agency policies to better the entire program. A leader that will keep staff informed on updated laws and policies. A leader that will include ideas from long term care ombudsmen who wants to play a better role in advocating for residents! A leader that will not keep secrets but will communicate clearly to representatives of the program to better serve vulnerable adults of long term care facilities.

10	I felt like the person giving information was less informed than I was.	3/7/2020 11:15 AM
11	The leadership/supervisor is bad.	3/7/2020 5:58 AM
12	DOA's mission is very important in serving seniors and individuals with disabilities but former Directors, Stephen Morris and Darryl Broome allowed the managers to cause nothing but heartache for their staff who worked tirelessly caring out the mission of the agency. Staff would be retaliated against for speaking up for the truth. Both Steve and Darryl had no intentions in helping staff be at peace. HR Director, Cheryl Washington knew what was going on wrong under their guidance but she did nothing to help staff. Cheryl was allowed to benefit from staying quiet. She was allowed to steal annual leave by taking time off from work but not	3/6/2020 10:16 PM

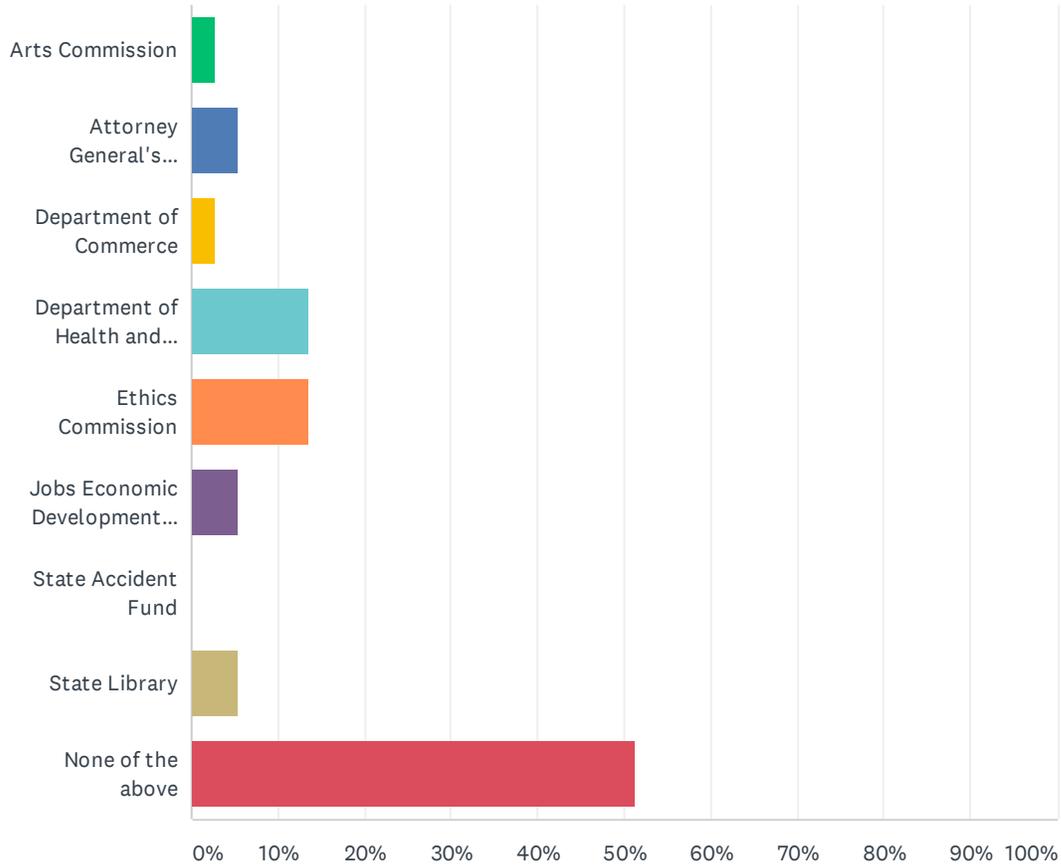
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submitting leave. This information was FOIA and found to be true. Time Manager Ruchelle Ellison knew it as well but allowed it. DOA is corrupt state agency.

13	The state long term care ombudsman is not responsive to residents or family members. She creates chaos during facility closers. She let's good staff, who care about the residents, quit.	3/6/2020 3:24 PM
14	The Department does not fulfill its legislative mandate. It does not investigate abuse, neglect or exploitation that occurs in facilities. The Agency says that it only "advocates" for people in facilities. The law says it should "investigate." I do not understand how the Agency has been allowed to shirk its mission for so long.	3/6/2020 8:05 AM
15	The dept. holds lunch for seniors, this is great.	3/4/2020 5:11 PM
16	I think the Department could do a better job coordinating access to information for across-the-lifespan services. I think the agency can do a better job collaborating and coordinating with other agencies and stakeholders that work with the same populations.	3/4/2020 12:46 PM
17	The Ombudsman's office doesn't have a clear role and has no accountability for investigating abuse & neglect in facilities.	3/4/2020 9:25 AM
18	WE all get old, just what does this department do for aging anyway.	3/3/2020 4:11 PM
19	The Department is new and still transitioning. Many accountability measures have been enacted. A new director has been in place since January 2020 and she is making many positive changes.	3/3/2020 2:42 PM
20	With the population rapidly aging, there needs to be more info available and the website needs constant updating! There needs to be more programs for seniors made available in every town - not just the bigger cities.	3/3/2020 2:36 PM
21	A small agency that provides a good deal of service for SC	3/2/2020 2:25 PM
22	Services and the ease of getting help should be the same in all counties - not preferential to Richland Co.	3/2/2020 12:40 PM
23	They make few regulations and enforce fewer. There are very few protections for the elderly in SC	2/29/2020 8:46 AM

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

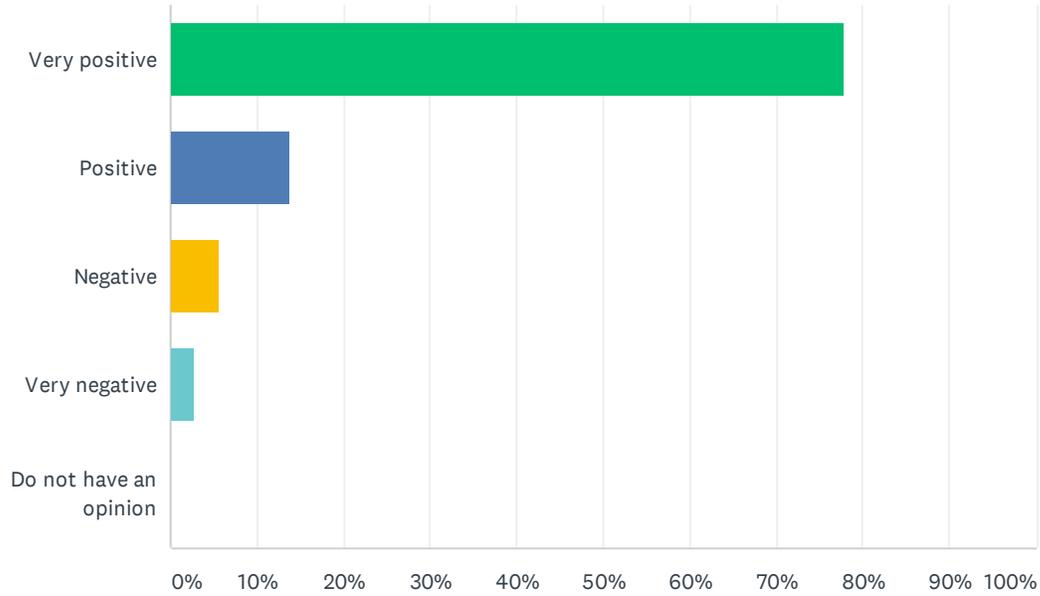
Answered: 37 Skipped: 304



ANSWER CHOICES	RESPONSES	
Arts Commission	2.70%	1
Attorney General's Office	5.41%	2
Department of Commerce	2.70%	1
Department of Health and Human Services	13.51%	5
Ethics Commission	13.51%	5
Jobs Economic Development Authority	5.41%	2
State Accident Fund	0.00%	0
State Library	5.41%	2
None of the above	51.35%	19
TOTAL		37

Q17 Overall, what is your opinion of the Department of Commerce?

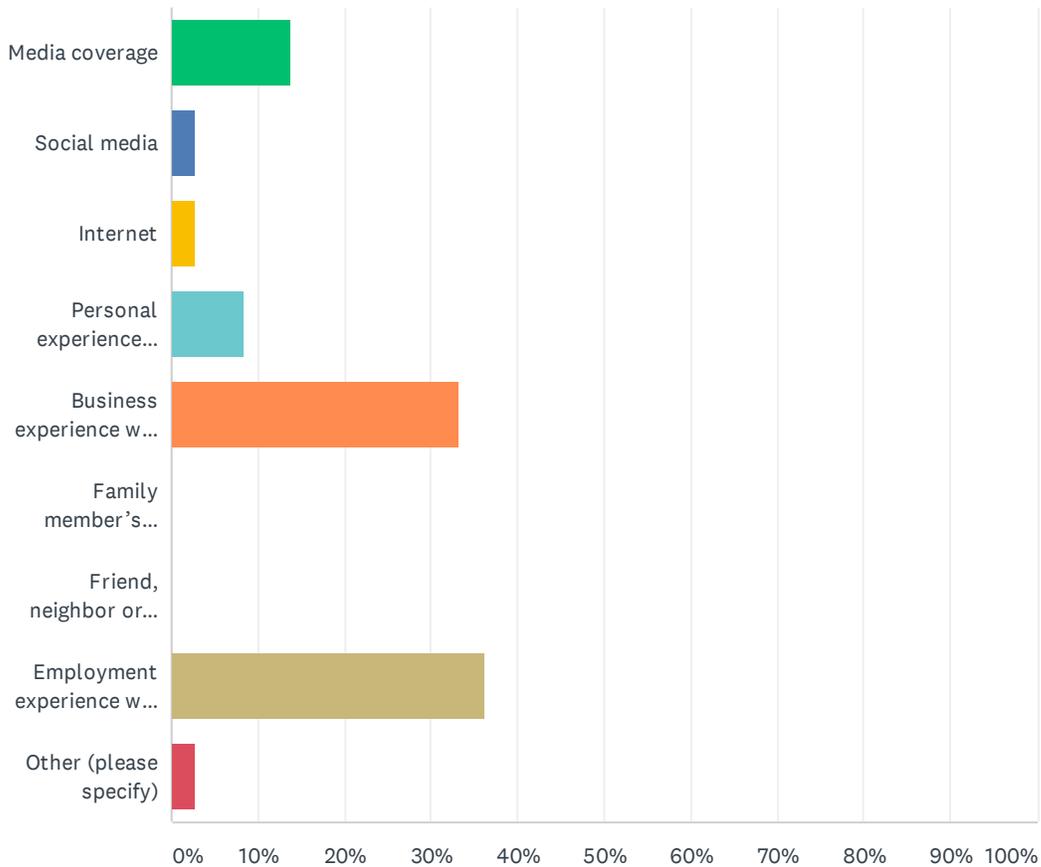
Answered: 36 Skipped: 305



ANSWER CHOICES	RESPONSES	
Very positive	77.78%	28
Positive	13.89%	5
Negative	5.56%	2
Very negative	2.78%	1
Do not have an opinion	0.00%	0
TOTAL		36

Q18 Which of the following has most influenced your opinion of the Department of Commerce?

Answered: 36 Skipped: 305



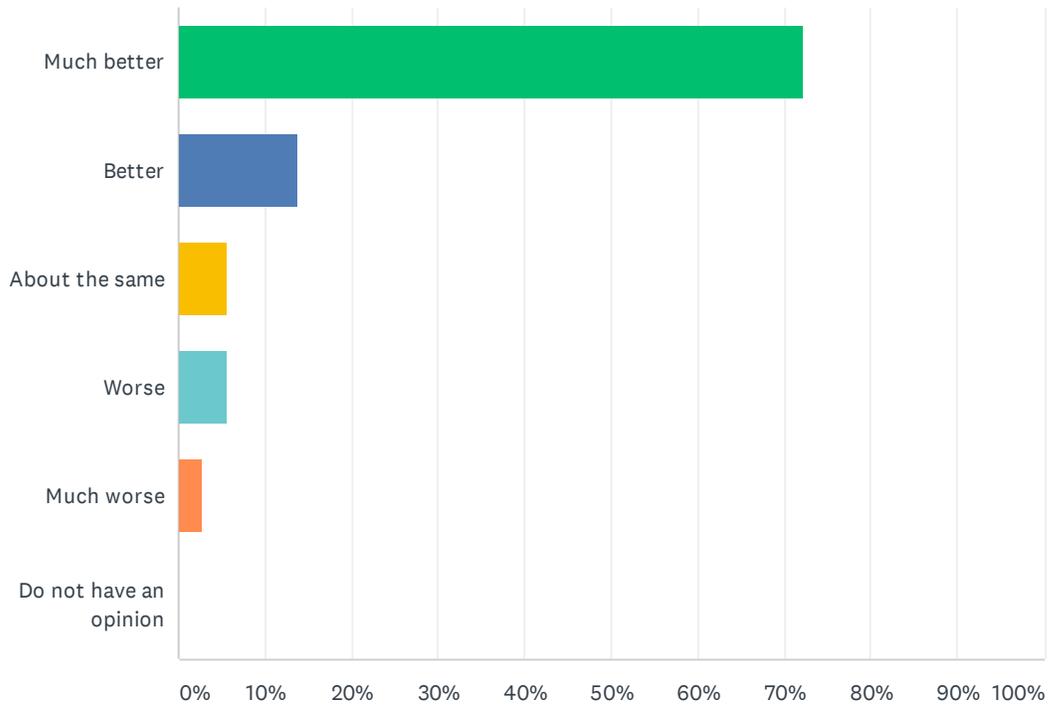
ANSWER CHOICES	RESPONSES	
Media coverage	13.89%	5
Social media	2.78%	1
Internet	2.78%	1
Personal experience with/tour of the agency	8.33%	3
Business experience with the agency	33.33%	12
Family member's experience with the agency	0.00%	0
Friend, neighbor or colleague's experience with the agency	0.00%	0
Employment experience with the agency	36.11%	13
Other (please specify)	2.78%	1
TOTAL		36

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#	OTHER (PLEASE SPECIFY)	DATE
1	Partnership with Regional Workforce Advisor	3/2/2020 2:31 PM

Q19 How do you think the Department of Commerce functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 36 Skipped: 305



ANSWER CHOICES	RESPONSES	
Much better	72.22%	26
Better	13.89%	5
About the same	5.56%	2
Worse	5.56%	2
Much worse	2.78%	1
Do not have an opinion	0.00%	0
TOTAL		36

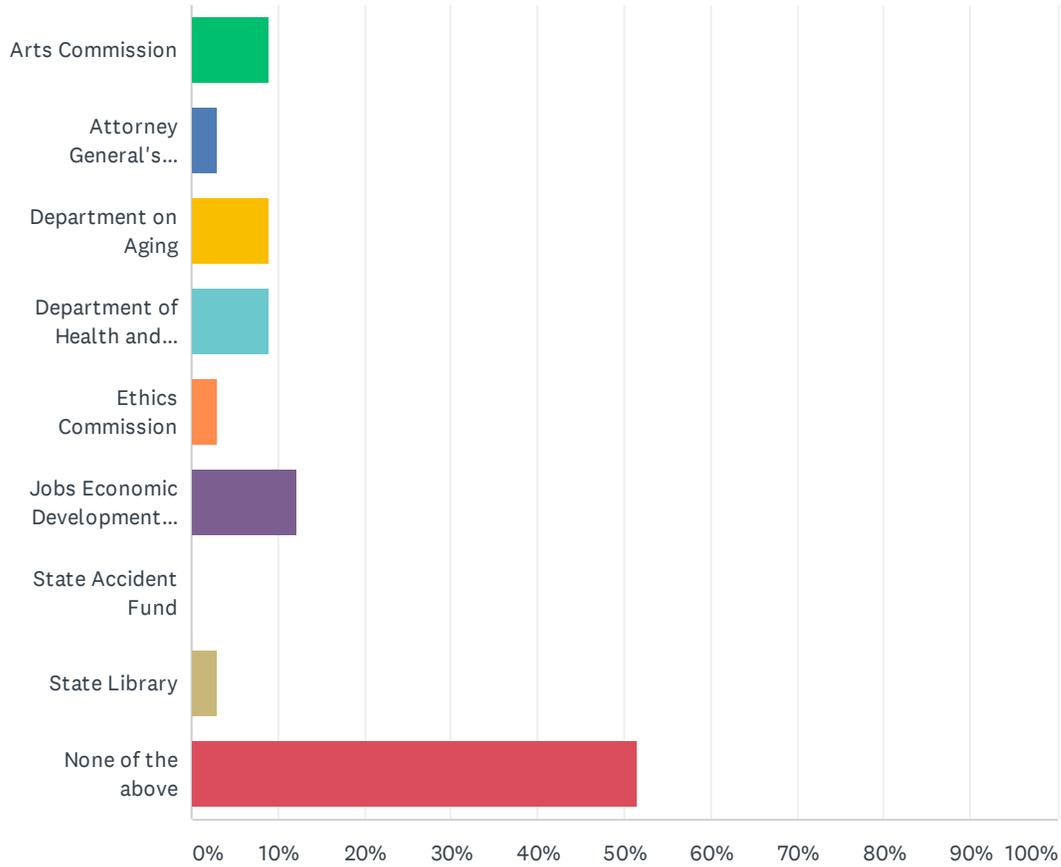
Q20 Please list any comments, concerns, or suggestions you may have about the Department of Commerce, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 14 Skipped: 327

#	RESPONSES	DATE
1	I would love to see more emphasis placed on recruiting the life sciences/healthcare sector.	3/19/2020 2:08 PM
2	Incredible response time in our region. We find the Department of Commerce to be ready and willing to answer questions and assist us whenever needed.	3/12/2020 10:46 AM
3	The Department of Commerce does a very good job marketing the State and attracting industry and businesses to the State while not wasting money or resources	3/4/2020 8:13 PM
4	We are blessed with outstanding leadership & staff at the SCDOC. I have worked with SCDOC for 20+ years & the current state is the best it has ever been.	3/4/2020 8:53 AM
5	SC DOC works in a team with regional alliances while many other Southern States struggle to work effectively with Alliances.	3/4/2020 8:46 AM
6	Nothing but a pleasant and informative experience with the Department as a whole.	3/4/2020 8:07 AM
7	Department of Commerce personnel generally conduct themselves much more like private sector employees than those in other agencies. They respond more promptly to inquiries. They are available outside of normal business hours. They understand that recruiting big business is a 24/7/365 proposition, and the vast majority of Commerce staff members conduct themselves accordingly.	3/3/2020 5:13 PM
8	Commerce does an excellent job!	3/3/2020 4:32 PM
9	They are getting business to locate to the state. Great going.	3/3/2020 4:12 PM
10	I believe Commerce is one of the best run agencies in the state as it a small agency with a large positive impact. Staff is very professional and represents the state well. For companies considering South Carolina, the ability to find online resources is easy.	3/3/2020 1:18 PM
11	Staff is helpful	3/2/2020 4:09 PM
12	Very professional staff, able to deal with other state officials and company executives they are trying to recruit.	3/2/2020 3:41 PM
13	I've worked for two state agencies. Commerce has outstanding leadership and a phenomenal culture.	3/2/2020 3:33 PM
14	before working at SC Commerce I worked for another state agency and had daily interaction with state, federal, local and non-profit agencies. SC Commerce is a small agency that accomplishes great things for SC	3/2/2020 2:22 PM

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

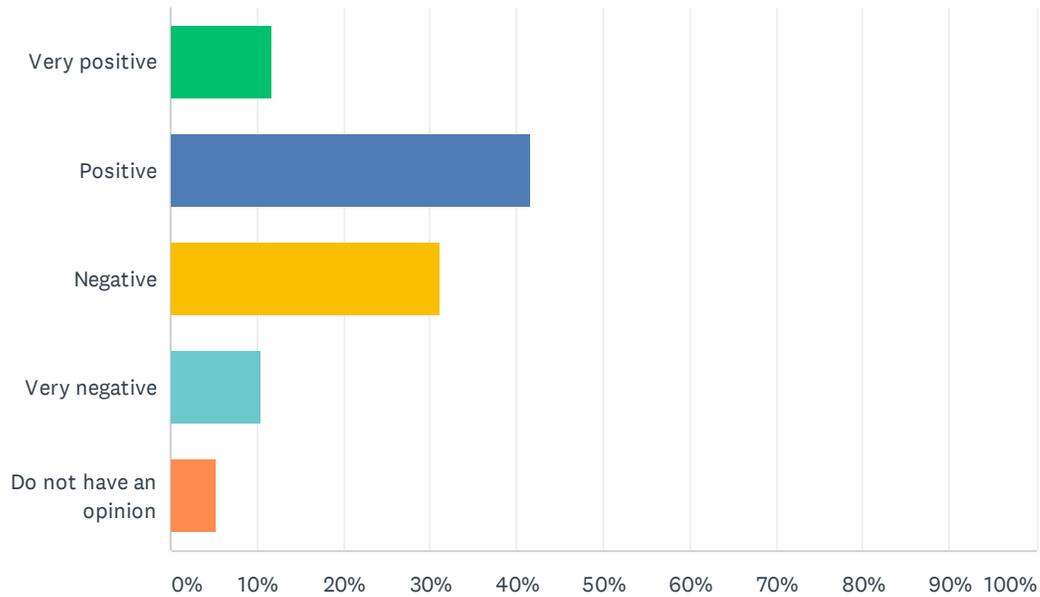
Answered: 33 Skipped: 308



ANSWER CHOICES	RESPONSES	
Arts Commission	9.09%	3
Attorney General's Office	3.03%	1
Department on Aging	9.09%	3
Department of Health and Human Services	9.09%	3
Ethics Commission	3.03%	1
Jobs Economic Development Authority	12.12%	4
State Accident Fund	0.00%	0
State Library	3.03%	1
None of the above	51.52%	17
TOTAL		33

Q22 Overall, what is your opinion of the Department of Health and Human Services?

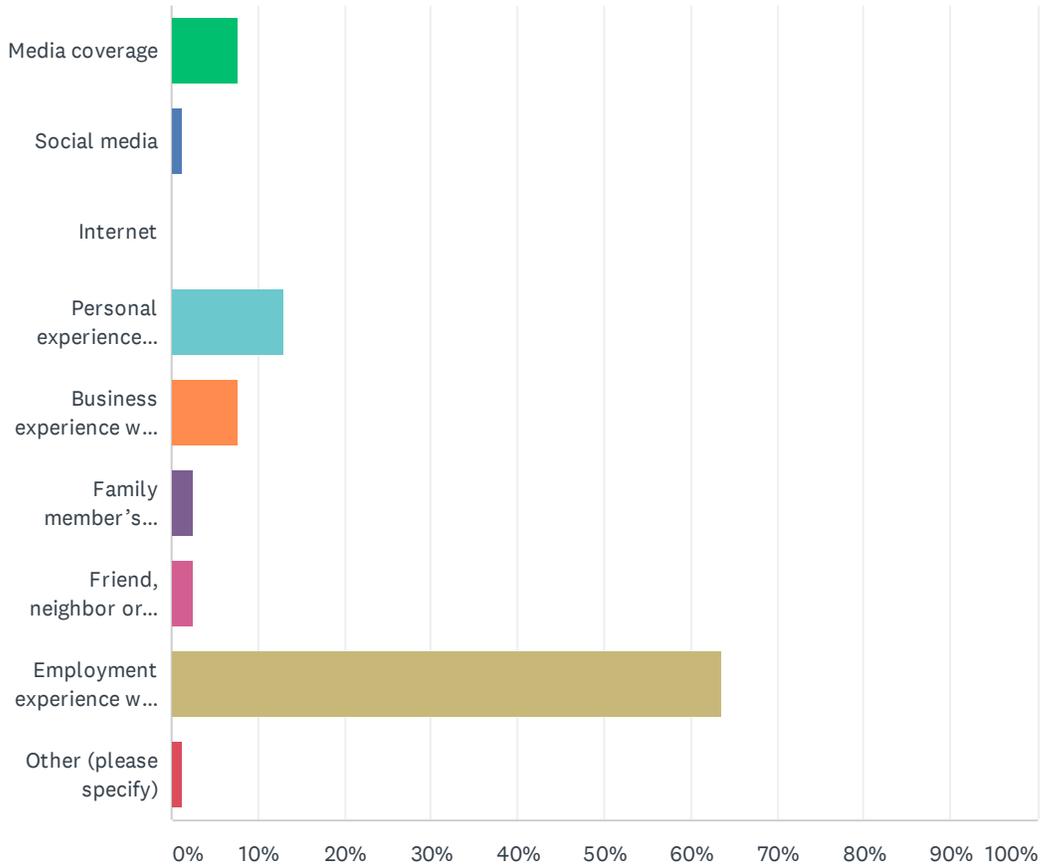
Answered: 77 Skipped: 264



ANSWER CHOICES	RESPONSES	
Very positive	11.69%	9
Positive	41.56%	32
Negative	31.17%	24
Very negative	10.39%	8
Do not have an opinion	5.19%	4
TOTAL		77

Q23 Which of the following has most influenced your opinion of the Department of Health and Human Services?

Answered: 77 Skipped: 264



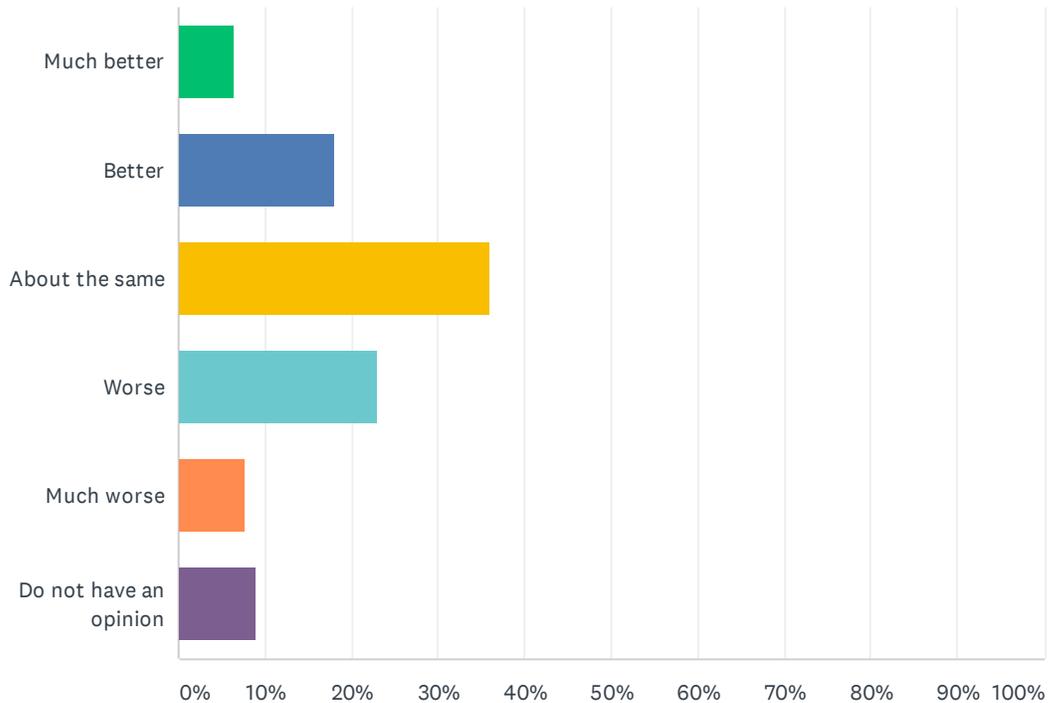
ANSWER CHOICES	RESPONSES	
Media coverage	7.79%	6
Social media	1.30%	1
Internet	0.00%	0
Personal experience with/tour of the agency	12.99%	10
Business experience with the agency	7.79%	6
Family member's experience with the agency	2.60%	2
Friend, neighbor or colleague's experience with the agency	2.60%	2
Employment experience with the agency	63.64%	49
Other (please specify)	1.30%	1
TOTAL		77

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#	OTHER (PLEASE SPECIFY)	DATE
1	During this hard time with school closures, my agency is making me use my paid leave if I need to be with my children. Why should I use my personal leave when it is no fault of my own the schools closed. Not fair for a struggling mother of 2 little kids.	3/20/2020 11:31 AM

Q24 How do you think the Department of Health and Human Services functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 78 Skipped: 263



ANSWER CHOICES	RESPONSES	
Much better	6.41%	5
Better	17.95%	14
About the same	35.90%	28
Worse	23.08%	18
Much worse	7.69%	6
Do not have an opinion	8.97%	7
TOTAL		78

Q25 Please list any comments, concerns, or suggestions you may have about the Department of Health and Human Services, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 46 Skipped: 295

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#	RESPONSES	DATE
1	Based on experience and observation, this agency does not treat all employees fair and has made it an acceptable practice for superiors to use false information on official means to censure and intimidate subordinates. To include, ensuring the fair execution of the disciplinary process amongst employees: • I was censured in writing using false information. To include, censured for the action of a HR manager performing their duties that were not out of the ordinary and approved by their manager. I was censured for what could have happened. I refused to sign the document due its dishonesty. Weeks later, I was forced to sign a blank HR transaction form. • I was criticized on my last evaluation with false information. I requested factual information regarding statements. After multiple request and no response, I filed a general complaint with HR. I provided requested information to HR. Twice, I requested an extension to submit the information and received the okay from HR. Since then, I have requested a status update on the complaint at least three times from HR. I have not received a response. It has now been over eight months. This continues to be of great concern since the statements in questions have possible implications to a sensitive matter. My request was made known via the chain of command to the Agency Director. • I received an email from a Deputy Director with multiple false accusations regarding my work ethics. I requested documentation to substantiate the statements and filed a general complaint because the statements were so damaging. I never received verifications of the statements. • Reprimanded for mistakenly thinking that employees had the option to have toll fees paid by the agency. I incurred a toll bill for about ten dollars or less (\$1.76) on way. I contacted the Toll Company to pay the fees and was informed the agency had already paid the bill out of their account. I sent a cashier check to the agency for the amount including interest that I calculated. The agency returned the casher check to me. Even when I explained that it was a mistake on my part, the agency still to this day refused to remove the reprimand. Afterwards, the agency sent out a policy to staff which included information on tolls and provided clarification. The agency provide clarification to any employees that may have had the same misunderstanding. Later, the Deputy Director on a statewide call to managers informed everyone that if there was staff in violation of the Outside Employment Policy, they just needed to submit the forms, as they were given amnesty. We all make mistakes. Even HR. No employee should work in fear of being reprimanded for a mistake that was not intentional and/or made in the absence of information, policy, and/or guidance..	3/31/2020 10:23 PM
2	The information pertaining to applications is available online to the public. This agency need to give the local eligibility employees making under \$50000 a raise.	3/23/2020 4:14 PM
3	This agency, like all state agencies, has a business as usual manner of operation. It is very difficult to implement new ideas at times. There are some programs covered that should be restructured in order to prevent the waste of tax payer funds. There is definitely room for improvement. Overall, I have a positive opinion about the Department of Health and Human Services.	3/22/2020 5:33 PM
4	During this "unknown virus" tragedy my Agency at the DHHS would like me to use my personal Leave if I have to be with my children because Of school closure. Why should I have to pay for the government closing my kids school? Why am I putting myself at risk when I have small children and an elderly mother that could be exposed? I feel that it is real selfish of the agency.	3/20/2020 11:31 AM
5	N/A	3/20/2020 11:30 AM
6	N/A	3/20/2020 11:30 AM
7	My concern is with the pay disparity within the agency. It is in my opinion not fair that a worker that has been with the agency for a long time and making the same amount as brand people coming into the agency. It is also bothersome that there are lot of new people coming into the agency as program managers and so on making more money than others whose been here and no policy and procedure to have to train the person that's just getting the job. I would be great if some of the ones who have been with the agency would be allowed to grow within the agency versus all of the top executives bringing in their family and friends to make the money that others who have been here for awhile are very capable of doing.	3/20/2020 11:29 AM
8	N/A	3/20/2020 11:02 AM
9	Challenges with Management turnover and delays in filling the slots affect the staff because there are gaps in getting direction or assistance, At times the communication from the Director is somewhat harsh and hearing more positive feedback and encouragement would help staff feel more valued.	3/20/2020 8:30 AM

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10	The agency leadership style have created a culture of distrust, fear and a total disregard for what is fair and reasonable.	3/17/2020 9:31 PM
11	There is a lack of organization, poor leadership, and communication within the entire agency. People in leadership don't have experience with processing Medicaid/Medicare and yet, they are making all of the decisions. I think that its time for South Carolina to model after other states whose agencies are more proficient in executing decisions, technologies are more advanced and better utilized, and efficient at overall operations. Lastly, most of the websites look very old and outdated and are not clear and concise about providing information. I've seen better and more navigable webpages from local colleges and universities. Instead of quick fixes for problems, change the processes and work on long-term solutions. I'm sure there are young and fresh minds out there who are willing to execute impactful change, but nobody wants to hire them.	3/17/2020 4:58 PM
12	This agencies has place several employees life at risk with the lack of support for those who fall under at-risk categories. as it pertains to COVID-19	3/17/2020 4:49 PM
13	Sometimes I feel like the employees are not appreciated.	3/17/2020 2:56 PM
14	I am a contracted admin for my county, for me I work hard and have been asked about being hired on but because we are not approved to have a full time admin I am not able to receive benefits I need for my family. We need an admin and an LTC worker in my county since it is mostly an older community. I also have policy opinions, I have noticed that in other states there is coverage between the ages of 19 and 65 without having to have children or be disabled. It is making people be more dependent on the government than themselves. Most people who work hard to provide for their families do so with little assistance but health care should be something they can have if their income does not allow them to purchase it. Yes children have access but what happens when the parent is sick, the children become a ward of the state and cost you more than just helping the original parent in the first place. Also, just drug test anyone who wants assistance. It will cut down on people selling their food stamps or receiving more hand outs just for being a non productive member of society. Sometimes a single mother needs assistance and she doesn't qualify but someone who abuses the system can. Give more assistance to people who are actually being a productive person and drug test anyone who wants assistance. It won't cut out all of the abusers but it will cut it down a whole lot.	3/17/2020 2:34 PM
15	Eligibility workers and administrative staff are far underpaid for the amount of work we are expected to do. More tasks are added to our already stressful jobs it seems on a weekly basis. I enjoy my job as an employee of the State, but I honestly feel undervalued.	3/17/2020 2:25 PM
16	I feel that the agency currently lacks organization and has put new systems and methods in place that are causing more problems than improvement. Part of the issue is that none of these implementations are being thought out before actually being put in place. Also, information on how to process case anomalies isn't made clear or in a lot of cases, changes literally minute by minute. This leads to inefficiency in work and in some situations a reprimand that is ultimately not the worker's fault. I've seen the mindset of casework from upper management slowly change from quality to quantity over the past few years, which speaks a lot on the actual care that's being placed in casework now for our citizens.	3/17/2020 10:17 AM
17	Make it easy as possible to understand.	3/17/2020 9:54 AM
18	Nursing shortage and low pay	3/17/2020 9:05 AM
19	I believe DHHS needs to have more workers for all categories available in all county offices to assist clients who come into the agency for help.	3/17/2020 9:02 AM
20	Inflexibility of executive management	3/17/2020 9:01 AM
21	We should be off during this time	3/17/2020 8:55 AM
22	We work in a Processing center with more than 50 employee and we are less than 6 feet apart. In addition the agency is not addressing this issue.	3/17/2020 8:51 AM
23	Uneducated and rude staff.	3/17/2020 8:44 AM
24	I have worked for this agency for 30 plus years in different capacities, but always with the Community Long Term Care division, now known as the Division of Long Term Living. I obviously believe in the waived programs that we manage and have seen many participants continue to stay in their homes with our services in place. However, the overall mood and reflection from the top---director Josh Baker, is one of a lack of understanding that we are a	3/12/2020 11:16 AM

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"people" oriented division. We have had major changes in our location of service and are housed as a "call center" versus a place that participants and family members can come to us for advice and service counseling. We have absolutely no privacy from Medicaid eligibility processing employees as we discuss protected health and personal information. I had hoped to retire from this agency, with the knowledge that we continue to always place our participants above all else. The poor morale that exists at the present, does not generate a positive work environment, which leads to top notch customer service. As a majority of our employees are vested in providing needed care and services to our participants, we will continue to move forward, even with the current atmosphere, until we are prevented entirely from doing so.

25	It would be great if nurse can have upon hiring so no gaps in the expectation of the job.	3/10/2020 12:55 PM
26	I feel the agency is getting top heavy. Director Soura removed the many levels of management and now it seems the agency is going back to having 3 - 4 layers of management, especially in Eligibility. The goal is to help the citizens of SC in need so we need people in the county offices that can process application/reviews to meet that goal.	3/10/2020 8:44 AM
27	While employed at SCDHHS I have worked in conditions with very minimal staff yet the work product is still expected to be the same as if we were fully staffed. There has been a freeze on hiring for the agency since October 2018 per the director yet there has been new positions created, some posted and others not posted, hiring in certain program areas of the agency while other program areas are working with fifty percent of the staff from over a year ago and still expected to produce the same amount of work with the same quality. There has been a new Training Implementation Department established. Managers attempt to post positions by completing the 114. The 114 is approved by the deputy director and the positions get stuck in budgets and are never posted and/or approved. One program area has had a vacancy since March 2018 that has yet to be filled. A candidate interviewed for a position in September 2018. He was offered employment for the position in August 2019. The candidate countered the offer. The offer was then sent back to budgets and the only update we received was that the position was still in budgets. We have been told the hiring freeze will be lifted soon yet soon still hasn't come and it is now March 2020. Professional development has decreased since being employed at the agency through training request being denied and/or not finding out the status of the request prior to the deadline to register for the training.	3/9/2020 1:36 PM
28	They need to be better organized and efficient with state budget	3/9/2020 12:04 PM
29	Personal Care Aide providers for the Community Long Term Care Waiver should be required to have a certificate of need in order to participate. There are too many providers for participants to consider, and this makes it more difficult for participants to make choices. It also makes it more challenging to oversee the providers and ensure that they are adhering to policy and abiding by proper billing practices. It would be advisable to review all providers in this manner, including contract case managers. In addition, there is a mandate that participants choose providers for all services for the program, but there is no way for participants to have true informed consent; they are merely provided with a lengthy and burdensome list of providers for each service. I recommend a rating system for all providers which would be available for participants to review in order to make an informed decision which would be in keeping with the goal of person-centered planning.	3/9/2020 9:39 AM
30	The current director is defensive and bullies staff. He has epically mismanaged the MMIS replacement project resulting in millions of taxpayer money down the drain. He appoints cronies to high paying positions without duties or experience. Despite a laundry list of recommendations by the LAC to increase oversight of the managed care organizations (MCOs), the director hired a man who takes a decidedly "hands off" approach to the MCOs; routinely refusing to hold the MCOs accountable. While the SCDHHS director hires padded "do nothing" positions (check the new Center for Health Policy Innovation and the new training team) he is running off long standing, experienced public servants with his unprofessional leadership and inept management. Although the agency attested it conducts annual employee engagement surveys there was none in 2019. Please check the 2018 survey; it was so damning to Josh Baker it was not released as was the practice for years under his predecessors. He can dish it out with his blathering diatribes but can't handle the truth that his staff neither like nor respect him. There is zero accountability by executive leadership and particularly by the director. He has a mantra called "see something say something" but if anyone dares speak truth that conflicts with his view they are demoted or fired. He recently issued a prohibition on staff attending meetings on Mondays. This would be hilarious if it wasn't so myopic. He applies this prohibition to external meetings scheduled by stakeholders, conferences, etc. Agency work product will suffer and we will look like idiots to our SC	3/6/2020 12:37 PM

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stakeholders with this arbitrary and ridiculous prohibition. We already have to fight for conference room space and now it will be diminished by 20% as one full day of the week is lost. This edict goes into effect March 16—please save us from this ridiculous prohibition. Finally as he scrambles to hide his epic mismanagement from the House Oversight Committee he is micromanaging staff development requests in a way that further reduces morale and detracts from growing his agency talent. This used to be a challenging but rewarding place to work. Josh Baker has run it into the ground.

31	Lack of training and follow-up to do job accordingly and there is outdated information on the web you have to constantly search for. This agency does not hire from within nor support its employees. The only people who get promotions are the same recycled folks who already make 50 K or more.	3/6/2020 8:51 AM
32	In the summer of 2019, the agency began opening Eligibility processing centers to make the processing of eligibility applications more efficient and allowing processing times to be reduced. Three processing centers were opened in Columbia, SC (Richland Co.), Aiken, SC and Spartanburg, SC. The agency conducted a mass hiring through the employment agency Apple One to fill these processing centers with eligibility staff. These workers were hired under the guise that they would only be doing data entry and customer service work. Since the hiring of these processing center workers, the level and quality of work has decreased, resulting in beneficiaries having their cases closed, coverage interrupted, and Medicare premiums coming out of their checks. All these issues stem from the processing center workers essentially not knowing how to process Medicaid and neither do the supervisors who were hired without any Medicaid experience to oversee their work. The entire processing center team are people from outside the agency. The DHHS inadequately trained these workers, placing them in a four to five-week training sessions that included case processing and policy training. The workers were given cookie cutter cases which did not accurately reflect the workflow that they would be receiving. This lack of training and comprehensive knowledge of the application of the Medicaid Policy Manual has resulted in increased processing times, redundancy in processing of cases, and low morale among the experienced workers. It seems that the agency relaxed their hiring practices and hired the processing center workers and now expect those with Medicaid experience to clean up the mess. The FTE Eligibility Specialists are under increased pressure to process cases in a timely manner and process a certain number of cases daily due to the institution of an incentive-based pay increase. This incentive-based pay structure has resulted in an even bigger mess. Eligibility specialists, in both the county offices and the processing centers, are processing cases now to hit a number. No longer are cases being processed for accuracy and with efficiency, but cases are either approved or denied based on receiving a “click” or check mark for completion. The institution of this incentive-based pay increase has created a lack of integrity within the agency and has resulted in morale among the agency to drop drastically. Workers are feeling unappreciated and undervalued if they aren’t meeting the metric for processing cases. They are being told that if they can’t hit a number that their jobs are in jeopardy. Many workers have voiced concerns over the influx of incorrectly processed cases or lack of processing by the processing center workers and those concerns have often been met with silence or a convoluted response that does not solve the issues. Many experienced or seasoned workers are leaving or retiring early because it seems that the administration of this agency are more concerned about appearances and numbers and not about the company culture that is plaguing the workers—a culture of “just get the numbers and don’t worry about the citizen’s of South Carolina that we are helping.” The incentive-based pay structure developed by the agency seems like a fallacy, as no one will receive the promised amount of the increased pay based on the flawed system structure. The promise of money has created a quagmire of problems that the agency has no desire to correct if the numbers look good and the cases are processed, whether right or wrong.	3/5/2020 10:41 AM
33	Regarding the 2020 House Legislative Oversight Study for SC DHHS, please consider a Salary Comparison Study for the Nurse Consultants, RN1 & RN2 Positions. Approximately 2 ½ years ago, CLTC Medicaid (Community Long Term Care) merged under the Long Term Living Division (LTL). CLTC Nurses quickly learned that the LTL Nurses and Staff made \$5000-\$10,000 more annually, which is more or equal to some CLTC Supervisors/Lead Team Nurse Consultants. LTL Nurses make more money although they have less years of professional nursing experience, less education level, less years as a State Employee, along with less job duties. When following up with LTL Senior Leadership, CLTC Nurses were told the salary differences depended on who wrote the Nurse Job Descriptions. However, even after our concerns were shared, year later there’s still new part-time LTL Nurses with one-year experience being hired making several thousands of dollars more annually, than seasoned Nurses, and with less job duties. This is not morally right or fair. Since all Nurses are now under	3/4/2020 2:13 PM

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LTL Division, and Senior Management stresses the importance of us being viewed as ONE TEAM, salaries should reflect this oneness as well. Our annual performance appraisals also do not include merit increases. Your immediate assistance in this matter is greatly appreciated.

34	I feel like overall, the agency does a great job managing the State's Medicaid programs. I'm especially impressed with how the agency was able to turn around BabyNet and really make great strides in improving BabyNet services. I think the agency's strength in managing and administering large, complex programs provides an excellent opportunity to absorb the functions of the Department of Disabilities and Special Needs. I think the 1915(c) waivers could do a better job supporting people with disabilities were they totally managed by DHHS.	3/4/2020 12:49 PM
35	As an employee of the agency, I have found a lot of frustration on the part of those seeking to apply for Medicaid or one of the programs because they have difficulty getting answers or responses.	3/4/2020 11:54 AM
36	I needed my Birth Certificate updated, they were so helpful to get this corrected for me, this is not easy.	3/4/2020 10:54 AM
37	HHS needs to partner with other agencies. They need to consider what is best for the citizens they serve and work with other agencies who also serve the same citizens.	3/4/2020 9:26 AM
38	please explore the director's lack of oversight of RMMIS. there was an internal study of salaries. the direct service staff are paid <50K and yet, Baker is authorizing salaries of up to 100K for contractors. Baker is unable to manage this agency. His leadership style has resulted in agency talent leaving. He is inept. Look into BabyNet which he has mismanaged for many months.	3/3/2020 9:50 PM
39	DHHS has been bias in hiring practices versus other state agencies. They do not hire in a majority capacity internal. The hiring has been selected group of people who have no idea or functions of HHS. Customer service to the clients has went away because numbers have to be pushed to make quota. Reports are juvenile with the agency and redundant asking same thing over and over. People with seniority feels as though mgmt is trying to push older staff out the door by adding more and more stress on them and causing health issue. We have processing centers with Supervisors starting at 42 thousand or more with no experience. County office sups 35 thousand or depending and more responsibility. They (pc)do have 15 or more staff but they do not have any public interaction which is seem as more valuable to the agency. When talking to superior to support you there is none. Always this what Elizabeth or Josh wants. No one will speak up because they are actually afraid or fear they will lose their jobs. County offices suffer from lack of admin support because per say hiring freeze announced in Sept 2019 but hiring hasn't ceased in processing centers and upper mgmt. Isn't a freeze a freeze and all are included..NO!. Such unfairness but what will you do..hmmmm. no actions ever unless citizens complain and legislature jump on it not to lose a vote. This agency need to know, people still exist and are machines. I feel the ideology is machines, people. Replace. But most of all, you cant replace knowledge and expect people to roll over and die and get out of here. No longer needed. You baby boomers. Enough said. I vented Nothing resolved as usual. Worst administration I been under since my tenure. People dont matter or knowledge. Money is good but respect to each other goes a long way. ljs(I'm just saying)	3/3/2020 8:23 PM
40	Nurses salaries should be comparable since CLTC under LTL Division. LTL Nurses make more.	3/3/2020 7:57 PM
41	Just seem to be taking up space.	3/3/2020 4:13 PM
42	When receiving notices in the mail, they were hard to understand - I wish everything was written in "lay-man's" terms! Also, the agency requested info from me - apparently - but I missed it. The form that was sent to me did not CLEARLY mark what was being requested - it all blended together.	3/3/2020 2:32 PM
43	DHEC SURVEYS IN NURSING HOMES ARE A WASTE OF TIME AND MONEY. THEY LOOK AT DOCUMENTATION AND THERE IS NO WAY THEY CAN COME IN ANNOUNCED, USUALLY EXPECTED AND GET AN IDEA OF HOW THE RESIDENTS ARE CARED FOR. THE ONLY WAY THEY WILL EVER KNOW HOW RESIDENTS ARE CARED FOR IS TO PUT CAMERAS IN WITH STAFF UNAWARE OR GO IN UNANNOUNCED OR PLACE STAFF UNDER COVER IN THE NURSING HOMES WORKING, I HAVE WORKED IN THEM OVER 20 YEARS, I KNOW HOW IT WORKS, NOT TO THE BENIFIT OF RESIDENTS	3/3/2020 12:18 PM
44	The agency is moving into doing more and more assessments for waiver services and Medicaid Eligibility by phone. Elderly and disabled applicants have difficulty understanding phone calls and may not be able to answer the questions asked on the phone. Since November, 2019 there	3/2/2020 7:15 PM

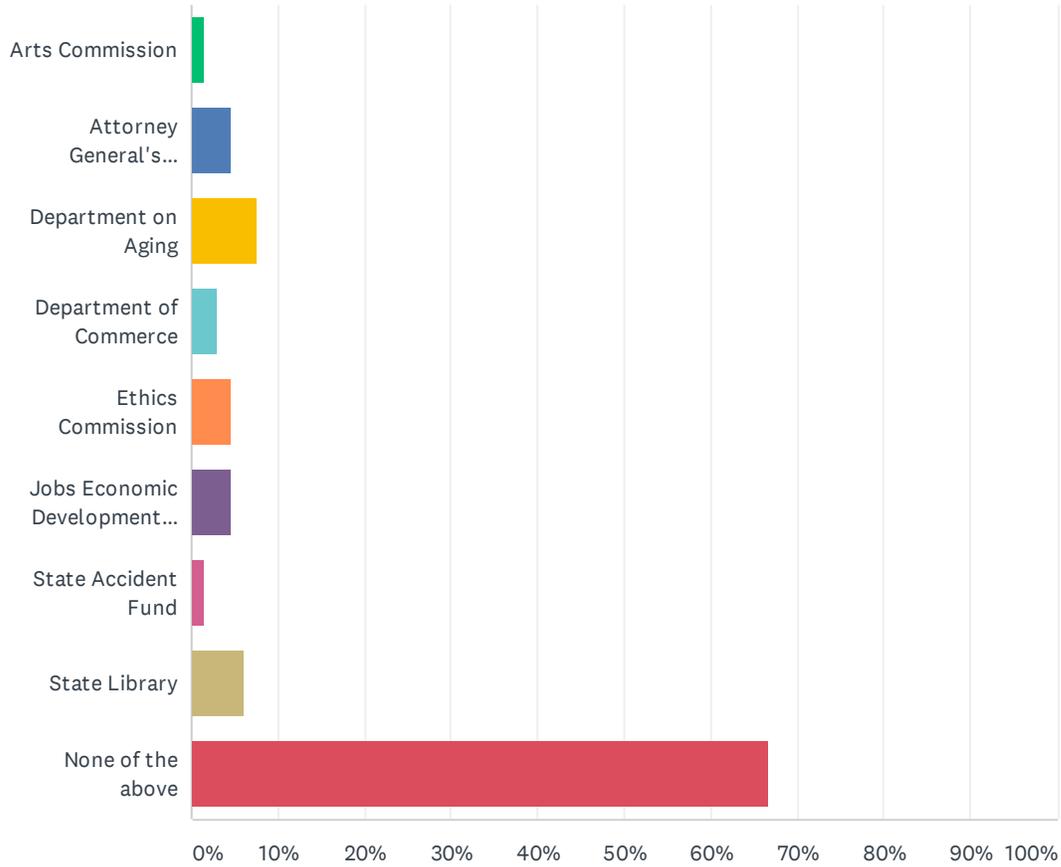
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has been a freeze on hiring staff to replace staff who have left the agency. This has slowed the enrollment of applicants into waivers and decisions of financial eligibility and led to staff feeling that their work is not appreciated or understood by upper management. There is a very clear disconnect between the leadership of the agency and the front line workers of the agency. The Director does not provide a positive work environment, ie when opening up a question session he responded negatively to a question he did not like, shaking his finger at the questioner.

45	In fairness SCDHHS is a large agency that performs a set mission. I don't see that they have a lot of opportunity to come up with ways to improve their service	3/2/2020 2:27 PM
46	Distressed by the inability to access shots for travel abroad through my local health department.	2/28/2020 11:01 PM

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

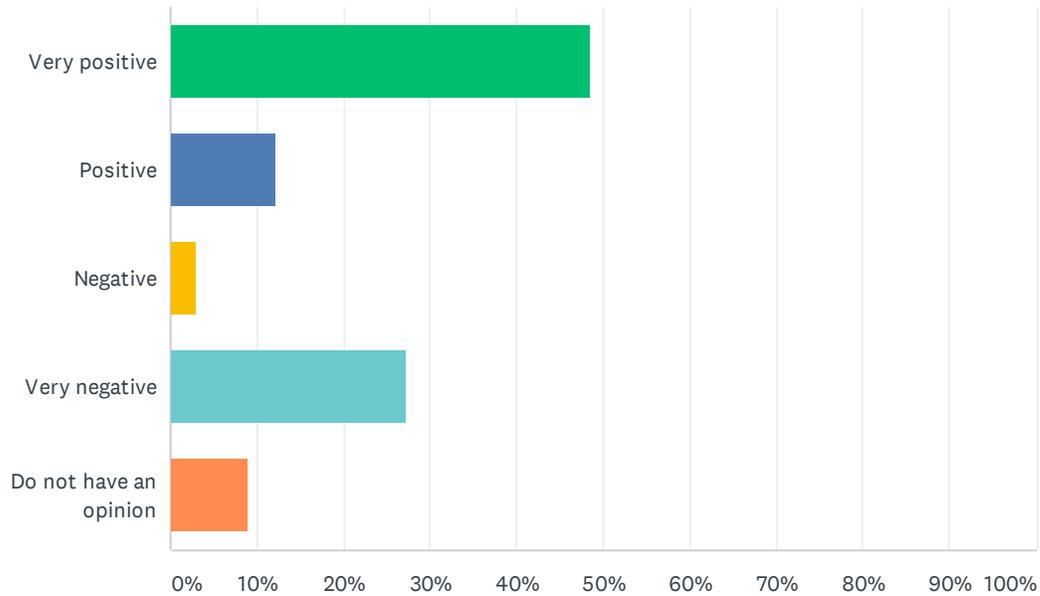
Answered: 66 Skipped: 275



ANSWER CHOICES	RESPONSES
Arts Commission	1.52% 1
Attorney General's Office	4.55% 3
Department on Aging	7.58% 5
Department of Commerce	3.03% 2
Ethics Commission	4.55% 3
Jobs Economic Development Authority	4.55% 3
State Accident Fund	1.52% 1
State Library	6.06% 4
None of the above	66.67% 44
TOTAL	66

Q27 Overall, what is your opinion of the Ethics Commission?

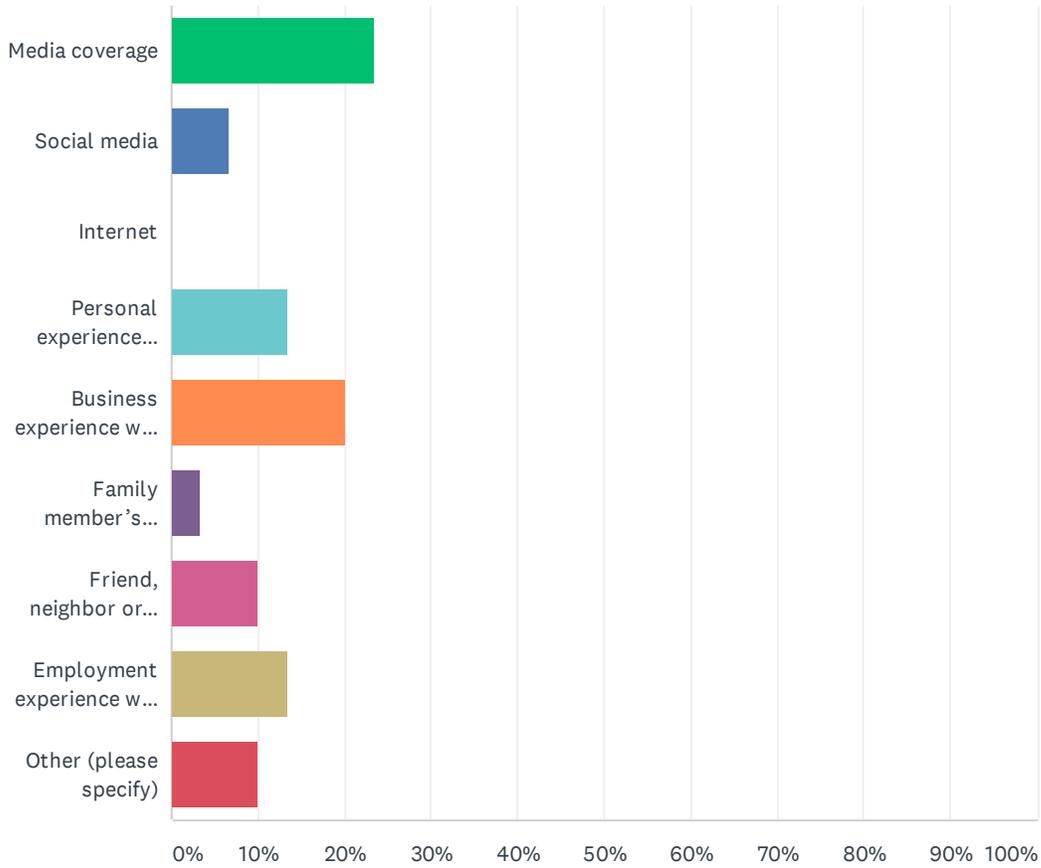
Answered: 33 Skipped: 308



ANSWER CHOICES	RESPONSES	
Very positive	48.48%	16
Positive	12.12%	4
Negative	3.03%	1
Very negative	27.27%	9
Do not have an opinion	9.09%	3
TOTAL		33

Q28 Which of the following has most influenced your opinion of the Ethics Commission?

Answered: 30 Skipped: 311



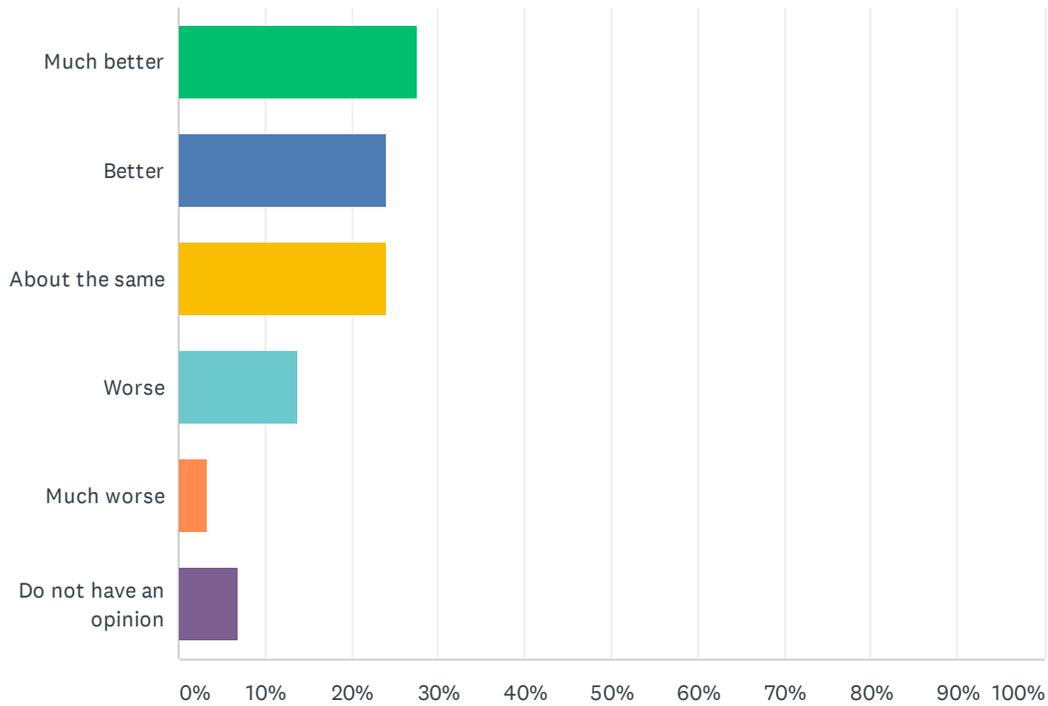
ANSWER CHOICES	RESPONSES	
Media coverage	23.33%	7
Social media	6.67%	2
Internet	0.00%	0
Personal experience with/tour of the agency	13.33%	4
Business experience with the agency	20.00%	6
Family member's experience with the agency	3.33%	1
Friend, neighbor or colleague's experience with the agency	10.00%	3
Employment experience with the agency	13.33%	4
Other (please specify)	10.00%	3
TOTAL		30

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#	OTHER (PLEASE SPECIFY)	DATE
1	General observation	2/29/2020 1:14 PM
2	Ethics within government is almost a joke when corruption reins supreme and is blatantly obvious.	2/29/2020 8:11 AM
3	I'm shocked we have an ethics commission! There seem to be no ethics in SC politics!	2/28/2020 11:09 PM

Q29 How do you think the Ethics Commission functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 29 Skipped: 312



ANSWER CHOICES	RESPONSES	
Much better	27.59%	8
Better	24.14%	7
About the same	24.14%	7
Worse	13.79%	4
Much worse	3.45%	1
Do not have an opinion	6.90%	2
TOTAL		29

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

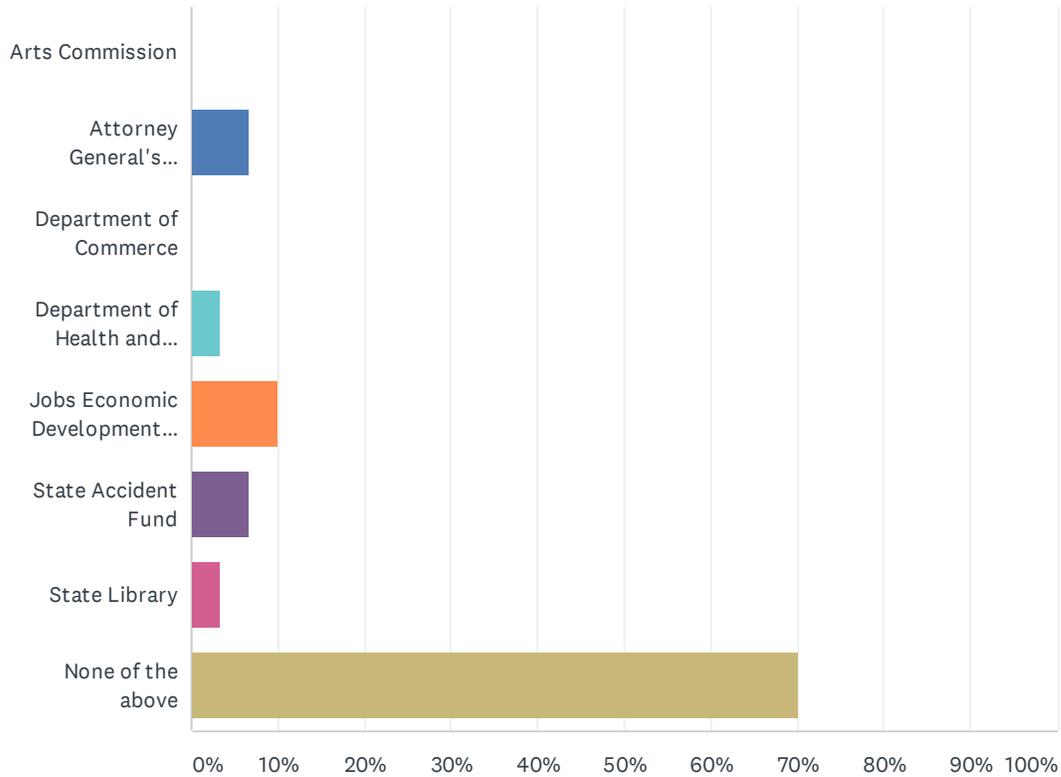
Answered: 16 Skipped: 325

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#	RESPONSES	DATE
1	The website is not user friendly, but the staff is so very helpful. I appreciate their efforts to educate and train despite the complicated rules and process.	3/11/2020 9:34 AM
2	The Ethics Commission is open and accessible and provides service at a level beyond most government agencies.	3/10/2020 7:46 PM
3	The Executive Director has been a tremendous asset to the Agency and the state as a whole since her arrival. Her willingness to provide training and to conduct outreach activities assists with enforcement and compliance. She is very knowledgeable and responsive to inquiries.	3/10/2020 6:59 PM
4	Meghan Walker was a much needed addition to the Ethics Commission. Prior to her coming on as the executive director, the website was poorly managed, and response time to phone calls and emails was terrible. I also appreciate Ms. Walker always being available to conduct training for elected officials.	3/10/2020 9:31 AM
5	Meghan Walker is always willing to do a thorough presentation to county elected officials, including answering questions from the participants.	3/9/2020 6:02 PM
6	My questions are answered in a very, very timely manner by the Ethics Commission staff, and the staff is professional. The staff is knowledgeable, and they work for a well-managed agency. I am appreciative of the information that is readily available on their website, and the fact that management is forward-thinking.	3/9/2020 4:35 PM
7	As a registered lobbyist and attorney who has clients that are lobbyist's principals, I commend the Ethics Commission for their willingness to provide assistance to lobbyists and lobbyist's principals that fall under their jurisdiction. In my experience the Director and other members of agency staff have been very responsive and have helped our firm and clients resolve tricky issues and avoid problems with registration, reporting, etc. It seems that the current leadership of the agency has sought to improve the agency's website to make it easier for stakeholders to obtain information. Also, I sincerely appreciate that the Director and General Counsel have made themselves available to offer training sessions to employees of our firm and other members of our county's bar association on issues relate to the Ethics Act and operations of the State Ethics Commission. These training sessions have been very helpful for all who attended.	3/9/2020 3:28 PM
8	Not doing much. Business as Usual. No improvement.	3/9/2020 12:05 PM
9	please investigate baker at SCDHHS--he is unequipped ti be a true leader.	3/3/2020 9:52 PM
10	This state is so corrupt that I don't even know if we have an ethics commission! From Sheriffs to the legislature and SCANA the commission is a total joke and clearly has no oversight or ability to enforce ethics laws!	3/3/2020 6:58 PM
11	Who is really being looked at? Nothing ever happens with these people, promises made, none kept.	3/3/2020 4:13 PM
12	No comment	3/2/2020 2:27 PM
13	Should be independent no politicians	2/29/2020 1:14 PM
14	what ethics?	2/29/2020 8:46 AM
15	If ethics were truly a concern, many legislaturalists would be called-out on their obviously corrupt behavior.	2/29/2020 8:11 AM
16	Maybe act when SC politicians commit unethical actions.	2/28/2020 11:09 PM

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

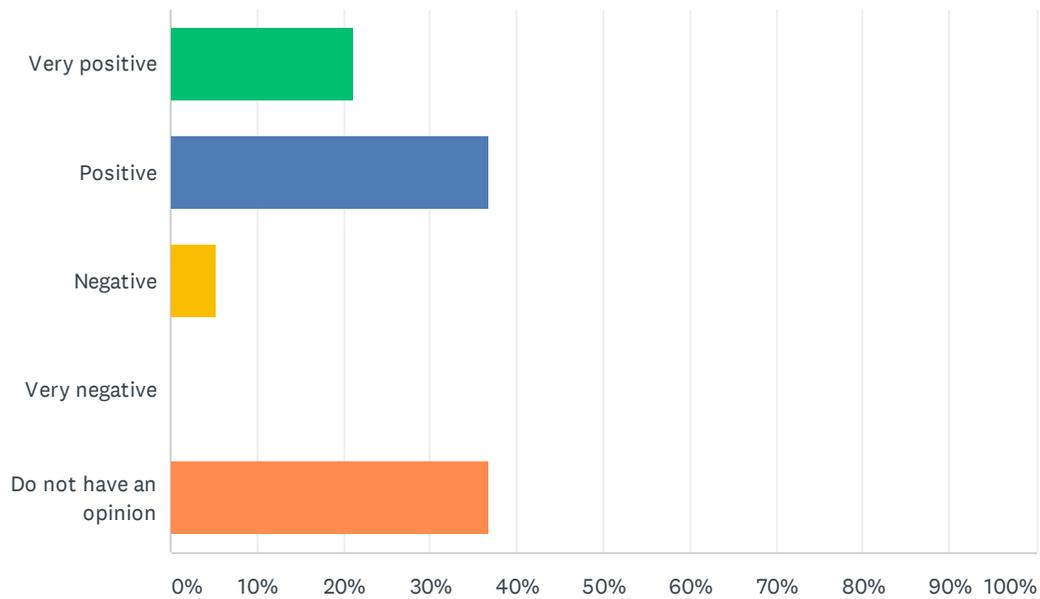
Answered: 30 Skipped: 311



ANSWER CHOICES	RESPONSES	
Arts Commission	0.00%	0
Attorney General's Office	6.67%	2
Department of Commerce	0.00%	0
Department of Health and Human Services	3.33%	1
Jobs Economic Development Authority	10.00%	3
State Accident Fund	6.67%	2
State Library	3.33%	1
None of the above	70.00%	21
TOTAL		30

Q32 Overall, what is your opinion of the Jobs Economic Development Authority?

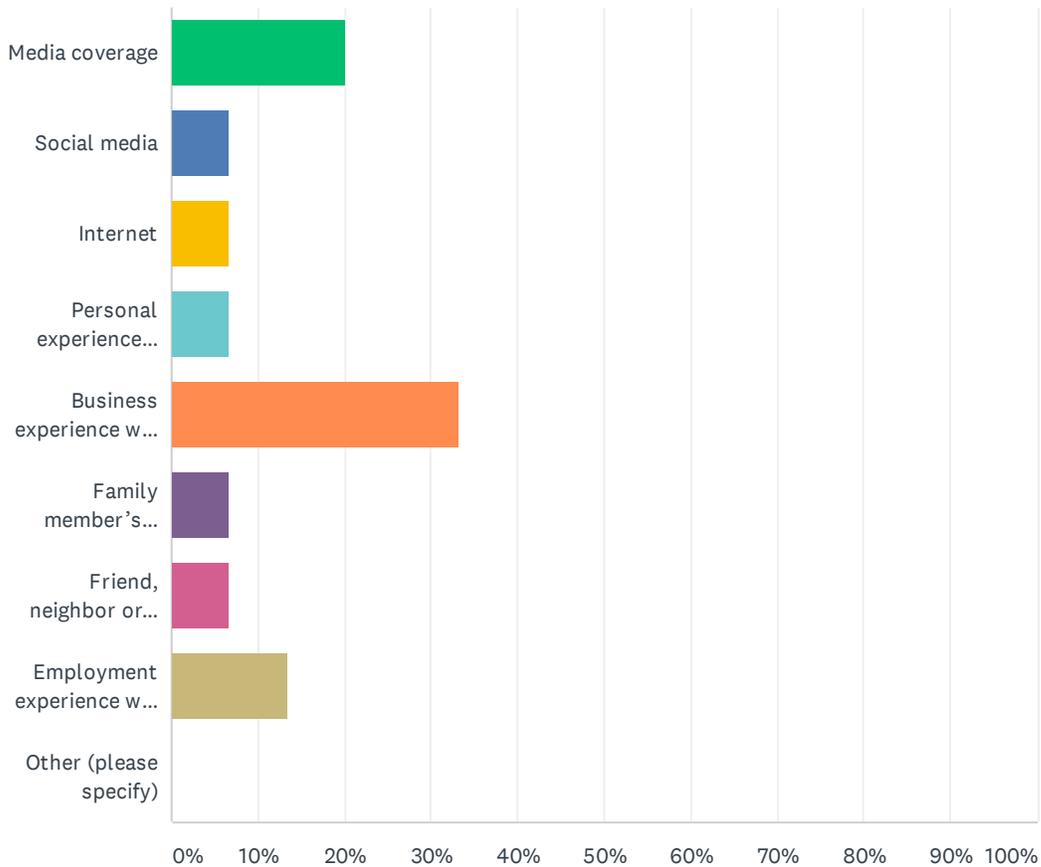
Answered: 19 Skipped: 322



ANSWER CHOICES	RESPONSES	
Very positive	21.05%	4
Positive	36.84%	7
Negative	5.26%	1
Very negative	0.00%	0
Do not have an opinion	36.84%	7
TOTAL		19

Q33 Which of the following has most influenced your opinion of the Jobs Economic Development Authority?

Answered: 15 Skipped: 326



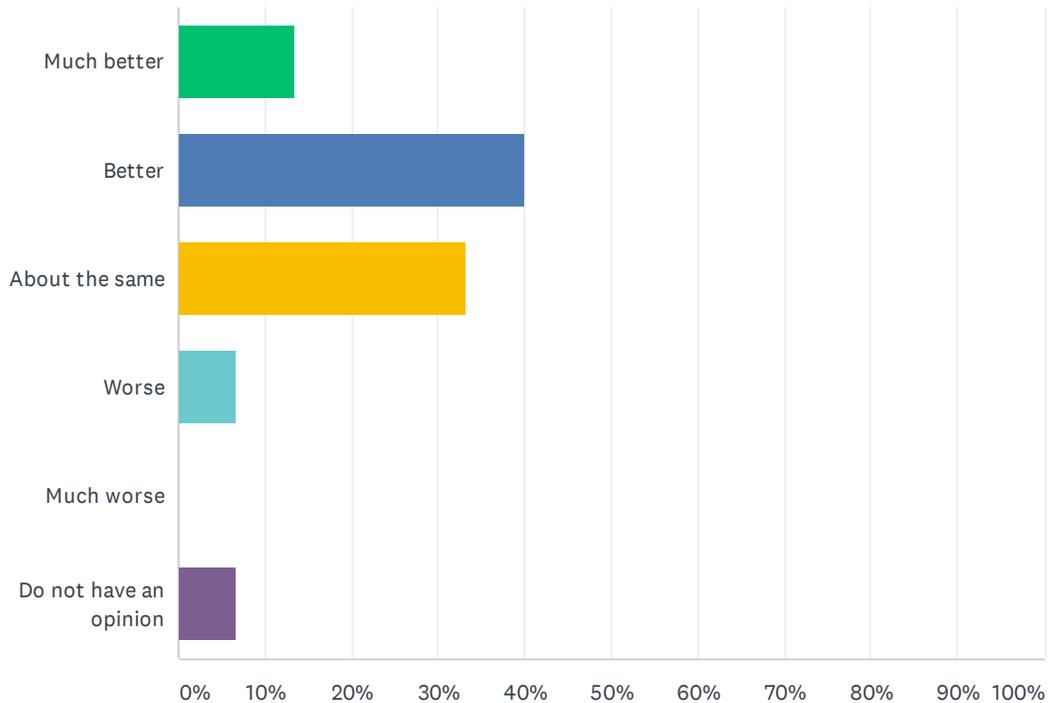
ANSWER CHOICES	RESPONSES	
Media coverage	20.00%	3
Social media	6.67%	1
Internet	6.67%	1
Personal experience with/tour of the agency	6.67%	1
Business experience with the agency	33.33%	5
Family member's experience with the agency	6.67%	1
Friend, neighbor or colleague's experience with the agency	6.67%	1
Employment experience with the agency	13.33%	2
Other (please specify)	0.00%	0
TOTAL		15

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#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q34 How do you think the Jobs Economic Development Authority functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 15 Skipped: 326



ANSWER CHOICES	RESPONSES
Much better	13.33% 2
Better	40.00% 6
About the same	33.33% 5
Worse	6.67% 1
Much worse	0.00% 0
Do not have an opinion	6.67% 1
TOTAL	15

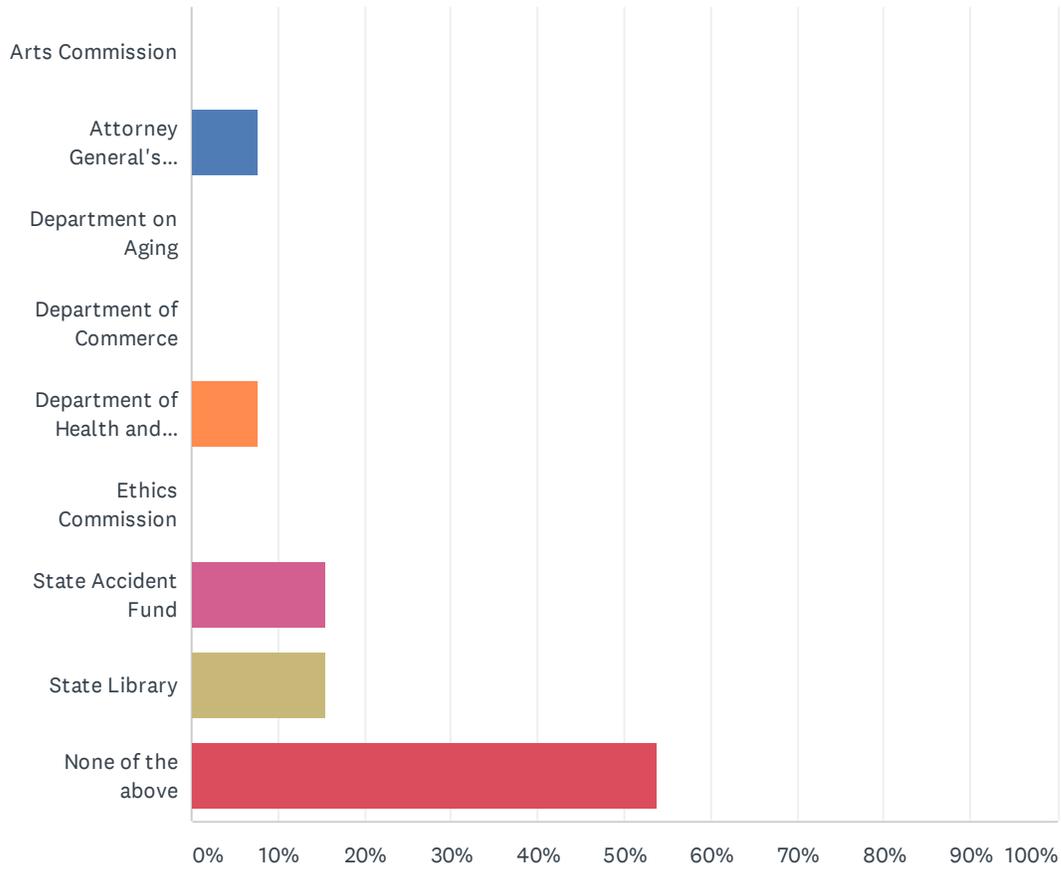
Q35 Please list any comments, concerns, or suggestions you may have about the Jobs Economic Development Authority, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 4 Skipped: 337

#	RESPONSES	DATE
1	The community doesn't know they exist, let alone their purpose	4/1/2020 8:16 PM
2	n/a	3/9/2020 12:06 PM
3	We have almost full employment in the state, how does it get any better than that!	3/3/2020 4:14 PM
4	SC is currently doing a good job at recruiting business interest to the state but so many of these jobs are low wage jobs and make quality of life unsustainable.	2/28/2020 11:15 PM

Q36 Which agency would you like to provide input about next?

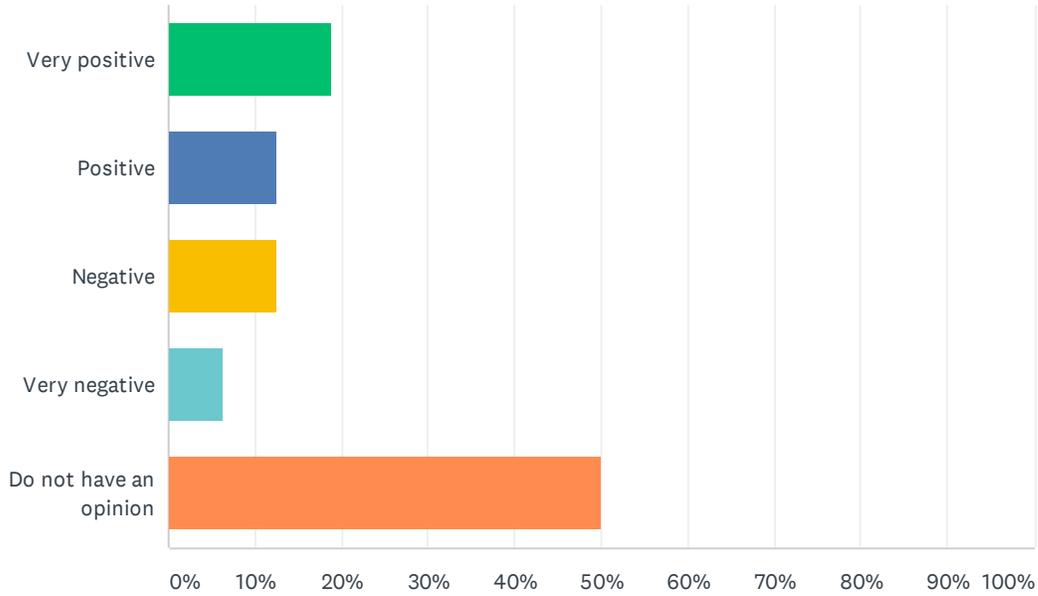
Answered: 13 Skipped: 328



ANSWER CHOICES	RESPONSES	
Arts Commission	0.00%	0
Attorney General's Office	7.69%	1
Department on Aging	0.00%	0
Department of Commerce	0.00%	0
Department of Health and Human Services	7.69%	1
Ethics Commission	0.00%	0
State Accident Fund	15.38%	2
State Library	15.38%	2
None of the above	53.85%	7
TOTAL		13

Q37 Overall, what is your opinion of the State Accident Fund?

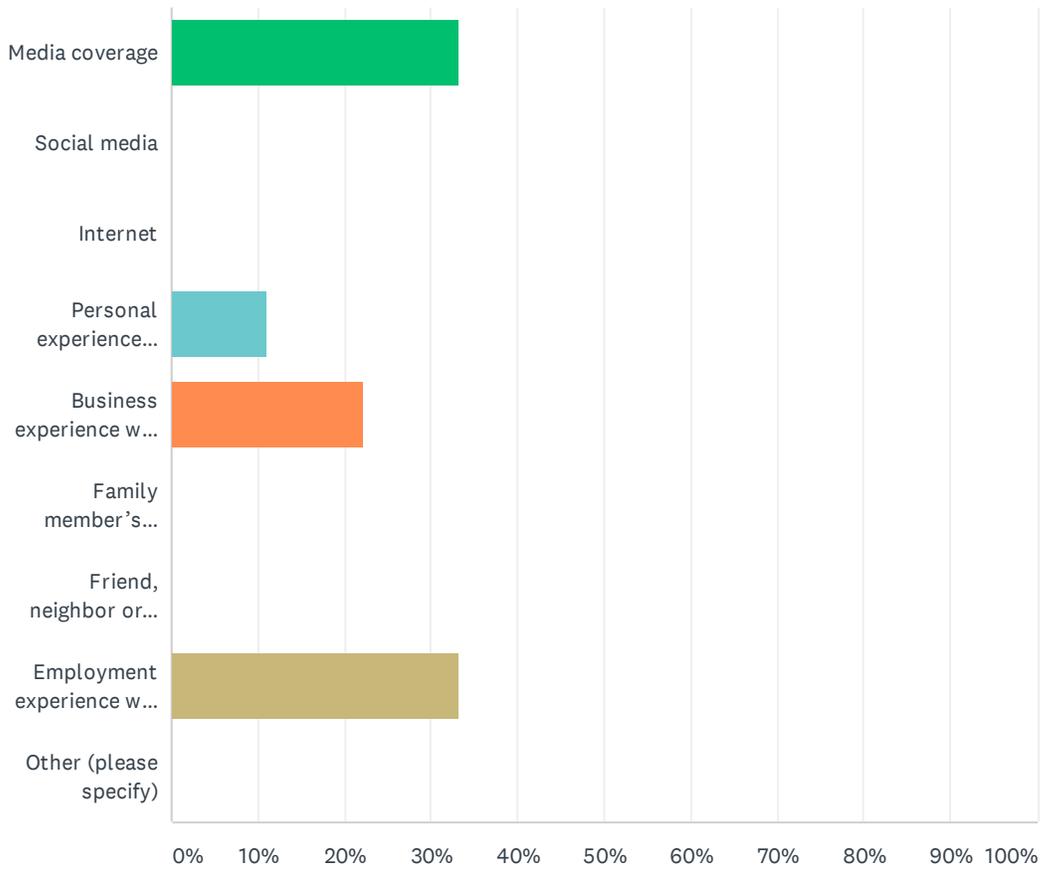
Answered: 16 Skipped: 325



ANSWER CHOICES	RESPONSES	
Very positive	18.75%	3
Positive	12.50%	2
Negative	12.50%	2
Very negative	6.25%	1
Do not have an opinion	50.00%	8
TOTAL		16

Q38 Which of the following has most influenced your opinion of the State Accident Fund?

Answered: 9 Skipped: 332



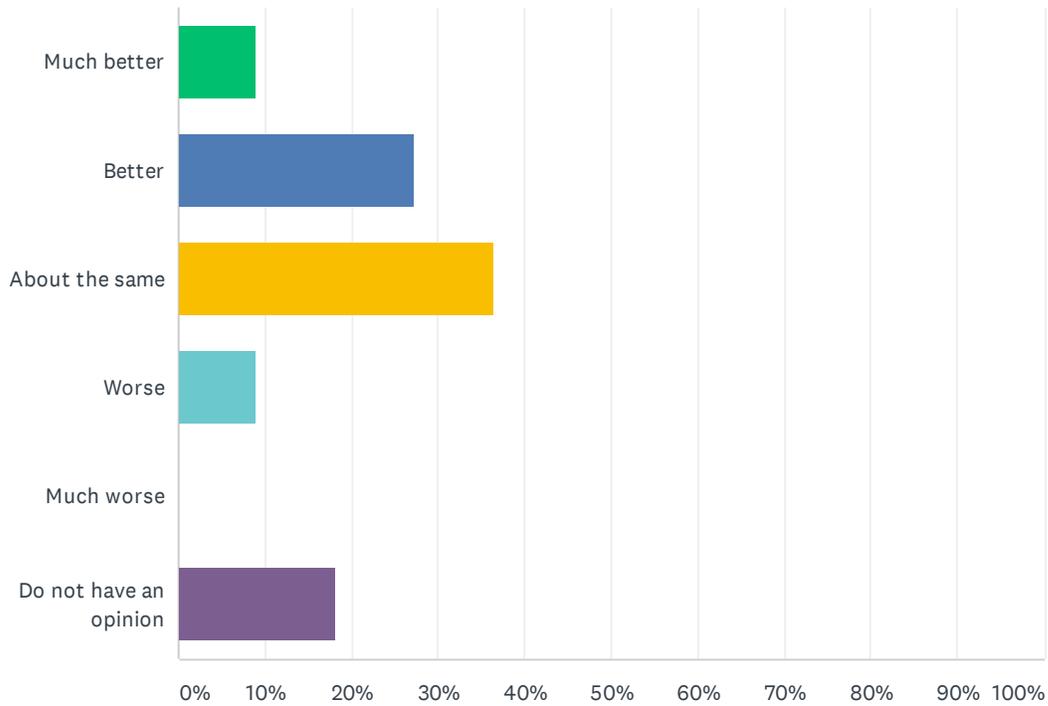
ANSWER CHOICES	RESPONSES	
Media coverage	33.33%	3
Social media	0.00%	0
Internet	0.00%	0
Personal experience with/tour of the agency	11.11%	1
Business experience with the agency	22.22%	2
Family member's experience with the agency	0.00%	0
Friend, neighbor or colleague's experience with the agency	0.00%	0
Employment experience with the agency	33.33%	3
Other (please specify)	0.00%	0
TOTAL		9

Public Survey About Agencies Under Study 2020

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q39 How do you think the State Accident Fund functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 11 Skipped: 330



ANSWER CHOICES	RESPONSES	
Much better	9.09%	1
Better	27.27%	3
About the same	36.36%	4
Worse	9.09%	1
Much worse	0.00%	0
Do not have an opinion	18.18%	2
TOTAL		11

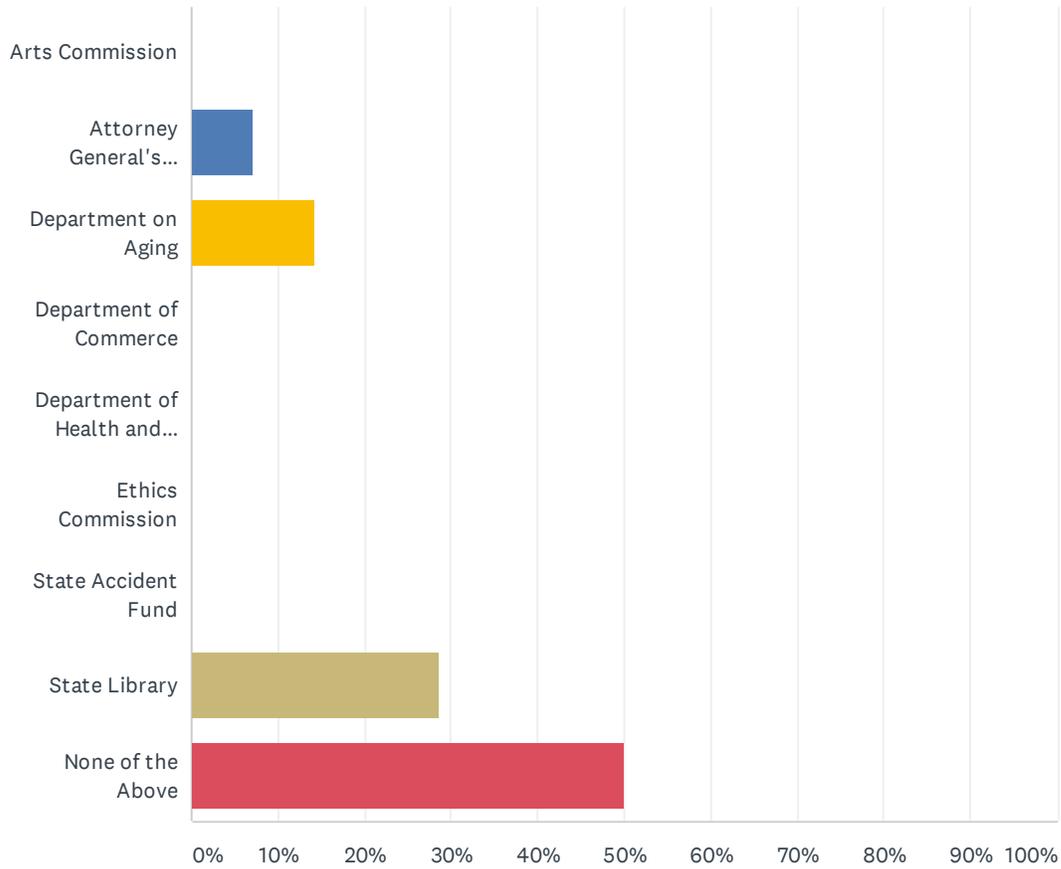
Q40 Please list any comments, concerns, or suggestions you may have about the State Accident Fund, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 1 Skipped: 340

#	RESPONSES	DATE
1	Employed here but not satisfied with the upcoming relocation to Lexington County - most all State agencies home office is located in Richland Co.	3/2/2020 12:37 PM

Q41 Which agency would you like to provide input about next?

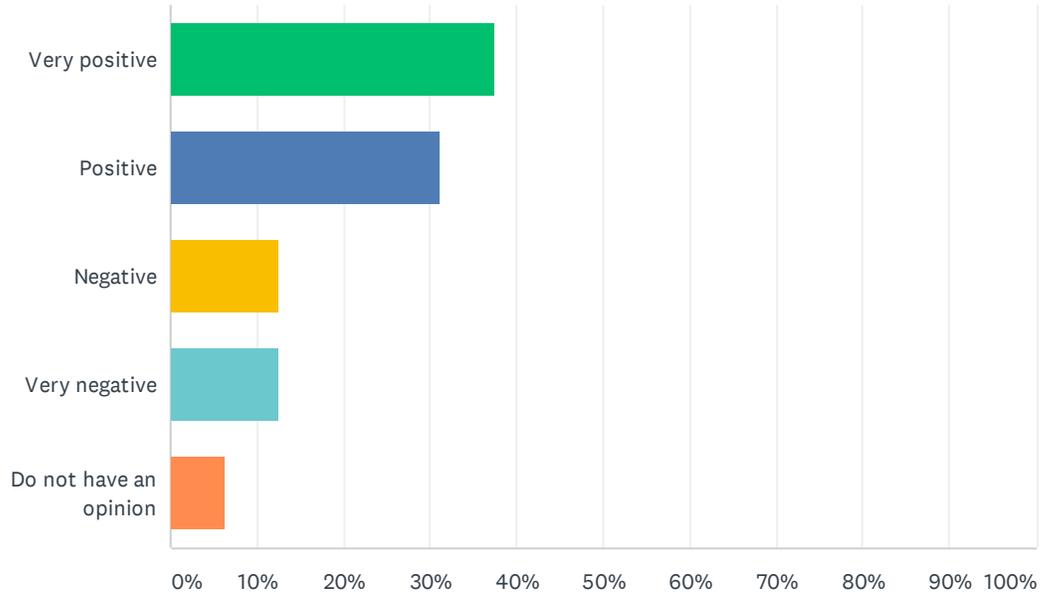
Answered: 14 Skipped: 327



ANSWER CHOICES	RESPONSES	
Arts Commission	0.00%	0
Attorney General's Office	7.14%	1
Department on Aging	14.29%	2
Department of Commerce	0.00%	0
Department of Health and Human Services	0.00%	0
Ethics Commission	0.00%	0
State Accident Fund	0.00%	0
State Library	28.57%	4
None of the Above	50.00%	7
TOTAL		14

Q42 Overall, what is your opinion of the State Library?

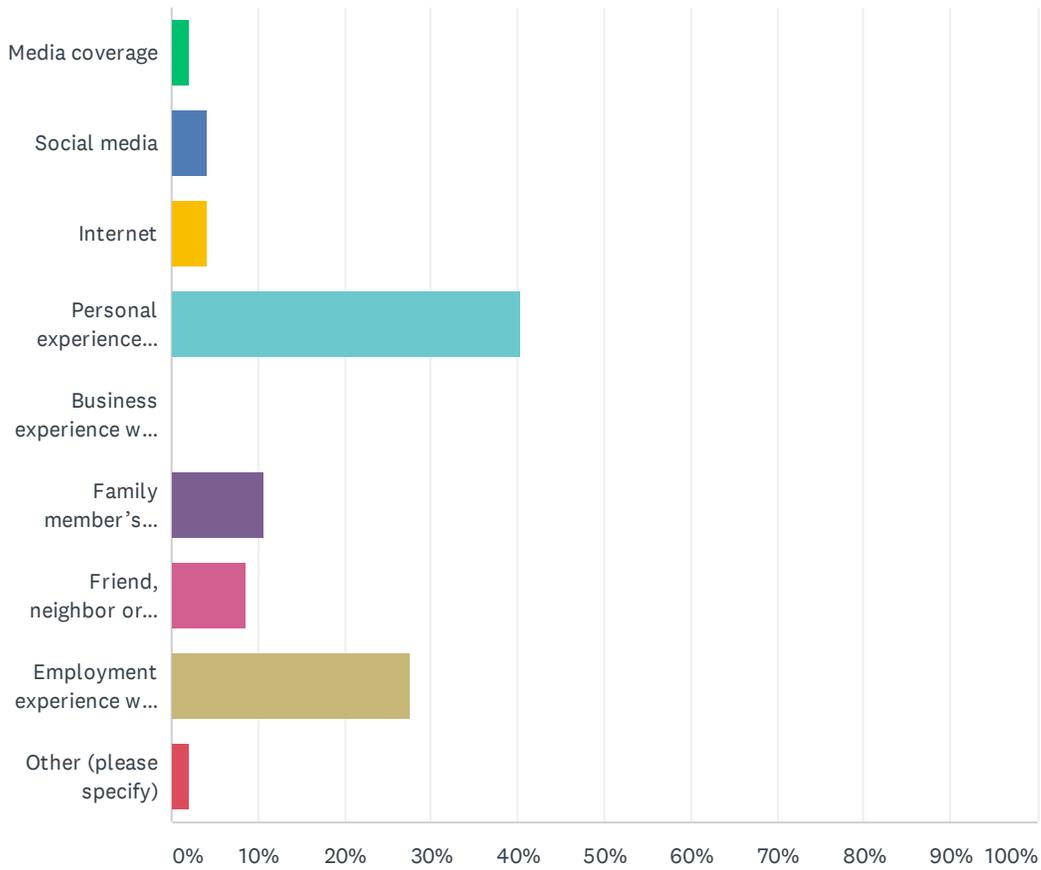
Answered: 48 Skipped: 293



ANSWER CHOICES	RESPONSES	
Very positive	37.50%	18
Positive	31.25%	15
Negative	12.50%	6
Very negative	12.50%	6
Do not have an opinion	6.25%	3
TOTAL		48

Q43 Which of the following has most influenced your opinion of the State Library?

Answered: 47 Skipped: 294



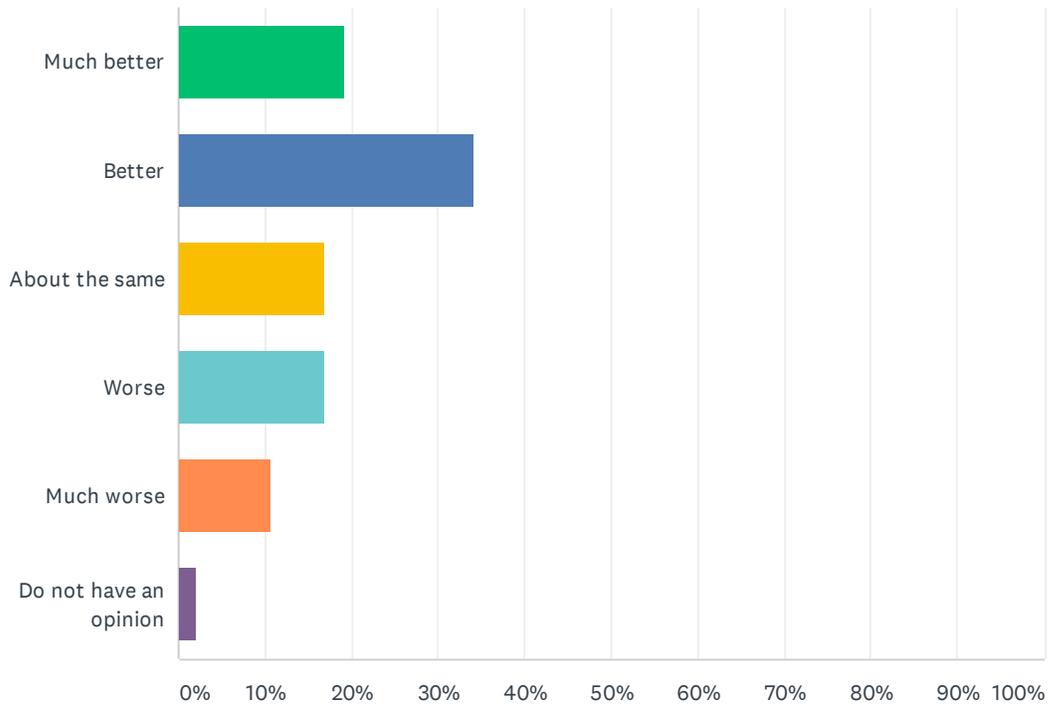
ANSWER CHOICES	RESPONSES	
Media coverage	2.13%	1
Social media	4.26%	2
Internet	4.26%	2
Personal experience with/tour of the agency	40.43%	19
Business experience with the agency	0.00%	0
Family member's experience with the agency	10.64%	5
Friend, neighbor or colleague's experience with the agency	8.51%	4
Employment experience with the agency	27.66%	13
Other (please specify)	2.13%	1
TOTAL		47

Public Survey About Agencies Under Study 2020

#	OTHER (PLEASE SPECIFY)	DATE
1	Management of the library	3/3/2020 10:54 AM

Q44 How do you think the State Library functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 47 Skipped: 294



ANSWER CHOICES	RESPONSES	
Much better	19.15%	9
Better	34.04%	16
About the same	17.02%	8
Worse	17.02%	8
Much worse	10.64%	5
Do not have an opinion	2.13%	1
TOTAL		47

Q45 Please list any comments, concerns, or suggestions you may have about the State Library, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 27 Skipped: 314

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#	RESPONSES	DATE
1	<p>As the spouse of one of the State Library’s former employees, I could no longer sit idly by and not give those who need it a voice when I heard about the request for public input. I am writing to inform the Committee about some of the turmoil my wife experienced while working for the State Library. In short, I found it to be some of the worst treatment of staff I have ever personally witnessed and one of the most toxic professional environments I have ever had the displeasure of witnessing. As an employee for the South Carolina State Library for several years, my wife worked diligently to prove her worth to the agency. She created and managed several projects and programs, she built partnerships with other agencies and individuals throughout the state, and she gave her all consistently to SCSL only to be continuously mistreated, abused, and discriminated against. As someone with a disability, we have always suspected that my wife would have to endure an uphill battle to gain respect, yet she never realized prior to working for SCSL that some places (and people) will simply never give you the respect you deserve because of your disability. To them, she was nothing but a number, a quota filled, a checked box, a token employee, never worthy to be considered as more. This is made even more apparent when looking back on her career there and the many situations where she was discriminated against. Administration constantly treated her like a child, infantilizing her due to her disability on a regular basis. Because of this, she should have known that the Agency Head, Mrs. Leesa Aiken, would never consider her for higher level positions even when she herself frequently encouraged my wife to apply for them. Each time my wife did apply, she never even got an interview, preventing her from ever advancing in the agency, playing mind games, and gaslighting my wife along the way, all the while Mrs. Aiken was happy to take credit in some form or another for anything my wife did to help make SCSL look good. The next, and in my option the worst, transgression my wife experienced; however, was when Administration tried to bully her into a taking a position they offered her with more work and more responsibility yet refused to give her more pay or a higher pay band when a non-disabled staff member was already doing a similar position (with the exact same job title) but was classified in a higher pay band than what my wife was offered. They wanted to give her more work for nothing in return. In fact, they refused to consider any of the very simple and very reasonable requests my wife made upon being offered the position. When they finally gave up on the idea after numerous emotional meetings with my wife, they clearly let her know that because she did not gratefully accept their offer that her career there was doomed and that she should realize that she and all staff were “Replaceable” (a quote from the Deputy Director, Denise Lyons). It was then that she knew she had to leave if she ever wanted to work for an agency that would respect her and/or treat her as an equal to their non-disabled staff. By the time she left, she was coming home visibly upset because of how bad the mistreatment had gotten. If asked I would say at the very least the emotional abuse my wife suffered at the hands of upper management affected not only her but also her loved ones because we suffered along with her. Other occasions my wife was disrespected included the numerous times the Agency Head, Leesa Aiken, cancelled countless meetings with her when she tried to discuss her future at the agency or possibilities for inclusion and accessibility. I cannot begin to tell you how many times this happened as I was not there to personally witness it but several of these occurrences come to my mind as she would often discuss with me what she was going to say. Mrs. Aiken simply does not respect anyone’s time or opinions other than her own. Additionally, whenever my wife went to the Human Resources Director, Ms. Deborah Pack, their discussion was never confidential with Pack immediately running to the Director, Aiken, to tell her exactly what my wife said. Following every meeting, either nothing was done or the situation my wife spoke about got worse. Although I may be mistaken, it has always been my understanding that HR is supposed to be confidential and to help employees with their concerns, not make their situation worse and the situations discussed worse. In short, HR nor the Director have ever had or will ever have the employee’s best interests at heart and are only looking out for themselves. Staff (and former staff) have had to learn this the hard way and if staff are not able-bodied they will never have a future there unless it is one filled with torment. One final thing I must note, when my wife first began her work at SCSL she was extraordinarily passionate about what she did and who she was helping. She viewed it as a chance to finally do some good for a community of people that really could benefit from her knowledge and lived experience. By the time she was forced to choose between leaving SCSL or staying in a position where she was miserable her passion had become a hollow shell of what it once was. She was driven not only from her work but also her home as we had to relocate to a new area, so she could start a position elsewhere to elevate herself from the negative space that was created by senior management officials who continuously abused their positions. In short you have people within this agency who are abusing their power and doing (sometimes irreparable) damage to those that work underneath them. Combined, all the above, along with numerous things that I have not</p>	3/31/2020 5:14 PM

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mentioned, has created a very toxic work environment for staff at this agency and has affected the public this agency was put in place to serve. Places where the Director along with other Administrative staff such as the HR Director are known for discriminating, lying, backstabbing, belittling, and playing mind games are bound to have a paranoid internal environment. Places that scold and humiliate staff for talking amongst themselves and "gossiping" are bound to have a beaten-down work culture. Instances like this should not be taking place in a work environment to begin with, most especially a library such as this one, nor should it be allowed to continue. As a husband and South Carolina taxpayer, I am appalled that something has not been done already and that my hard-earned money goes to support such a horrible agency, paying for the salaries of people who abuse their power and treat their employees this poorly.

2	The operation of the library on North Main, should be checked into, I have witness and experience not so professional people who work at this library.	3/17/2020 9:57 AM
3	The State Library is managed very poorly. It starts at the top. The present Director, Leesa Aiken, was not qualified when she was hired. She did not have a Library degree nor has she ever had experience as a librarian. Her experience was as personnel director. She manipulated the Board to see her as the best candidate for director and the Board did not even post the position after the Director prior to Ms. Aiken mysteriously left. The Board agreed to wait for her to get her degree and she did not comply with usual tuition reimbursement rules. The library paid her tuition up front to USC rather than requiring her to pay and then ask for reimbursement after showing she had successfully completed the courses. Ms. Aiken plays favorites and saw that the former Finance Director, who only had a high school degree, made an exorbitant salary, as much as twenty thousand dollars higher than professional librarians with Master's degrees. She freely gave bonuses and raises to her favorites. Her travel was extreme. She continues to attend meetings related to personnel matters even as Director. She purchases expensive airline tickets, sometimes cancels them, and seems to make no attempt to save the agency money. She has renovated the building unnecessarily. She has tried to turn the State Library into a social gathering place rather than an institution to serve the public and State employees. The Committee needs to closely scrutinize the budget for the past 5 years.	3/13/2020 4:44 PM
4	Pleased with what they have to offer. Keep up good work.	3/9/2020 12:07 PM
5	I have an understanding that managerial roles are abusing their powers and/or lashing out on other employees below them.	3/6/2020 3:09 PM
6	The hypocrisy is unbelievable. The lack of professionalism and communication from the top down is the greatest source of tension and frustration.	3/6/2020 2:47 PM
7	The State Library is an agency that has a lot of potential overshadowed by multiple internal problems. I encourage and implore the Committee to investigate each of these. They include the following. Travel: 1. The agency director's travel expenses were consistently and inexplicably double those of other staff that go to the same conference or event when the GSA rate is supposed to apply to all. In fact, her travel advances often exceed other staff's entire trip expenditures. 2. On multiple occasions, the Deputy Director has been allowed to travel internationally on the state taxpayer's dime (Croatia, Poland, Greece). Each of these indicate that the travel budget should be investigated and lowered. They also show just how wasteful SCSL's current administration is. Finance: 1. Nepotism- The deputy Director insists on consistently hiring her friends and/or colleagues for training sessions when staff are just as qualified but cost a fraction of the exorbitant price paid. At the very least, tens of thousands of dollars are spent unnecessarily for overcompensated presenters. 2. Excessive spending- SCSL spends money on technology and top-notch equipment without having good cause or an implementation plan because of how trendy it is then legitimizing purchases after they have processed. Then, such purchases never seem to put these items to use, moving on to the next thing that is "in" spending thousands of dollars for no reason. 3. Convoluted financial processes- Money is constantly being shifted around and moved from one budget line item to another so that the process is more confusing and difficult to track. 4. No financial transparency- After staff raised questions about spending, the dashboard was changed so that staff could no longer see how the agency's budget was spent without "administrative privileges" Each of these behaviors indicate a need for investigation into at best mismanagement of funds and at worst embezzlement. HR and Staffing: 1. Staff Turnover- From October 2015 to December 2019 (4 ½ years), this agency of less than 50 staff has lost 35 people indicating over 50% turnover 2. Discrimination- From April to Nov. 2018 (7 months), 5 out of the 8 African American staff were forced out of their positions and made to either retire or look for employment elsewhere due to discriminatory comments, practices, and micro-aggressions. Administration also has a tendency of paying white, able-bodied staff better than that of their	3/6/2020 2:43 PM

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diverse peers or those with disabilities (Examples: The African American Admin Assistant with similar experience was paid close to 20k less than their white Administrative Assistant) 3. Failure to Follow State HR protocol- SCSL HR does not follow state guidelines for disciplinary action. Instead, she, with the support of administration, fires people for insubordination without enough or sometimes any documentation indicating the employee was insubordinate until after the termination is called into question. Additionally, following the dismissal of the previous HR Director, the Agency Head had her son shred paperwork from said HR Director's office, an action witnessed by multiple staff. Unqualified Agency Head: SCSL does not follow the statute indicating the necessary qualifications for State Librarian. Instead, the current Agency Director, who was the former HR Manager, was appointed Acting Agency Director by the Board prior to receiving the required Master of Library Science degree. She has also never worked in a library of any kind (other than SCSL) prior to this appointment.

8	After speaking with multiple employees at the Agency, there are feelings of harassment and promoting an unsafe work environment by the director. I would suggest looking into the turnover rate of recent employees.	3/6/2020 1:44 PM
9	The weekly news letter is extremely informative and always very well written.	3/6/2020 1:37 PM
10	Please look into the library's spending and leadership practices. On multiple occasions, the Deputy Director, Denise Lyons, insisted on hiring friends or acquaintances to perform trainings and speaking engagements, costing tens of thousands of dollars, when in-house staff could have performed the task for a fraction of the cost. An inordinate amount of money is spent on travel, including international travel, for the Library Leadership and Library Development team, with nothing to show for it. They are also eager to buy top-notch equipment, etc because it's trendy, but without a plan to best use it. Their mission, by law, is to support all libraries in SC, but they instead insist on only supporting public libraries. They do not follow the rules of the SC Procurement Code, and instead justify their purchases after the fact. Employee morale is extremely low, and turnover is constant. 35 (or more) people have left or been fired from the agency since the end of 2015, and, to my knowledge, the agency has never been fully-staffed. Some were retirements, but not many. The atmosphere is toxic. Despite giving lip service to wanting all employees to be "happy," a fear and suspicion of gossip driven by the Leadership team has stifled collaboration. People are terminated without warning or cause (or cause is made up after the fact), and in some cases the full Leadership team isn't even aware of what is happening. There is no transparency from Director Aiken or Deputy Director Lyons. Decisions seem to be subjective, made quickly, then justified with flimsy excuses. Discrimination against staff, both racially and for those with disabilities, was rampant, though at this point all whom I knew that were affected have left.	3/6/2020 11:05 AM
11	From the moment one enters the building, one feels a personal connection due to happy and courteous staff members.	3/6/2020 9:49 AM
12	The State Library is an agency that easily could be and should be eliminated. Its functions could easily be absorbed by the Department of Education and The Department of Archives. As a taxpayer, I appreciate it when my tax dollars are spent wisely. This is not a wise use.	3/4/2020 6:17 PM
13	I love the State Library! I am a state employee who uses the reference desk all the time to help keep up to date on the latest evidence base supporting best and promising practices for the agency I work for. The State Library is my go-to resource and I'm grateful for it. If I didn't have access to the Library, I would have to subscribe as an individual or an organization to the research databases which is cost prohibitive.	3/4/2020 12:52 PM
14	The State Library has created an unsafe work environment through the actions and attitudes of upper management. The executive leadership disregards lawful human resources standards. They have attacked employees for being sick, told employees they could not associate with each other outside of work, and denied employees access to the human resources manager during meetings. These actions have created a workplace where employees are fearful of retaliation for the simplest of missteps. The director has personally attacked employees for things that are not work related. Unfortunately, because of this mismanagement the library is unable to function properly and complete the important mission that it has been tasked with. Hopefully with the removal of the director the library can once again function efficiently and effectively.	3/4/2020 12:20 PM
15	.	3/4/2020 9:49 AM
16	The State Library has a vital role to play in the livelihood of the state of South Carolina. Unfortunately, under the current director they are unable to fully achieve that goal. Employees	3/3/2020 10:00 PM

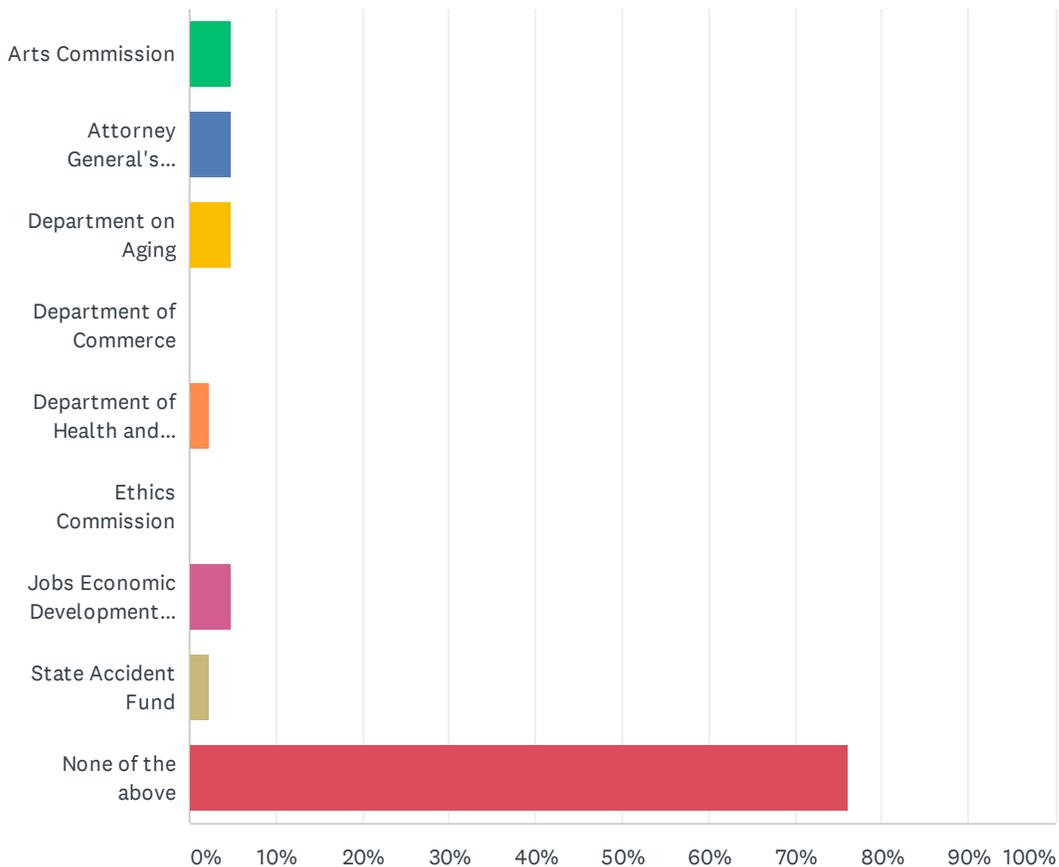
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are striving to serve the public and libraries across the state while fighting leadership that is unqualified to be in their position. In order to hide this incompetence, the director has created an environment of fear and anxiety. Multiple employees have been harassed and most have chosen to leave for their own safety. This explains the high turnover the agency has experienced in the last 5 years. It is important that the current leadership be removed in order for the agency to thrive once again. I hope that the legislature will examine the culture of harrassment that has been allowed to develop under the dictatorship of the current director.

17	To the best of my knowledge the State Library does a reasonably good job of meeting their responsibilities to the people of SC. However, based on the experiences that my daughter had while working there I believe there are some serious problems within the agency. I understand that several county systems in the state have very little respect for the senior leadership and therefore a low opinion of the library. I do know that the agency is a hostile work environment. This has caused a high rate of attrition due to employees taking early retirement and leaving for other opportunities in less hostile environments. I believe this high rate of turnover should be closely examined.	3/3/2020 8:23 PM
18	I believe the State Library is an essential state agency. They provide important services for public libraries through grants, programming, and support, but they could use more resources to meet the requirements of the Code of Laws in providing services to the Assembly and other state agencies. The collection the State Library houses and collects is unique and important for the state. It should be given more priority and care as the physical collection ages and born-digital materials grow. While the outward appearance of the library may be positive, internally many struggle with a toxic work environment and little opportunity to grow. In an agency that has less than 50 employees, the turn-over rate and quick retirements are astounding.	3/3/2020 3:20 PM
19	Our family utilizes the library for personal reading materials, business research, media options, and children's programs. Every interaction with staff has been positive. Every employee seems well trained, professional, and helpful.	3/3/2020 2:34 PM
20	The State Library has an agency director who works to provide information and programs that are geared directly for the public. The library works directly with public libraries to assist them in their needs. First and foremost there library strives to make sure that everyone has the easiest and most accurate information they are seeking. They have awesome electronic resources.	3/3/2020 10:54 AM
21	Good employees in this library are bullied and intimidated by management. It is clear that the reason employees there are unhappy and that turnover is high is due directly to management's inappropriate treatment of its staff. This creates extreme emotional stress on the employees, who it seems are leaving at a high rate. The Library, and all government entities, should be run by people who care about the mission and about public service.	3/3/2020 10:54 AM
22	The State Library has created an environment that makes it impossible for good employees to complete their job duties. Management uses fear and intimidation to harass employees, creating an unsafe situation for many staff members. Multiple staff members have had mental health issues arising directly from the management's handling of issues. This has resulted in a high turnover rate with most staff leaving the library profession altogether. The mission of the State Library is an important one that they are unable to come close to meeting with current management in place.	3/3/2020 10:36 AM
23	it is a concern that the statutes were not followed when hiring the current director. She lacks the experience required and only obtained a masters degree in library science after being appointed by the state library board. For an agency that size the turnover in the years since she was appointed has been 75% or more. It should also be noted that travel expenditures are high, including travel outside the country. In a time when budget cuts to cultural agencies are targeted by the state and federal government, the state library should not be spending wildly.	3/2/2020 3:23 PM
24	Their website is very easy to use and navigate.	3/2/2020 2:37 PM
25	The SC State Library provides a plethora of resources for all individuals in South Carolina. The agency does an excellent job providing access to materials that small branch libraries could not otherwise afford. Grants and Lottery funding also help small libraries to provide resources to their communities that would otherwise not be possible.	3/2/2020 2:30 PM
26	Libraries are needed now more than ever. They record history and provide resources to allow people to grow their base of knowledge.	2/28/2020 11:11 PM
27	The State Library provides valuable resources to public libraries, schools, citizens, visually impaired individuals, and many other groups.	2/28/2020 9:50 AM

Q46 Which agency would you like to provide input about next?

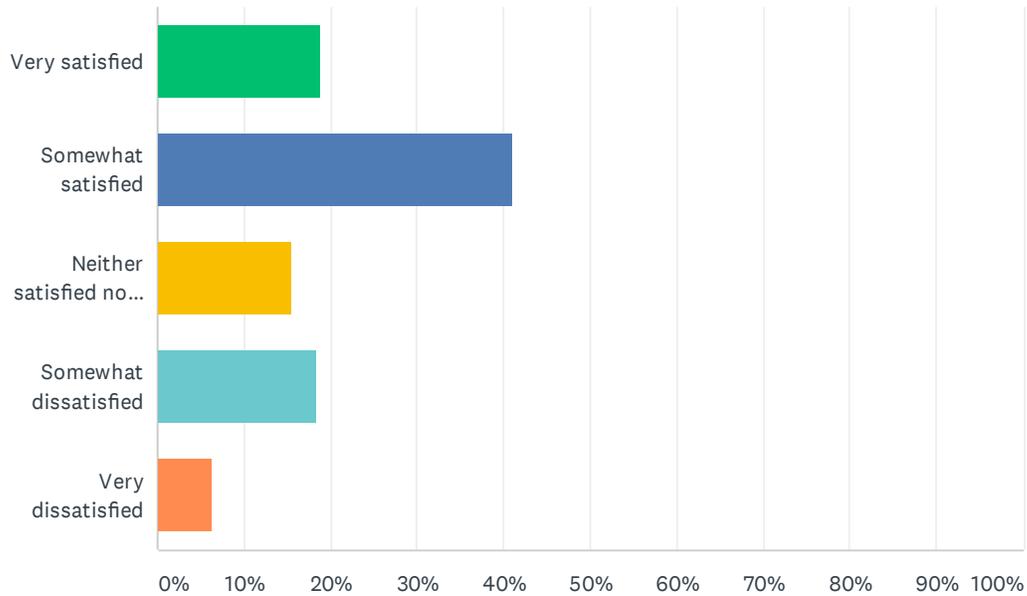
Answered: 42 Skipped: 299



ANSWER CHOICES	RESPONSES	
Arts Commission	4.76%	2
Attorney General's Office	4.76%	2
Department on Aging	4.76%	2
Department of Commerce	0.00%	0
Department of Health and Human Services	2.38%	1
Ethics Commission	0.00%	0
Jobs Economic Development Authority	4.76%	2
State Accident Fund	2.38%	1
None of the above	76.19%	32
TOTAL		42

Q47 Overall, how satisfied or dissatisfied are you with state government?

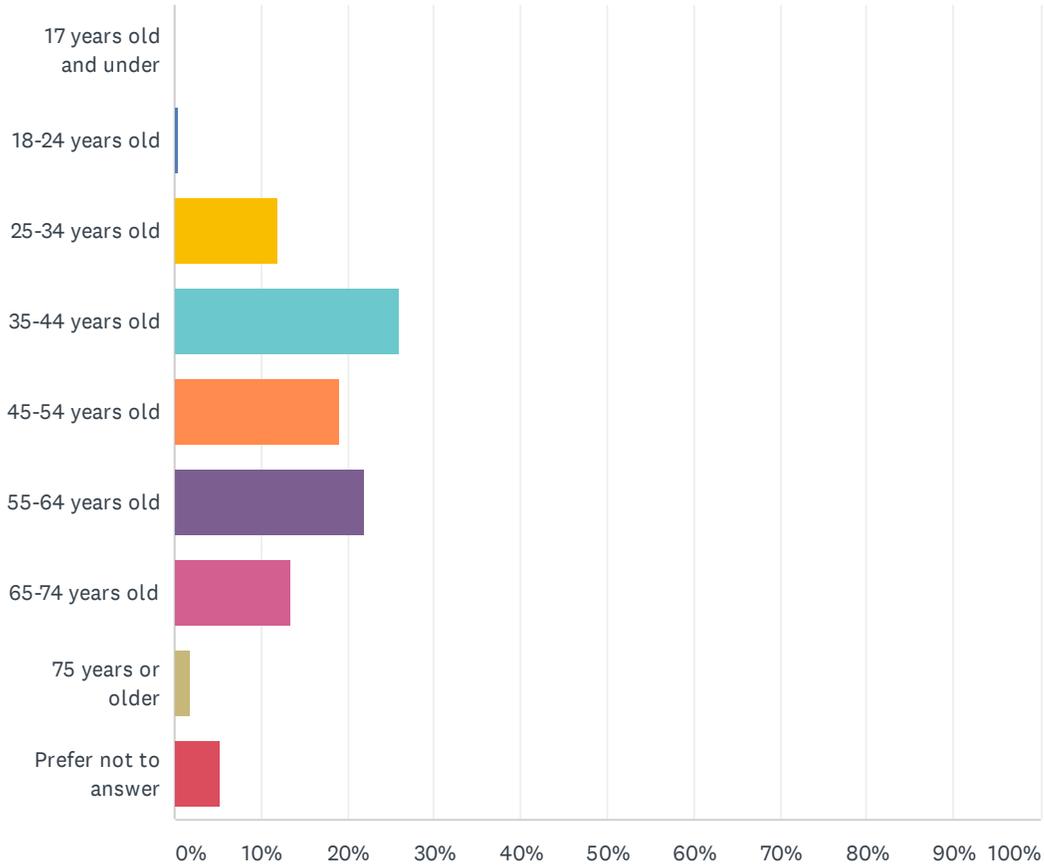
Answered: 207 Skipped: 134



ANSWER CHOICES	RESPONSES	
Very satisfied	18.84%	39
Somewhat satisfied	41.06%	85
Neither satisfied nor dissatisfied	15.46%	32
Somewhat dissatisfied	18.36%	38
Very dissatisfied	6.28%	13
TOTAL		207

Q48 What is your age?

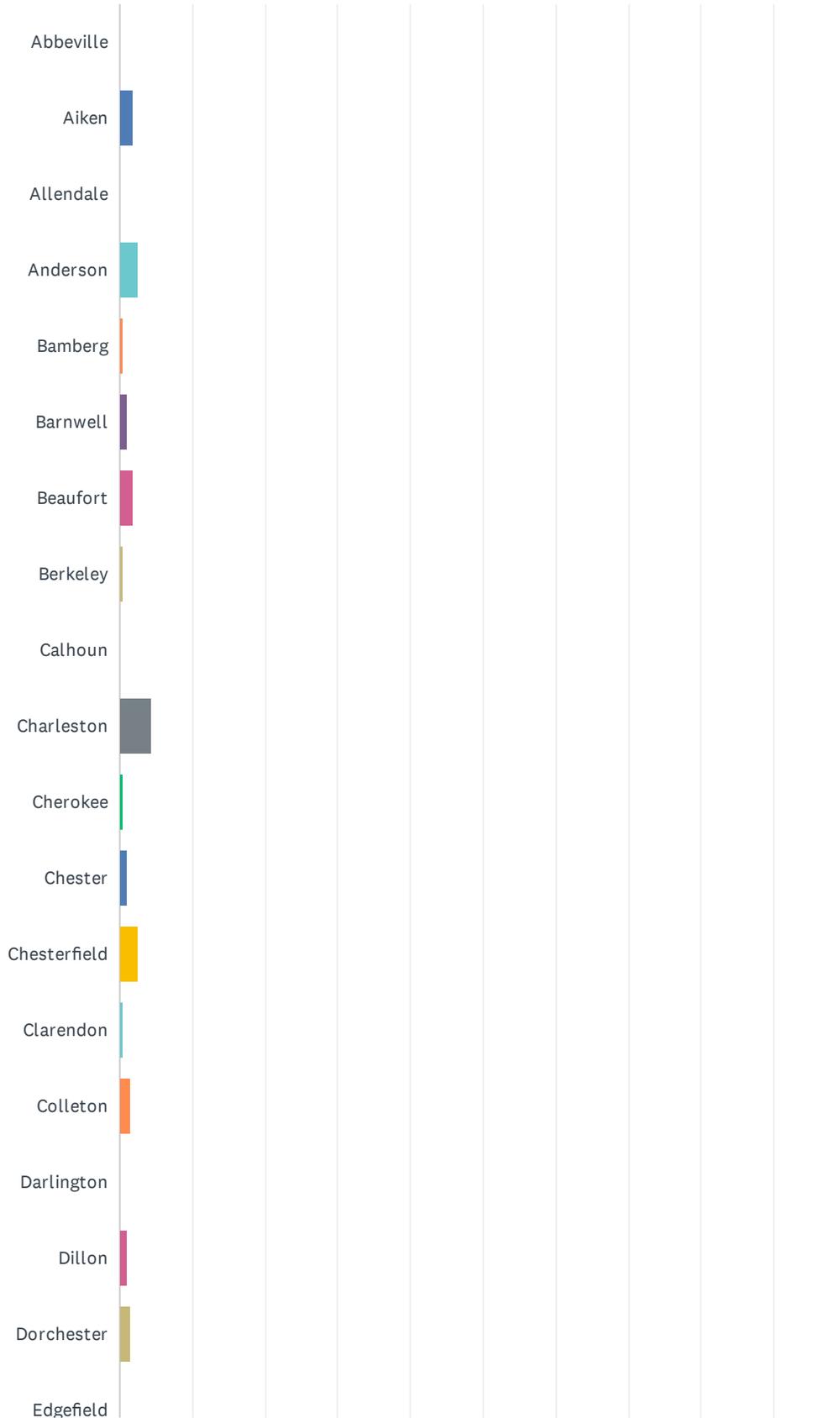
Answered: 209 Skipped: 132



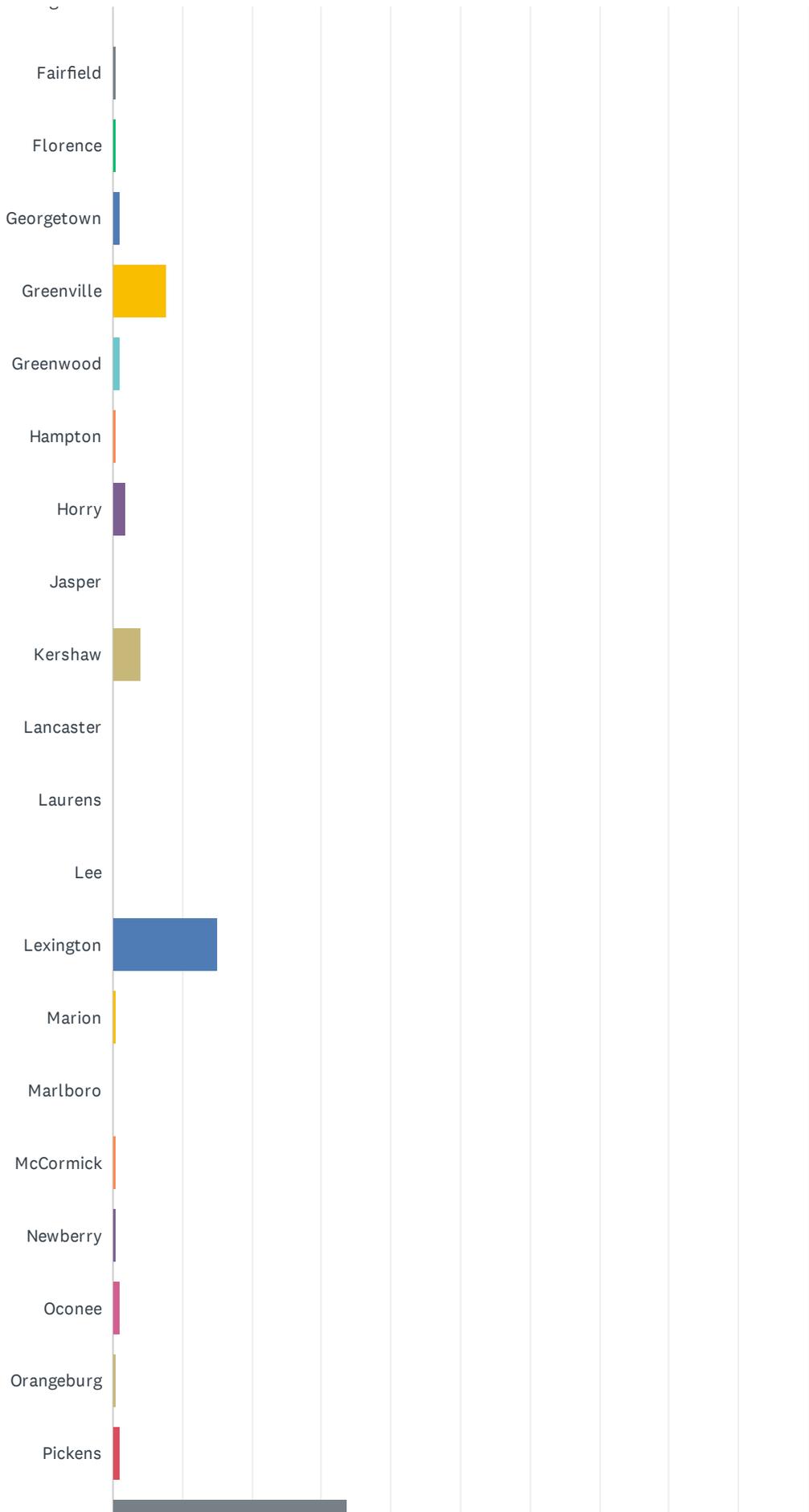
ANSWER CHOICES	RESPONSES	
17 years old and under	0.00%	0
18-24 years old	0.48%	1
25-34 years old	11.96%	25
35-44 years old	25.84%	54
45-54 years old	19.14%	40
55-64 years old	22.01%	46
65-74 years old	13.40%	28
75 years or older	1.91%	4
Prefer not to answer	5.26%	11
TOTAL		209

Q49 In which county do you live?

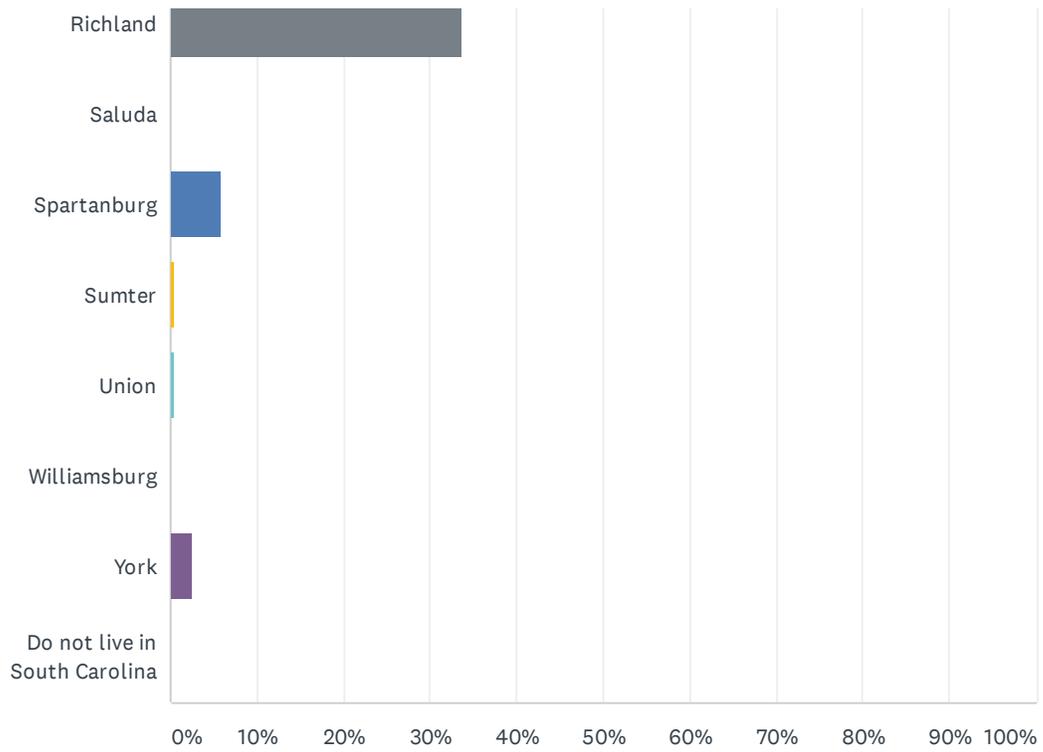
Answered: 205 Skipped: 136



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Public Survey About Agencies Under Study 2020



Public Survey About Agencies Under Study 2020

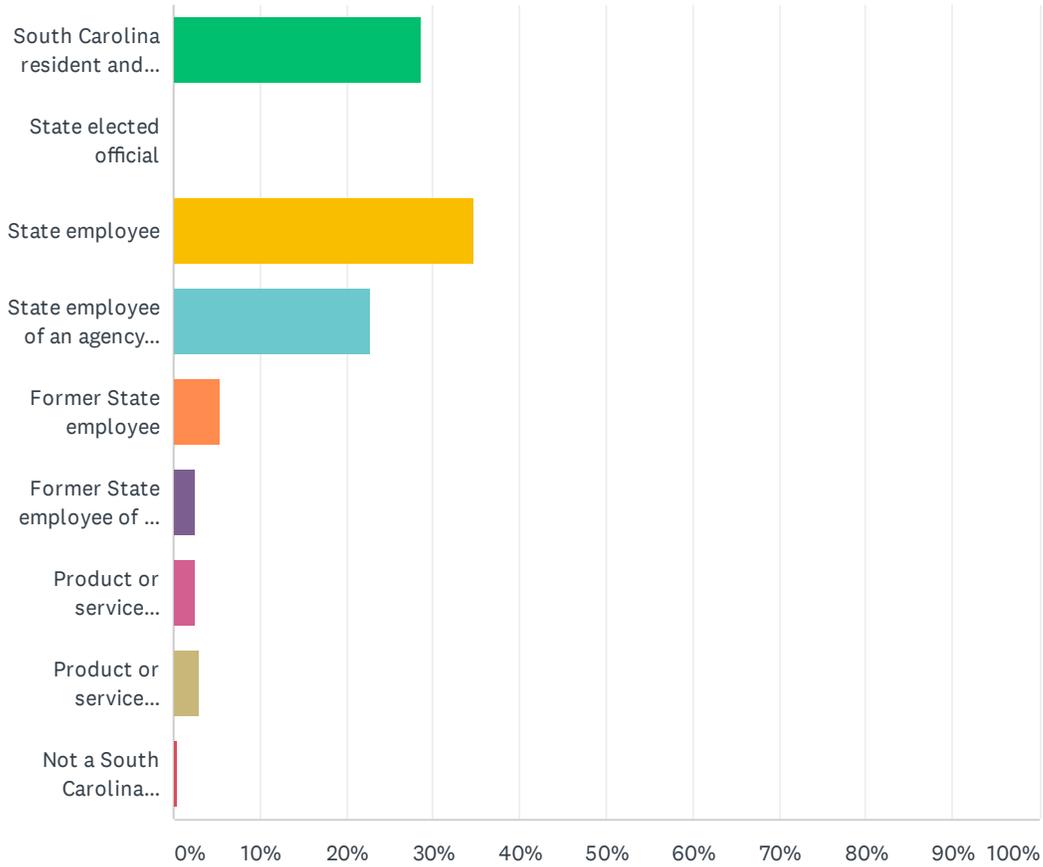
ANSWER CHOICES	RESPONSES	
Abbeville	0.00%	0
Aiken	1.95%	4
Allendale	0.00%	0
Anderson	2.44%	5
Bamberg	0.49%	1
Barnwell	0.98%	2
Beaufort	1.95%	4
Berkeley	0.49%	1
Calhoun	0.00%	0
Charleston	4.39%	9
Cherokee	0.49%	1
Chester	0.98%	2
Chesterfield	2.44%	5
Clarendon	0.49%	1
Colleton	1.46%	3
Darlington	0.00%	0
Dillon	0.98%	2
Dorchester	1.46%	3
Edgefield	0.00%	0
Fairfield	0.49%	1
Florence	0.49%	1
Georgetown	0.98%	2
Greenville	7.80%	16
Greenwood	0.98%	2
Hampton	0.49%	1
Horry	1.95%	4
Jasper	0.00%	0
Kershaw	3.90%	8
Lancaster	0.00%	0
Laurens	0.00%	0
Lee	0.00%	0
Lexington	15.12%	31

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Marion	0.49%	1
Marlboro	0.00%	0
McCormick	0.49%	1
Newberry	0.49%	1
Oconee	0.98%	2
Orangeburg	0.49%	1
Pickens	0.98%	2
Richland	33.66%	69
Saluda	0.00%	0
Spartanburg	5.85%	12
Sumter	0.49%	1
Union	0.49%	1
Williamsburg	0.00%	0
York	2.44%	5
Do not live in South Carolina	0.00%	0
TOTAL		205

Q50 Which best describes your current role?

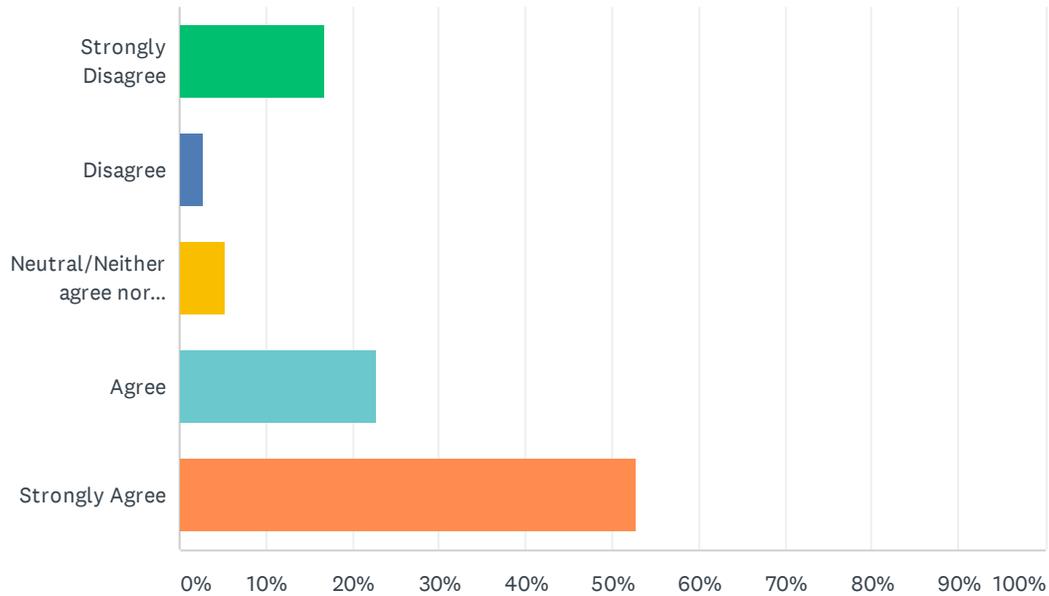
Answered: 202 Skipped: 139



ANSWER CHOICES	RESPONSES	
South Carolina resident and do not fall into any of the categories below	28.71%	58
State elected official	0.00%	0
State employee	34.65%	70
State employee of an agency included in the survey	22.77%	46
Former State employee	5.45%	11
Former State employee of an agency included in the survey	2.48%	5
Product or service provider or other partner to a State agency	2.48%	5
Product or service provider or other partner of a State agency included in the survey	2.97%	6
Not a South Carolina resident and do not fall into any of the categories above	0.50%	1
TOTAL		202

Q51 My organization's work positively impacts people's lives.

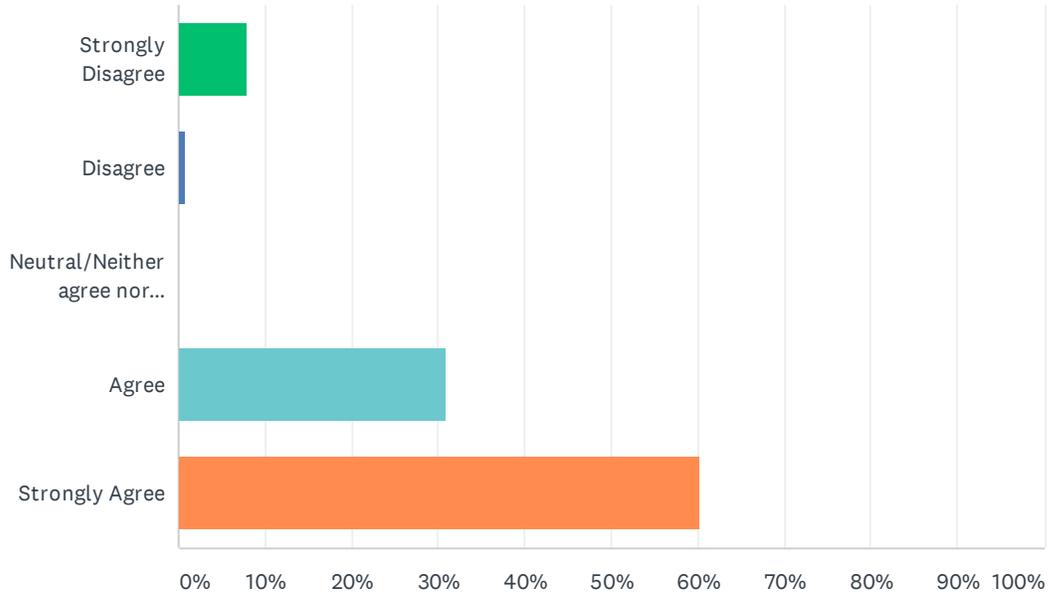
Answered: 114 Skipped: 227



ANSWER CHOICES	RESPONSES	
Strongly Disagree	16.67%	19
Disagree	2.63%	3
Neutral/Neither agree nor disagree	5.26%	6
Agree	22.81%	26
Strongly Agree	52.63%	60
TOTAL		114

Q52 I understand how my work impacts the organization's goals.

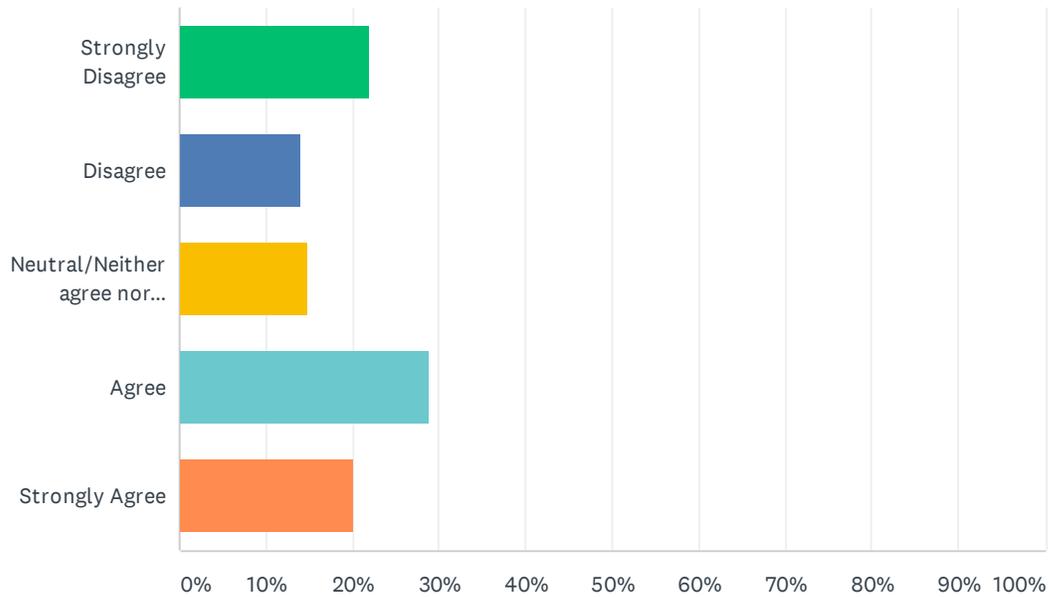
Answered: 113 Skipped: 228



ANSWER CHOICES	RESPONSES	
Strongly Disagree	7.96%	9
Disagree	0.88%	1
Neutral/Neither agree nor disagree	0.00%	0
Agree	30.97%	35
Strongly Agree	60.18%	68
TOTAL		113

Q53 Communication between senior leaders and employees is good in my organization.

Answered: 114 Skipped: 227



ANSWER CHOICES	RESPONSES	
Strongly Disagree	21.93%	25
Disagree	14.04%	16
Neutral/Neither agree nor disagree	14.91%	17
Agree	28.95%	33
Strongly Agree	20.18%	23
TOTAL		114