

Department Of Consumer Affairs

Initial Request For Information



Budget

Department Of Consumer Affairs

BUDGET

Administration

0100.000000.000

Administration - Provides support and planning services to the agency. All support services critical to the operation of the agency are housed in Administration, including procurement, human resources, accounting and information technology. The Administrator position, the officer appointed by the Commission on Consumer Affairs to administer Title 37 and other statutes falling within the Department's authority and otherwise manage the day to day operations of the agency, is located in this Division.

	General	Other	Federal	Total
FY - 2021				
Actual	\$262,555	\$232,922	\$0	\$495,477
FY - 2022				
Actual	\$276,224	\$232,922	\$0	\$495,477
Projected	\$278,926	\$255,682	\$0	\$534,608
FY - 2023				
Projected			\$0	

Difference in Actual and Projected explained:

Employee turnover.

Agency comments:

Department Of Consumer Affairs

BUDGET

Legal

0300.000000.000

Legal Division- The General Assembly has charged the DCA with advising the Legislature and Governor on consumer issues and state of credit in this State; Administer, interpret and enforce the S.C. Consumer Protection Code and other laws under DCA's purview and license, register, or otherwise regulate mortgage brokers, pawnbrokers, physical fitness centers, motor clubs, credit counseling organizations, prepaid legal services, athlete agents, professional employer organizations, the sale of preneed funeral contracts, registered consumer credit grantor, maximum rate filing and motor vehicle disclosure programs.

	General	Other	Federal	Total
FY - 2021				
Actual	\$414,908	\$972,692	\$0	\$1,387,600
FY - 2022				
Actual	\$346,277	\$972,692	\$0	\$1,387,600
Projected	\$321,317	\$1,142,822	\$0	\$1,464,139
FY - 2023				
Projected			\$0	\$1,702,823

Difference in Actual and Projected explained:

Employee turnover.

Agency comments:

Department Of Consumer Affairs

BUDGET

Consumer Services

0507.000000.000

Consumer Services - Receive and process consumer complaints filed against businesses and provide a voluntary mediation program to resolve the complaint. Educate consumers on current consumer issues to help them become savvy consumers.

	General	Other	Federal	Total
FY - 2021				
Actual	\$86,898	\$241,631	\$0	\$328,529
FY - 2022				
Actual		\$241,631	\$0	\$328,529
Projected	\$105,632	\$250,592	\$0	\$356,224
FY - 2023				
Projected			\$0	

Difference in Actual and Projected explained:

Fringe benefits employer increase.

Agency comments:

Department Of Consumer Affairs

BUDGET

Consumer Advocacy

1506.000000.000

Advocacy Division - To provide legal representation for the consumer interest in ratemaking matters involving utilities, property and casualty insurance and worker's compensation insurance. The Advocacy Division also provides comments to state and federal agencies engaged in rulemaking, represents the consumer interest on various committees.

	General	Other	Federal	Total
FY - 2021				
Actual	\$359,609	\$0	\$0	\$359,609
FY - 2022				
Actual	\$435,540	\$0	\$0	\$359,609
Projected	\$485,000	\$0	\$0	\$485,000
FY - 2023				
Projected	\$493,262	\$0	\$0	\$493,262

Difference in Actual and Projected explained:

Agency comments:

FY22 budget was increased to allow for procurement of expert witnesses in utility rate cases.

Department Of Consumer Affairs

BUDGET

Public Information & Education

2000.000000.000

Public Information - Serves as the main consumer education portal for consumers, business and the media. The Division informs consumers and businesses on their rights and responsibilities in the marketplace through traditional and alternative media distribution, including social media, presentations, media coverage and publications.

	General	Other	Federal	Total
FY - 2021				
Actual	\$167,192	\$10,849	\$0	\$178,041
FY - 2022				
Actual	\$203,207	\$10,849	\$0	\$178,041
Projected	\$223,500	\$8,150	\$0	\$231,650
FY - 2023				
Projected	\$232,395	\$8,150	\$0	\$240,545

Difference in Actual and Projected explained:

Agency comments:

Department Of Consumer Affairs

BUDGET

ID Theft Unit

2507.000000.000

Identity Theft Unit - Provide education and outreach to consumers on how to deter, detect, and defend against identity theft. Assist consumers in mitigating instances of identity theft. Provide education to businesses and agencies on complying with state identity theft laws.

	General	Other	Federal	Total
FY - 2021				
Actual	\$119,865	\$0	\$0	\$119,865
FY - 2022				
Actual	\$150,107	\$0	\$0	\$119,865
Projected	\$158,750	\$0	\$0	\$158,750
FY - 2023				
Projected	\$164,582	\$0	\$0	\$164,582

Difference in Actual and Projected explained:

Agency comments:

Department Of Consumer Affairs

BUDGET

State Employer Contributions

9500.050000.000

Fringe benefits for department employees.

	General	Other	Federal	Total
FY - 2021				
Actual	\$321,185	\$574,232	\$0	\$895,417
FY - 2022				
Actual		\$574,232	\$0	\$895,417
Projected	\$372,023	\$561,650	\$0	\$933,673
FY - 2023				
Projected	\$373,330	\$593,342	\$0	\$966,672

Difference in Actual and Projected explained:

Agency comments:

Reports

Department Of Consumer Affairs

REPORTS

Agency Accountability Report

§1-1-810

The report "must contain the agency's or department's mission, objectives to accomplish the mission, and performance measures that show the degree to which objectives are being met." Agencies must "identify key program area descriptions and expenditures and link these to key financial and performance results measures."

Month Submitted	9	Method to Access	Provided to LSA for posting online
Year Submitted	2021	Access if not LSA	
Reporting Frequency	Annually	Changes in FY 2022	No Change
Entity Provided To	Governor or Lt. Governor AND Legislative entity or entities	No FY 2022 Submission Explanation	

Comments:

Department Of Consumer Affairs

REPORTS

CAFR

Title 11, Chapter 3

Closing Packages

Month Submitted	3
Year Submitted	2022
Reporting Frequency	Annually
Entity Provided To	South Carolina state agency or agencies

Method to Access	Available on another website
Access if not LSA	https://cg.sc.gov
Changes in FY 2022	No Change
No FY 2022 Submission Explanation	

Comments:

Department Of Consumer Affairs

REPORTS

Delegation Audit Report

Delegation transactions audit for human resources activity occurring during designated FY.

Month Submitted		Method to Access	Electronic copy available upon request
Year Submitted		Access if not LSA	Brittany Simmons, HR Manager, (803) 734-4264, BSimmons@scconsumer.gov
Reporting Frequency	Annually	Changes in FY 2022	No Change
Entity Provided To	South Carolina state agency or agencies	No FY 2022 Submission Explanation	An audit was performed during FY22; however, Office of Human Resources' correlating findings report was not issued until July 2022.

Comments:

Department Of Consumer Affairs

REPORTS

Fines & Fees Report

Proviso 117.71

Transparency in revenue

Month Submitted	8
Year Submitted	2022
Reporting Frequency	Annually
Entity Provided To	Legislative entity or entities

Method to Access	Available on agency's website
Access if not LSA	https://consumer.sc.gov/sites/consumer/files/Documents/Reports/Fines_Fees_Report_FY22.pdf
Changes in FY 2022	No Change
No FY 2022 Submission Explanation	

Comments:

Department Of Consumer Affairs

REPORTS

FY23 MBE Plan

§ 11-35-5240

Agency minority business utilization plan estimates for FY23

Month Submitted	7	Method to Access	Electronic copy available upon request
Year Submitted	2022	Access if not LSA	Jennie Daniels, Accounting & Procurement Manager, (803) 734-0047, JDaniels@sconsumer.gov
Reporting Frequency	Annually	Changes in FY 2022	Amend
Entity Provided To	South Carolina state agency or agencies	No FY 2022 Submission Explanation	

Comments:

FY23 MBE Plan originally submitted in July of 2023 and Amended FY23 MBE Plan submitted in August of 2023.

Department Of Consumer Affairs

REPORTS

Homeowner Association Complaints Report

§ 27-30-340

Certain data from complaints involving homeowners associations

Month Submitted	1	Method to Access	Available on agency's website
Year Submitted	2023	Access if not LSA	https://consumer.sc.gov/HOA-reports
Reporting Frequency	Annually	Changes in FY 2022	No Change
Entity Provided To	Legislative entity or entities	No FY 2022 Submission Explanation	

Comments:

Department Of Consumer Affairs

REPORTS

MBE Reports

SC Regulation 19-445.2160

Purchases relating to minority business utilization

Month Submitted	4	Method to Access	Electronic copy available upon request
Year Submitted	2023	Access if not LSA	Jennie Daniels, Accounting & Procurement Manager, (803) 734-0047, JDaniels@sconsumer.gov
Reporting Frequency	Quarterly	Changes in FY 2022	Amend
Entity Provided To	South Carolina state agency or agencies	No FY 2022 Submission Explanation	

Comments:

Department Of Consumer Affairs

REPORTS

Mortgage Log Report

§ 37-22-210(C)(2); § 40-58-65(A)

Inform the public on mortgage transactions

Month Submitted	7	Method to Access	Available on agency's website
Year Submitted	2022	Access if not LSA	https://consumer.sc.gov/sites/consumer/files/Documents/News/Reports/Mortgage%20Log/2020MortgageLogReport.pdf
Reporting Frequency	Annually	Changes in FY 2022	No Change
Entity Provided To	Legislative entity or entities	No FY 2022 Submission Explanation	

Comments:

Department Of Consumer Affairs

REPORTS

State Auditor's Report

§ 11-20-70

Agreed upon procedures audit results for during designated FY.

Month Submitted	10	Method to Access	Available on another website
Year Submitted	2021	Access if not LSA	https://osa.sc.gov/wp-content/uploads/2021/10/Department-of-Consumer-Affairs-R2820-Final.pdf
Reporting Frequency	Annually	Changes in FY 2022	No Change
Entity Provided To	South Carolina state agency or agencies	No FY 2022 Submission Explanation	

Comments:

Department Of Consumer Affairs

REPORTS

State of Credit Report

§ 37-6-104(5)

Data related to access to credit in South Carolina and DCA enforcement actions.

Month Submitted	3	Method to Access	Available on agency's website
Year Submitted	2022	Access if not LSA	https://consumer.sc.gov/sites/consumer/files/Documents/Reports/State%20of%20Credit%20Report%202022.pdf
Reporting Frequency	Annually	Changes in FY 2022	No Change
Entity Provided To	Governor or Lt. Governor AND Legislative entity or entities	No FY 2022 Submission Explanation	

Comments:

Partnerships

Department Of Consumer Affairs

PARTNERSHIPS

AARP

Non-Governmental Organization

Provide joint educational partnerships/ outreach.

Department Of Consumer Affairs

PARTNERSHIPS

Actuarial Consultants

Non-Governmental Organization

Review insurance filings for DCA.

Department Of Consumer Affairs

PARTNERSHIPS

Administrative Law Court

State Government

Hear contested case hearings arising out of laws administered and enforced by DCA.

Department Of Consumer Affairs

PARTNERSHIPS

American Conference of Uniform Consumer Credit Code States

Professional Association

Sharing of information amongst state regulators having similar consumer protection laws.

Department Of Consumer Affairs

PARTNERSHIPS

Board of Financial Institutions- Consumer Finance Division

State Government

Work together to ensure compliance with the Consumer Protection Code and other laws.

Department Of Consumer Affairs

PARTNERSHIPS

Budget and Control Board/DOA

State Government

Provide training for agency accounting, procurement and human resources staff; assist in troubleshooting within these same areas.

Department Of Consumer Affairs

PARTNERSHIPS

Carolinas Independent Automobile Dealers Association

Professional Association

Receives reports of violations, disseminates industry specific information, education, legislative collaborations.

Department Of Consumer Affairs

PARTNERSHIPS

Department of Insurance

State Government

Providing notices and full filings of insurance companies.

Department Of Consumer Affairs

PARTNERSHIPS

Division of Technology Operations

State Government

Provide network services, desktop support, server management, security services to DCA.

Department Of Consumer Affairs

PARTNERSHIPS

Expert witnesses

Non-Government Organization

Review utility matters for DCA; provide expert guidance and testimony.

Department Of Consumer Affairs

PARTNERSHIPS

Federal Government

Federal agencies

Provide joint educational partnerships/ outreach; referrals of consumers and businesses; multi-agency examinations and enforcement.

Department Of Consumer Affairs

PARTNERSHIPS

Law Enforcement (state & local)

Local Government

Assists in investigation of regulated businesses.

Department Of Consumer Affairs

PARTNERSHIPS

National Association of Consumer Credit Administrators

Professional Association

State regulator association: provides trainings and information sharing.

Department Of Consumer Affairs

PARTNERSHIPS

Other state agencies

State Government

Provide joint educational partnerships/ outreach; referrals of consumers and businesses to DCA; multi-agency examinations and enforcement.

Department Of Consumer Affairs

PARTNERSHIPS

Print & Media Outlets

Non-Governmental Organization

Fulfilling media requests/ disseminating information.

Department Of Consumer Affairs

PARTNERSHIPS

Public Service Commission

State Government

Make determinations in utility ratemaking matters.

Department Of Consumer Affairs

PARTNERSHIPS

SC Automobile Dealers Association

Professional Association

Receives reports of violations, disseminates industry specific information, education, legislative collaborations.

Department Of Consumer Affairs

PARTNERSHIPS

SC Courts

State Government

Provide training for magistrates.

Department Of Consumer Affairs

PARTNERSHIPS

SC.GOV

Private Business Organization

Maintains DCA's online Complaint Database, agency website.

Department Of Consumer Affairs

PARTNERSHIPS

SCDMV/DPS

State Government

Assists in investigation of regulated businesses

Department Of Consumer Affairs

PARTNERSHIPS

Schools

K-12 Education Institute

Provide joint educational partnerships/ outreach.

Department Of Consumer Affairs

PARTNERSHIPS

ThoughtSpan

Private Business Organization

Licensing database contractor.

Department Of Consumer Affairs

PARTNERSHIPS

Various industries regulated

Private Business Organization

Provide feedback on regulatory structure, joint educational partnerships/ outreach.

Department Of Consumer Affairs
PARTNERSHIPS

Shred360

Private Business Organization

Provide free sensitive document shredding to consumers across the State.

Department Of Consumer Affairs

PARTNERSHIPS

Office of Regulatory Staff

State Government

Provide joint educational partnerships/ outreach; referrals of consumers and businesses to DCA; share information regarding utility issues.

Department Of Consumer Affairs

PARTNERSHIPS

SC Department of Insurance

State Government

Provide insurance filings for DCA review pursuant to Title 38 Chapter 37; review and discuss issues of concern in filings; share information regarding insurance issues

Department Of Consumer Affairs

PARTNERSHIPS

National Association of State Utility Consumer Advocates

Professional Association

State regulatory association: provides trainings and information sharing.

Contacts

Department Of Consumer Affairs

CONTACT INFORMATION

Agency Head

Name	Carri Grube Lybarker
Email	clybarker@scconsumer.gov
Phone	803-734-4297
Constituent Contact with Agency Head	Other
“Other” Constituent Contact Agency Head Explained	Darlene Dinkins, Executive Assistant to the Administrator

Primary Contact

Name	Carri Grube Lybarker
Title	Administrator/ Consumer Advocate
Email	CLybarker@scconsumer.gov
Phone	803-734-4297

Secondary Contact

Name	Bailey Parker
Title	Communications Director
Email	BParker@scconsumer.gov
Phone	803-734-4296

Comment:

Advocacy

Roger Hall, Deputy Consumer Advocate & Acting Administrator
803-734-4240
RHall@scconsumer.gov

Legal

Kelly Rainsford, Deputy Administrator | General Counsel
803-734-4236
KRainsford@scconsumer.gov

Public Information

Bailey Parker, Communications Director
803-734-4296
BParker@scconsumer.gov

Identity Theft Unit and Services Division

Amanda Self, Director of IDTU and Services
803-734-4214
ASelf@scconsumer.gov

Mission & Vision

Department Of Consumer Affairs

MISSION AND VISION

Mission

Adopted: 2016

The primary mission of SLED is to provide quality manpower and technical assistance to all law enforcement agencies in South Carolina to ensure that every citizen in the State of South Carolina is afforded an equal level of law enforcement service. SLED is also tasked with protecting and preserving the safety, integrity, and security of South Carolina's citizens and all statewide public resources, infrastructure, and data. SLED also conducts timely, thorough, and professional criminal investigations on behalf of the State of South Carolina along with many other statutory roles and responsibilities.

Vision

Adopted: 2016

The primary mission of SLED is to provide quality manpower and technical assistance to all law enforcement agencies in South Carolina to ensure that every citizen in the State of South Carolina is afforded an equal level of law enforcement service. SLED is also tasked with protecting and preserving the safety, integrity, and security of South Carolina's citizens and all statewide public resources, infrastructure, and data. SLED also conducts timely, thorough, and professional criminal investigations on behalf of the State of South Carolina along with many other statutory roles and responsibilities.

Comments

The mission and vision of SLED are unchanged however the request we receive continue to increase and evolve with the state of law enforcement in SC and across the country.

Reorganization & Archive and Publication

Department Of Consumer Affairs

ARCHIVE AND REORGANIZATION

Archive

LSA and Library Compliance	Yes
Noncompliance Explanation	Agency is currently compliant
Archive Compliance	Yes
Comments	In FY23, SCDC completed a scanning project of approximately 40 boxes of archived items and is currently reviewing to determine what, if any, should be electronically transferred to Archives and History.

Reorganization

Reorganization through Legislation	No
Reorganization through Legislation Explained	None
Reorganization Internally at Agency	No
Reorganization Internally at Agency Explained	None
Comments	

Regulations & Policies

Department Of Consumer Affairs

REGULATIONS

Regulation Creation Allowed	Yes
Laws Granting Authority	37-2-210(5)(b); 37 2 305(6); 37 2 307(E)(1); 37 2 702(1)(h); 37-3-201(4); 37-3-202(1)(e); 37-3-210(5)(b); 37 3 305(6); 37-6-104(1)(e); 37-6-403; 37-6-404; 37-6-407; 37 6 506(2); 37-7-121; 37-11-30(A); 37-13-80; 37-16-90; 37-17-120; 32-7-60(I); 34-36-90(B); 39-61-40(c); 39-61-160; 40-39-20(A)(1); 40-39-120; 40-58-100; 40-68-20; 40-68-50(E); 40-68-110 (E); 44-79-90; 56-28-90; 59-102-30(A).
Regulation Existence	Yes
Regulation Review Compliance	Yes
Year of Last Formal Review	2022
Internal Agency Policy Existence	Yes
Agency Policy Review and Update Schedule	Other
Review/Update Schedule "Other" Explanation	The Department has several internal agency policies with varied schedules for review. Some policies have imbedded regular schedules for review while others are updated when corresponding law or state policy changes require an update (this usually occurs with Human Resources, Procurement and Information Security related policies). The remaining policies do not have a fixed review period and are reviewed when necessary as determined by agency Deputies/ Directors (for agency-wide polcicies) or Division heads (for divisoin specific policies).
Comments	On average, SCDCA's Deputies/ Directors review and/ or update 2-3 agency-wide policies each calendar year. The number may be higher as based on triggering events described in column K. The number may be lower based on other agency priorities.

Significant Events

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1975
Event Type	Agency created
Law Citation	1974 Act No. 1241
Significant Event Description	The law that created SCDCA was passed in 1974. Except for allowing activities to get set up the Department, the law did not officially become effective until Jan. 1, 1975.
Starting Month	August
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1975
Event Type	Agency created
Law Citation	
Significant Event Description	First Commissioners appointed to the South Carolina Department of Consumer Affairs.
Starting Month	August
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1975
Event Type	Agency created
Law Citation	
Significant Event Description	First members appointed to Council of Advisors on Consumer Credit.
Starting Month	August
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1975
Event Type	Director term starts
Law Citation	
Significant Event Description	Irvin D. Parker appointed first administrator of the South Carolina Department of Consumer Affairs.
Starting Month	September
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1975
Event Type	Agency created
Law Citation	
Significant Event Description	South Carolina Department of Consumer Affairs becomes operational.
Starting Month	November
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1976
Event Type	Law (statute, proviso, regulation)
Law Citation	1976 Act No. 686
Significant Event Description	Act 686 restored sections to the CPC governing maximum charges on consumer loans and licensing provisions of certain lenders.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1977
Event Type	Law (statute, proviso, regulation)
Law Citation	1976 Act No. 686
Significant Event Description	Act 686 of 1976, which added the South Carolina Consumer Protection Code those portions of the Uniform Consumer Credit Code which pertained to loans and licensed lenders, became effective.
Starting Month	September
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1978
Event Type	Program/Dept/Division added/removed/changed
Law Citation	1978 Act No. 644
Significant Event Description	The Division of Consumer Advocacy created by Act 644 as a new division within the SC Department of Consumer Affairs with the designation of the administrator of Consumer Affairs as the Consumer Advocate. Steven W. Hamm was named as head of division. The Act also altered the composition of the Commission on Consumer Affairs, increasing its commission membership to eleven.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1980
Event Type	Law (statute, proviso, regulation)
Law Citation	1980 Act No. 326 1980 Act No. 337 1980 Act No. 411 1980 Act No. 433
Significant Event Description	1980 Act No. 475 Acts 326, 337, 411, 433 and 475 passed providing clarity regarding usury, retention of minimum charges for consumer credit sales/loans repayment; brought state chartered credit unions under CPC; allows 90 days for the Insurance Commissioner to approve or disapprove forms and rate schedules; provides escalator provision for designated dollar amounts in CPC; increased allowable rates for revolving charge accounts and non-supervised lenders; conformed three-month CPC notice provision to Federal Reserve Board regulation; addresses mail order loan territorial applications sales/loans situation.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1981
Event Type	Law (statute, proviso, regulation)
Law Citation	1981 Act No. 107
Significant Event Description	The S.C. Private Personnel Act was passed. This legislation licenses, regulates and monitors the activities of employment agencies or individuals engaged in obtaining employment for others and designates the S.C. Department of Consumer Affairs, among others, as an agency responsible for investigating complaints from consumers about the activities of employment agency type businesses, as well as using their enforcement jurisdiction and authority when appropriate.
Starting Month	June
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1981
Event Type	Director term starts
Law Citation	
Significant Event Description	Roy Harms appointed acting administrator
Starting Month	August
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1981
Event Type	Other
Law Citation	
Significant Event Description	SCDCA began participation in a joint state-federal odometer investigation and prosecution effort. An investigator from SCDCA was sworn as a special agent of the federal grand jury and responsible for developing odometer tampering cases for federal prosecution.
Starting Month	
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers. Leveraging of resources. In FY1981, 18 cases were prosecuted resulting in \$22,000 in refunds.
Other Impacts	This coordinated effort continued until the special assigned investigator retired in 2010.

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1982
Event Type	Law (statute, proviso, regulation)
Law Citation	1982 Act No. 385
Significant Event Description	Act 385 deregulated interest rates, allowing a business established maximum rate structure. The Consumer Protection Code Revision Act of 1982 was signed into law by Governor Richard W. Riley. The act deregulates interest rates and provides for a business established maximum rate structure. All first mortgage loans were removed from the S.C. Consumer Protection Code. Consumer protections were increased by strengthening the provisions on unconscionability, requiring other state agencies to investigate complaints, providing the S.C. Department of Consumer Affairs with authority to investigate unfair trade practices and to file suit on behalf of consumers when the actual damages sought are three hundred dollars or less, and either the individual has written evidence that two attorneys licensed to practice law in the State of South Carolina have reviewed the case and have declined to represent the individual in pursuing the cause of action, or an attorney licensed to practice law in the State of South Carolina has, after reviewing the facts of the case, in writing requested that the Administrator bring an action on behalf of the consumer under this section.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1982
Event Type	Other
Law Citation	
Significant Event Description	Roy C. Harms appointed acting administrator of the department; Steven W. Hamm appointed acting consumer advocate of the department.
Starting Month	August
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1982
Event Type	Director term starts
Law Citation	
Significant Event Description	Steven W. Hamm appointed administrator/consumer advocate of the department.
Starting Month	September
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1982
Event Type	Director term ends
Law Citation	
Significant Event Description	Irvin D. Parker resigned as administrator/consumer advocate of the department.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1983
Event Type	Law (statute, proviso, regulation)
Law Citation	1982 Act No. 385
Significant Event Description	Act 385, the Consumer Protection Code Revision Act of 1982 became effective.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1984
Event Type	Other
Law Citation	
Significant Event Description	SCDCA named the official liaison for the US Consumer Product Safety Commission.
Starting Month	December
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1984
Event Type	Other
Law Citation	
Significant Event Description	SC State Budget & Control Board awarded the Department for Demonstrating Commitment to Affirmative Action
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1984
Event Type	Other
Law Citation	
Significant Event Description	National Association of Consumer Credit Administrators awarded the Department an Award of Achievement for Teaching Consumers Through Technology
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1984
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	Supreme Court remanded for the Public Service Commission to make an adjustment in the rate charged by SCE&G, agreeing with SCDCA that certain reserve account costs should not be included in rate base.
Starting Month	February
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	280 S.C. 310 (1984)

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1985
Event Type	Law (statute, proviso, regulation)
Law Citation	1984 Act No. 400
Significant Event Description	The Motor Club Services Act was signed into law by Governor Richard W. Riley. The law applies to towing service, bail and arrest bond service, emergency road service, claims adjustment service, legal service, map service, emergency travel expense service, merchandise and discount service, travel touring and travel information service, financial service, check cashing service, personal property registration service, credit card service, insurance service and buying and selling service to club members.
Starting Month	May
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1985
Event Type	Law (statute, proviso, regulation)
Law Citation	1985 Act No. 153
Significant Event Description	Act No. 153 of 1985 was signed into law by Governor Richard W. Riley. The act amended the Consumer Protection Code to make it clear that it was unconscionable to charges excess prepaid finance charges, no matter how those charges were designated, if they substantially exceeded that usual and customary charges for a particular type of loan. The intent of the act was to prevent misrepresentation of rates and the charging of unconscionable rates no matter how they were disclosed or identified.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1985
Event Type	Law (statute, proviso, regulation)
Law Citation	1985 Act No. 165
Significant Event Description	Governor Richard W. Riley signed Act 165 of 1985, the Physical Fitness Services Act into law. The act provides that everyone providing physical fitness services, for profit, in South Carolina must pay a yearly fee and obtain a Certificate of Authority from the S.C. Department of Consumer Affairs. Organizations utilizing membership contracts must post a bond of file a statement of financial responsibility. All operators must submit a certified copy of their charter from the Secretary of State, copies of membership agreements and contracts and a list of all outlets. Organizations that had been in business for five years, at the time the legislation was enacted, were exempt from the bonding requirement.
Starting Month	June
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1985
Event Type	Other
Law Citation	
Significant Event Description	National Association of Consumer Credit Administrators awarded the Department a Recognition for Excellence - Best Use of Technology
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS
SIGNIFICANT EVENTS

Fiscal Year of Event	FY1985
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	SCDCA argued PSC did not require SCE&G to make a proper adjustment in customer utility rates brought about by deletion of the reserve account from Company's rate base (See 280SC 310(1984). Supreme Court agreed.
Starting Month	April
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	285 S.C. 231 (1985) .

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1986
Event Type	Law (statute, proviso, regulation)
Law Citation	1985 Act No. 121
Significant Event Description	Act No. 121 of 1985 became effective, which regulates rent-to-own businesses, consumer rental purchase agreements (rent-to-own businesses) and requires rental-purchase businesses to file a notification form with the S.C. Department of Consumer Affairs.
Starting Month	January
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1986
Event Type	Law (statute, proviso, regulation)
Law Citation	1986 No. 401
Significant Event Description	Act No. 401 of 1986, which authorized a two-dollar minimum charge for property insurance, became effective.
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1986
Event Type	Law (statute, proviso, regulation)
Law Citation	1986 No. 412
Significant Event Description	Governor Richard W. Riley signed into law Act 412 of 1986 (also called the Statute of Repos) which provides that no action for damages arising out of the defective or unsafe condition of an improvement to real property may be brought more than 13 years after substantial completion of the improvement. The act requires the S.C. Department of Consumer Affairs to publish notice of owners' or possessors' right to enter into any contractual agreement. The notice extends any guarantee of an improvement being free from defect beyond the 13 years as provided in the act.
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1988
Event Type	Law (statute, proviso, regulation)
Law Citation	1988 Acts No. 656
Significant Event Description	Act restricting robo calls, became effective.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1988
Event Type	Law (statute, proviso, regulation)
Law Citation	1987 Act No. 166
Significant Event Description	Act expanding the responsibilities of the Division of Consumer Advocacy's to include the analysis of auto insurance rate and recoupment filings.
Starting Month	July
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1989
Event Type	Law (statute, proviso, regulation)
Law Citation	1989 Act No. 164
Significant Event Description	Act 164 of 1989 became effective. Increases maximum allowed for assumption fees under the South Carolina Consumer Protection Code from the lesser of \$250, or one percent of the unpaid loan balance to the lesser of \$400, or one percent of the unpaid loan balance.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1989
Event Type	Law (statute, proviso, regulation)
Law Citation	1988 Act No. 491
Significant Event Description	Act clarifying fees that could be associated with pawn transactions, became effective.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1989
Event Type	Law (statute, proviso, regulation)
Law Citation	1988 Act No. 544
Significant Event Description	<p>The act clarifies the steps that must be taken by a loan broker before funds from a consumer can be earned and retained. The bill also requires loan brokers to register with the department and to escrow any funds paid by a consumer until the broker secures a loan for the consumer. An amendment to Act 544 was made April 26, 1989, with Act 52. The 1989 amendment replaced a penalty of \$1000 with a “penalty of no less than \$2500, in the discretion of the administrator,” and added provisions relative to decreasing the bonding requirement.</p>
Starting Month	October
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1989
Event Type	Other
Law Citation	
Significant Event Description	National Association of Consumer Credit Administrators awarded the Department a Recognition for Excellence for Outstanding Electronic Media
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1990
Event Type	Law (statute, proviso, regulation)
Law Citation	1990 Act No. 456
Significant Event Description	The Athletic Agents Act requires athlete agents to register biennially with the department — on forms to be provided by the department, and to pay to the department a registration fee of \$300. The department shall issue a certificate of authority entitling the holder to operate as an athlete agent for two years. The department may revoke or suspend the registration of an athlete agent for cause or for a violation of any provision of this chapter.
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1990
Event Type	Law (statute, proviso, regulation)
Law Citation	1989 Act No. 142
Significant Event Description	An act typically known as the "Lemon Law" was signed into law with an effective date of the following October. The law is designed to enforce express warranties on motor vehicles. The act provides for the manufacturer's reasonable attempts to cure, then replacement of the motor vehicle or a refund of the purchase price. The department was directed to enforce the new act.
Starting Month	June
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1990
Event Type	Law (statute, proviso, regulation)
Law Citation	1989 Act No. 144
Significant Event Description	Amended the Consumer Protection Code to delete the requirement that a consumer incur additional debt after notification of a change in terms in revolving charge and loan accounts. The act also required such a notification to state that the consumer may pay the existing balance under the terms in effect, if the customer chooses to cancel the account. In addition, §37-2-405 and §37-3-402 were amended to exempt all credit transactions and all consumer loans from the code's requirements if the contracts specified a formula for determining the rate of finance charge upon refinancing a balloon payment.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1990
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	Supreme Court rules the Department of Insurance has the authority to require refunds of monies collected pursuant to an unlawful increase in insurance rates, as argued by SCDCA
Starting Month	October
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers. Over \$50,000 plus interest sent back to consumers.
Other Impacts	299 SC 500 (1989). See also 292 S.C. 408 (1987); 298 S.C. 446 (1989).

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1991
Event Type	Law (statute, proviso, regulation)
Law Citation	1991 Act No. 63
Significant Event Description	Requires the Consumer Advocate to serve on the Solid Waste Advisory Council. The Consumer Advocate must also participate in waste disposal cases as part of the Atlantic Interstate Low-Level Radioactive Waste Compact, which was implemented by Act 357 of 2000.
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1991
Event Type	Law (statute, proviso, regulation)
Law Citation	1991 Act No. 132
Significant Event Description	Amends the Code of Laws for South Carolina, 1976, by adding Chapter 13 to Title 37. Provides for the regulation of subleasing and the loan assumption of a motor vehicle. It prevents brokers from engaging in business without being bonded, disclosing buyers' and sellers' rights and duties and obtaining the lienholders written authorization to allow the sale or sublease Authorizes the department to promulgate regulations and provide a penalty for violations.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1991
Event Type	Law (statute, proviso, regulation)
Law Citation	1989 Act No. 97
Significant Event Description	The State Continuing Care Retirement Community Act. The act requires that the department to issue a license to persons filing an application in accordance with §37-11-30 of the South Carolina Code of Laws; if the department is satisfied that (a) the individuals responsible for the conduct of the affairs of the applicant are competent and trustworthy and have good reputations; (b) The continuing care retirement community is financially responsible and can meet its obligations to residents; (c) The operator has demonstrated a willingness and the potential ability to assure that the health care or health-related services will be of good quality; (d) The operator has complied with all requirements of DHEC concerning the furnishing of nursing, medical or other health-related services.
Starting Month	July
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1992
Event Type	Law (statute, proviso, regulation)
Law Citation	1992 Act No. 452
Significant Event Description	Act 452, aimed at curbing advance fee loan fraud, was signed into law. Act 452 of 1992 regulates loan brokers (other than mortgage loan brokers previously regulated) and prevents the taking of advance fees for loan brokering as well as certain other deceptive practices. It is aimed at curbing advance fee loan frauds. The department is given broad authority to investigate violations and require violators to cease and desist the violations.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1992
Event Type	Law (statute, proviso, regulation)
Law Citation	1991 Act No. 142
Significant Event Description	The law added certain allowable fees under the South Carolina Consumer Protection Code, reduced allowable credit life premiums and added allowable administrative remedies under the Pawnbroker Act, the Physical Fitness Services Act and the Unfair Trade Practices Act. Credit life premium reductions were effective January 1, 1993.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1993
Event Type	Law (statute, proviso, regulation)
Law Citation	1993 Act No. 169
Significant Event Description	The General Assembly enacted the Employee Staff Leasing Act, Act 169 of 1993, and made the department the regulating agency for companies that hire and lease a firm's employees on a long-term basis as a means of reducing administrative, insurance or other costs. The Employee Staff Leasing Act, requires registration examination and net worth assessment of businesses engaged in long-term leases of employee services to other businesses.
Starting Month	June
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1993
Event Type	Law (statute, proviso, regulation)
Law Citation	1993 Act No. 172
Significant Event Description	The registration of Mortgage Loan Brokers Act was amended by Act 172 of 1993 to increase the required bond amount and to require compliance with certain disclosure requirements of the Federal Real Estate Settlement Procedures Act.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1994
Event Type	Law (statute, proviso, regulation)
Law Citation	1994 Act No. 363
Significant Event Description	Act 363 of 1994, amended the code to cover the decreasing term credit life insurance premium to 65¢ per one hundred dollars of indebtedness, lowering credit life premiums and allowing joint coverage on consumer credit insurance coverage.
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1994
Event Type	Director term ends
Law Citation	
Significant Event Description	Steve Hamm ends term as Administrator.
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1994
Event Type	Director term starts
Law Citation	
Significant Event Description	Phil Porter and Herbert Walker appointed acting co-administrators.
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1994
Event Type	Law (statute, proviso, regulation)
Law Citation	1993 Act No. 161
Significant Event Description	Title 39 of the South Carolina Code was amended by Act 161 of 1993, Unfair Trade Practices Below Cost Gas Pricing, to prohibit the predatory use of below cost gasoline pricing and allow the administrator to investigate violations. Act 161, limits circumstances in which motor vehicle fuel retailers can sell below their costs and empowers the department to investigate violative predatory pricing.
Starting Month	August
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1995
Event Type	Director term starts
Law Citation	
Significant Event Description	Phil Porter appointed Administrator.
Starting Month	March
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1995
Event Type	Law (statute, proviso, regulation)
Law Citation	1994 Act No. 483
Significant Event Description	Prizes and Gifts Act was enacted by Act 483 of 1994 to create a Chapter 15 to the Consumer Protection Code. The act prohibits the use of representation that the recipient has won a prize or contest when the recipient has any monetary obligation in order to obtain the prize. It also prohibits the use of simulated checks and invoices, as well as the representation that the recipient was "specially selected" if that was not true.
Starting Month	July
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1996
Event Type	Other
Law Citation	
Significant Event Description	Mission statement changed to: Recognizing that the citizens of South Carolina are all consumers, the Department of Consumer Affairs' mission is to protect, educate and represent consumers in a challenging and ever-changing economy.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1996
Event Type	Other
Law Citation	
Significant Event Description	Nikon awarded the Department the Government Award Winner for the National Consumers Week Contest.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1996
Event Type	Major change in funding or funds
Law Citation	
Significant Event Description	
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1997
Event Type	Other
Law Citation	
Significant Event Description	SCDCA's first mission statement established: The Department of Consumer Affairs is responsible for handling consumer complaints, enforcing the South Carolina Consumer Protection Code, representing the public before State and Federal regulatory agencies and enforcing legislation dealing with health spas, loan brokers, pawn shops, rent-to-own businesses, personnel agencies, motor clubs, athletic agents, South Carolina's lemon laws, continuing care retirement communities, staff leasing businesses, and telephone solicitations. It is committed to excellence and quality in its services. To achieve excellence and quality the Department must employ competent and motivated people who seek opportunities and implement innovative ideas. In everything it does, the Department conducts itself with openness, integrity, and respect for the individual and society. The Department will always be responsive to the needs of the consuming public.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1997
Event Type	Other
Law Citation	
Significant Event Description	Office of Insurance Services awarded the Department with Excellence in Communication - In Recognition of Perseverance in the Face of Extreme Adversity
Starting Month	August
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1999
Event Type	Other
Law Citation	
Significant Event Description	National Association of Consumer Credit Administrators awarded the Department an Excellence in Consumer Education for its "Some Facts about Insuring Your Automobile in SC" document with versions for sight and vision impaired car owners.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY1999
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	BellSouth reduced rates for residential and business customers based on a settlement reached with SCDCA and approved by the Public Service Commission.
Starting Month	
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers. Savings would be felt by consumers for 60 months and began January 1, 2000. The reduction amounted to approximately \$33 million per year.
Other Impacts	DOCKET NO. 95-862-C; ORDER NO. 1999-411 . The settlement ended two prior court cases brought by the Consumer Advocate. One dealt with an appeal concerning a rate

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2000
Event Type	Law (statute, proviso, regulation)
Law Citation	2000 Act No. 387
Significant Event Description	Governor James Hodges signed Act 387 of 2000 Part II, Section 82 Motor Vehicle Dealer Closing Fee, into law. The act amends the S.C. Consumer Protection Code to include motor vehicle dealer closing fees. Every motor vehicle dealer charging closing fees on a motor vehicle sales contract must pay a one-time registration fee of \$10 during each state fiscal year to the department. The closing fee must be included in the advertised price of the motor vehicle, disclosed on the sales contract and displayed in a conspicuous location in the motor vehicle dealership.
Starting Month	June
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2000
Event Type	Law (statute, proviso, regulation)
Law Citation	1999 Act No. 66
Significant Event Description	Major amendments made to the consumer credit insurance part of the Code.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2000
Event Type	Other
Law Citation	
Significant Event Description	SC State Library awarded the Department with a Notable Document award for "What Teen Drivers Need to Know About Automobile Insurance & Highway Safety"
Starting Month	March
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2000
Event Type	Other
Law Citation	
Significant Event Description	The Department was the Consumer Education Contest Winner for National Consumer Protection Week
Starting Month	February
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2000
Event Type	Other
Law Citation	
Significant Event Description	National Association of Consumer Credit Administrators awarded the Department an Excellence in Consumer Education for the Department's Online Chat with State Consumer Advocate
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2001
Event Type	Law (statute, proviso, regulation)
Law Citation	2000 Act No. 328
Significant Event Description	Law establishes procedures for a company to offer Prepaid Legal Services including registering with the department and obtaining approval of contracts. The department given authority to investigate consumer complaints and initiate action as authorized by law. Violations are subject to any combination of the following: (1) an administrative order to cease and desist; (2) administrative fines up to five thousand dollars; or (3) revocation or denial of registration.
Starting Month	July
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2001
Event Type	Law (statute, proviso, regulation)
Law Citation	2000 Act No. 400
Significant Event Description	Governor James Hodges signed H4934, which exempts Community Care Retirement Communities that do not charge entrance fees from licensing by the department. Discount Medical Plan Organizations Law was passed.
Starting Month	September
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2002
Event Type	Program/Dept/Division added/removed/changed
Law Citation	
Significant Event Description	Administrator/Consumer Advocate Phil Porter appoints Elliott F. Elam, acting director of the Consumer Advocacy Division and acting deputy consumer advocate.
Starting Month	April
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2002
Event Type	Law (statute, proviso, regulation)
Law Citation	2001 Act No. 82
Significant Event Description	Act 82 of 2001 goes into effect. The act gives the department oversight of Prescription Drug Discount Cards. Requires registration with the department to sell prescription drug discount cards and establishes penalties for violations that includes fines and/or imprisonment.
Starting Month	July
Ending Month	
Agency Performance Impacted	DCA's enforcement authority expanded under the Code; Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2002
Event Type	Major change in funding or funds
Law Citation	2001 Act No. 66
Significant Event Description	SCDCA's state funds reduced by approximately \$240,000. (\$2,129,000 in FY02 vs. 2,388,392 FY01.)
Starting Month	July
Ending Month	June
Agency Performance Impacted	Resulted in SCDCA operating with a budget less than that received in FY91. Forced to operate with a vacancy factor of 27%.
Other Impacts	<p>https://www.scstatehouse.gov/sess114_2001-2002/appropriations2001/tas49.htm</p>

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2003
Event Type	Director term ends
Law Citation	
Significant Event Description	Phil Porter ends term as Administrator.
Starting Month	October
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2003
Event Type	Director term starts
Law Citation	
Significant Event Description	The Commission on Consumer Affairs unanimously appointed Brandolyn Thomas Pinkston acting administrator of the department.
Starting Month	October
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2003
Event Type	Other
Law Citation	
Significant Event Description	Southeastern Association of Area Agencies on Aging awarded the Department with its Outstanding Community Service award.
Starting Month	October
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2003
Event Type	Major change in funding or funds
Law Citation	
Significant Event Description	SCDCA's state funds reduced by approximately \$90,000 (\$2,042,855 in FY03 vs \$2,129,000 in FY02 .)
Starting Month	July
Ending Month	June
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2004
Event Type	Law (statute, proviso, regulation)
Law Citation	2004 Act No. 175
Significant Event Description	S.208 Public Service Commission Reform: The bill institutes new requirements for Public Service Commissioners:. Commissioners must now hold bachelor’s degrees and have expertise in a relevant field such as energy, telecommunications, accounting or law. The election of legislators’ spouses or immediate family is prohibited. New restrictions on lobbying efforts for PSC seats are established. Indirect lobbying is prohibited. It is illegal for anyone to contact legislators on candidates’ behalf before they clear a screening committee. Commissioners must work full-time and abstain from other work during business hours. Former commissioners cannot work for a public utility for at least one year after they leave office. Members will be elected to staggered terms. Rules for ex parte communication are detailed. Imposes penalties and remedies.
Starting Month	March
Ending Month	
Agency Performance Impacted	
Other Impacts	The Department actively participated in many matters before the Public Service Commission from 1978 until the responsibility to intervene in utility rate filings was

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2004
Event Type	Program/Dept/Division added/removed/changed
Law Citation	2004 Act No. 175, Section 3
Significant Event Description	Advocacy intervention in utility rate-making cases was transferred from SCDCA.
Starting Month	March
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2004
Event Type	Director term starts
Law Citation	
Significant Event Description	Brandolyn Thomas Pinkston appointed as Administrator.
Starting Month	April
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2004
Event Type	Law (statute, proviso, regulation)
Law Citation	2003 Act No. 42
Significant Event Description	Governor Mark Sanford signed the South Carolina High Cost and Consumer Loan Act, which protects consumers from unconscionable lenders and loan practices. The law went into effect January 1, 2004.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2004
Event Type	Other
Law Citation	Budget Proviso Section 49.5
Significant Event Description	Budget Proviso Section 49.5 Maximum Rate Notification Fee Increases Authorized an increase in fees charged to registered creditors in South Carolina. The consumer credit grantor notification fee was increased from \$90 per location to \$120 per location, and the maximum rate schedule was increased from \$20 to \$40 per location.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	Budget Proviso Section 49.5 accurate until FY2008-09 when it renumbered to Budget Proviso Section 64.5 and finally deleted in the FY2009-2010 budget.

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2004
Event Type	Law (statute, proviso, regulation)
Law Citation	2004 Act No. 234
Significant Event Description	The time for assessing late charges in consumer loans was amended to conform to federal law. Lenders cannot charge more than one late fee per payment and they cannot use the late fee amount as a basis for charging an additional late fee.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2004
Event Type	Major change in funding or funds
Law Citation	
Significant Event Description	SCDCA's state funds reduced by approximately \$360,000 (\$1,684,427 in FY04 vs \$2,042,855 in FY03 .)
Starting Month	July
Ending Month	June
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2005
Event Type	Law (statute, proviso, regulation)
Law Citation	2005 Act No. 7
Significant Event Description	Licensing of Mortgage Loan Originators goes into effect: Amends the existing law relating to the licensing and registration of mortgage brokers. The word "loan" was removed from the title (from Mortgage Loan Broker to Mortgage Broker).
Starting Month	January
Ending Month	
Agency Performance Impacted	
Other Impacts	Law came on the heels of predatory lending crisis and South Carolina taking the top spot nationally in 2001 for mortgage fraud. It also follows an effort undertaken by the

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2005
Event Type	Law (statute, proviso, regulation)
Law Citation	2005 Act No. 160
Significant Event Description	Act 160 provides for limitations on the sale of cosmetic contact lenses.
Starting Month	June
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2005
Event Type	Law (statute, proviso, regulation)
Law Citation	2004 Act No. 686
Significant Event Description	Governor Mark Sanford signed Senate Bill 686, the Property and Casualty Insurance Personal Lines Modernization Act, into law.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS
SIGNIFICANT EVENTS

Fiscal Year of Event	FY2005
Event Type	Other
Law Citation	
Significant Event Description	Brandolyn Thomas Pinkston appoints Elliott F. Elam consumer advocate.
Starting Month	November
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2005
Event Type	Law (statute, proviso, regulation)
Law Citation	Budget Proviso Section 49.2
Significant Event Description	Athletic Agents: The department retains oversight responsibility for athletic agents.
Starting Month	November
Ending Month	
Agency Performance Impacted	
Other Impacts	Budget Proviso Section 49.2 accurate until FY2008-09 when it renumbered to Budget Proviso Section 64.2 and since FY2013-2014 Budget when it was renumbered to Section

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2005
Event Type	Other
Law Citation	
Significant Event Description	National Association of Consumer Credit Administrators awarded the Department as Agency of the Year for setting the standard for service, access, success & progress.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2005
Event Type	Other
Law Citation	
Significant Event Description	SCDCA named Agency of the Year by the National Association of Consumer Agency Administrators.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2005
Event Type	Other
Law Citation	
Significant Event Description	SCDCA provides first webinar. Topic was the Financial Identity Fraud and Identity Theft Protection Act. Over 300 people participated.
Starting Month	
Ending Month	
Agency Performance Impacted	Increased efficiency in offering and/or providing of services.
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2005
Event Type	Major change in funding or funds
Law Citation	
Significant Event Description	SCDCA's state funds reduced by approximately \$200,000 (\$1,482,160 in FY05 vs. \$1,684,427 in FY04 .)
Starting Month	July
Ending Month	June
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2006
Event Type	Law (statute, proviso, regulation)
Law Citation	2005 Act No. 2
Significant Event Description	<p>The Gift Card bill was signed into law, stipulating expiration dates, and clarifying fees, terms and conditions. Merchants must disclose the terms and conditions of the cards.. It is illegal to sell a gift card that expires in less than one year unless the expiration date is printed on the card in capital letters in 10-POINT FONT. If the gift certificate fails to clearly state the expiration date as required, it is automatically valid for one year. Any other conditions such as declining values or extra fees must be printed on the card, its envelope or other covering. If it is not clearly marked, no fees may be charged.</p>
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2006
Event Type	Law (statute, proviso, regulation)
Law Citation	2005 Act No. 128
Significant Event Description	Act 128, moved SCDC administrative hearings over to the Administrative Law Court.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2006
Event Type	Law (statute, proviso, regulation)
Law Citation	2005 Act No. 111
Significant Event Description	Consumer Credit Counseling Act was passed.
Starting Month	December
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2006
Event Type	Other
Law Citation	
Significant Event Description	SCDCA organizes Coalition Against/ Task Force on Fraud, partnering with the FBI, U.S. Secret Service, U.S. Attorney's Office, SC Attorney General, Sheriff's Association, State Law Enforcement Division, Police Chief's Association.
Starting Month	March
Ending Month	
Agency Performance Impacted	SCDCA launches Fraud Alert periodic publication with information on latest fraud, enforcement actions and tips from partnering agencies/associations.
Other Impacts	DCA ceased producing the Fraud Alert in FY2009 after sever budget cuts.

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2007
Event Type	Other
Law Citation	
Significant Event Description	National Association of Consumer Credit Administrators awarded the Department with the Accepting the Challenge of Excellence award for the Department's Consumer Alert.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS
SIGNIFICANT EVENTS

Fiscal Year of Event	FY2007
Event Type	Other
Law Citation	
Significant Event Description	SCDCA partnered with South Carolina Business One-Stop (SCBOS) to launch four of its business registration forms as web-based business applications.
Starting Month	June
Ending Month	
Agency Performance Impacted	Increased efficiency in offering and/or providing of services. First time services were offered in "real-time" allowing 24/7 access for businesses and streamlining agency work processes.
Other Impacts	<p style="text-align: center;">https://scbos.sc.gov/</p>

DEPARTMENT OF CONSUMER AFFAIRS
SIGNIFICANT EVENTS

Fiscal Year of Event	FY2008
Event Type	Other
Law Citation	
Significant Event Description	SCDCA launched it's YouTube page.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2008
Event Type	Other
Law Citation	
Significant Event Description	National Association of Consumer Credit Administrators awarded the Department with the Accepting the Challenge of Excellence award for An Outstanding Comprehensive Program of Consumer Education, Legislation & Enforcement
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2008
Event Type	Other
Law Citation	
Significant Event Description	The SC Press Association awarded the Department 1st Place for its Public Relations Campaign
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2008
Event Type	Other
Law Citation	
Significant Event Description	The SC Press Association awarded the Department 1st Place for Innovative Concepts
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2008
Event Type	Other
Law Citation	
Significant Event Description	The SC Press Association awarded the Department 1st Place for Event Marketing
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2008
Event Type	Other
Law Citation	
Significant Event Description	SCDCA and South Carolina Attorney General launch state's first Mortgage Fraud Hotline to combat growing problem in South Carolina.
Starting Month	June
Ending Month	
Agency Performance Impacted	Staff provided needed educational information and assistance to consumers and referred several calls to appropriate state and federal agencies, credit counselors, and other organizations specializing in legal assistance
Other Impacts	<p>In 2001, SC was ranked #1 in amount of mortgage fraud nationwide. After our FY2009 reduction in force, the hotline was paused. It was relaunched in April 2010 with the</p>

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2008
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	Saved businesses that buy workers' compensation insurance roughly \$132 million per year as a result of involvement in the filings of the National Council on Compensation insurance.
Starting Month	
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2009
Event Type	Law (statute, proviso, regulation)
Law Citation	2009 Act No. 70
Significant Event Description	Act 70 transferred regulatory authority over preneed funeral contracts to SCDCA.
Starting Month	July
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2009
Event Type	Law (statute, proviso, regulation)
Law Citation	2008 Act No. 190
Significant Event Description	The Financial Identity Fraud and Identity Theft Protection Act was passed.
Starting Month	December
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2009
Event Type	Other
Law Citation	
Significant Event Description	SCDCA launched it's Twitter and Facebook pages.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2009
Event Type	Other
Law Citation	
Significant Event Description	Prevention Partners Healthy Worksite inducted the Department into its Hall of Fame for Contributions to Worksite Health & Wellness
Starting Month	February
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2010
Event Type	Other
Law Citation	
Significant Event Description	Provided a major overhaul of regulation of mortgage brokers and new oversight of mortgage lenders.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2010
Event Type	Other
Law Citation	
Significant Event Description	BBB Central SC & Charleston awarded the Department for Outstanding Service to SC Consumers
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2010
Event Type	Major change in funding or funds
Law Citation	
Significant Event Description	Reduction in general fund budget and other funds due to the mortgage crisis led to the agency implementing a 40% reduction in force and voluntary 15-day furlough. Reduction in force.
Starting Month	July
Ending Month	June
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2010
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	SCDCA recovered over \$2,500,000 in credit counseling refunds from unlicensed entities in FY2010. The largest single refund came from a California debt settlement company : \$839,000 to 363 consumers.
Starting Month	March
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	<p>https://consumer.sc.gov/sites/consumer/files/Documents/News/2010/10013.pdf</p>

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2011
Event Type	Law (statute, proviso, regulation)
Law Citation	2010 Act No. 172
Significant Event Description	New statute setting forth advertising laws for motor vehicle sales and leases.
Starting Month	January
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2011
Event Type	Director term starts
Law Citation	
Significant Event Description	Carri Grube Lybarker named as Acting Administrator.
Starting Month	February
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2011
Event Type	Director term ends
Law Citation	
Significant Event Description	Brandolyn Thomas Pinkston ends term as administrator.
Starting Month	February
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2011
Event Type	Other
Law Citation	
Significant Event Description	SC State Library awarded the Department with a Notable Document award for its Consumer Alert
Starting Month	March
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2011
Event Type	Major change in funding or funds
Law Citation	
Significant Event Description	Agency General Fund reduction from \$1,641, 852 in FY10 to \$623,117 in FY2011. Other funds also decreased from \$3,551,102 in FY2010 to \$2,942,367 in FY2011.
Starting Month	June
Ending Month	July
Agency Performance Impacted	Ceased providing certain services and turned in leased vehicles. Did not fill vacant positions and staff furloughed 14 days.
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2012
Event Type	Director term starts
Law Citation	
Significant Event Description	Carri Grube Lybarker named as Administrator.
Starting Month	October
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2012
Event Type	Major change in funding or funds
Law Citation	
Significant Event Description	Agency General Fund reduction from \$ \$623,117 in FY2011 to \$565,746 in FY2012. Other funds also decreased from \$2,942,367 in FY2011 to \$2,490,041 in FY2012
Starting Month	June
Ending Month	July
Agency Performance Impacted	Inability to hire needed staff or appropriately compensate those whose job responsibilities have grown. Maintained vacancies.
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2013
Event Type	Program/Dept/Division added/removed/changed
Law Citation	
Significant Event Description	Identity Theft Unit launched
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2014
Event Type	Director term ends
Law Citation	
Significant Event Description	Elliott Elam ends term as Consumer Advocate on 6/30/2014.
Starting Month	
Ending Month	June
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2014
Event Type	Other
Law Citation	
Significant Event Description	International Association of Business Communicators awarded the Department with its Award of Merit Government Communication Program for "Having Trouble Paying Your Mortgage"
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2014
Event Type	Other
Law Citation	
Significant Event Description	International Association of Business Communicators awarded the Department with its Customer Relations award for the Department's Online Complaint Database
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS
SIGNIFICANT EVENTS

Fiscal Year of Event	FY2014
Event Type	Other
Law Citation	
Significant Event Description	International Association of Business Communicators awarded the Department with its Publication award for its "Identity Theft: What You Need to Do" publication.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2014
Event Type	Other
Law Citation	
Significant Event Description	The Department received a Digital Government Achievement award for its Online Complaint System
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2014
Event Type	Director term ends
Law Citation	
Significant Event Description	Elliott Elam ends term as Consumer Advocate on 6/30/2014.
Starting Month	
Ending Month	June
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2015
Event Type	Law (statute, proviso, regulation)
Law Citation	2015 Act No. 31
Significant Event Description	Guaranteed Asset Protection Waiver
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2015
Event Type	Director term starts
Law Citation	
Significant Event Description	Carri Grube Lybarker assumes role of Consumer Advocate.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2015
Event Type	Other
Law Citation	
Significant Event Description	SC State Library awarded the Department with a Notable Document award for its Identity Theft: What You Need to Know publication.
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2015
Event Type	Director term starts
Law Citation	
Significant Event Description	Carri Grube Lybarker assumes role of Consumer Advocate.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2015
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	<p>In 2012, SCDCA made its first criminal referral under its enforcement of the Preneed Funeral Statute. Hubert Norton closed his funeral home and took over \$91,000 from consumers who prepaid for their funerals. Norton was indicted on 106 counts. He pled guilty and received a 20 year sentence, suspended to 18 months, and required to pay restitution. The Chesterfield County Fourth Circuit Solicitor's office, SCDCA and the Cheraw Police Department worked together on the case.</p>
Starting Month	September
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	<p>https://consumer.sc.gov/sites/consumer/files/Documents/Business%20Resources%20Laws/Regulatory/Preneed%20Funeral%20Contracts/Norton%20Update.pdf</p>

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2016
Event Type	Law (statute, proviso, regulation)
Law Citation	2016 Act No. 262
Significant Event Description	Significant changes to Pawnbroker Act
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2016
Event Type	Law (statute, proviso, regulation)
Law Citation	2016 Act No. 231
Significant Event Description	Motor Vehicle Dealer closing fee statute amended.
Starting Month	June
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2017
Event Type	Law (statute, proviso, regulation)
Law Citation	2017 Act No. 90
Significant Event Description	Vacation Time Sharing Plans law amended.
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2017
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	The South Carolina Department of Consumer Affairs and South Carolina State Board of Financial Institutions Consumer Finance Division finalized a \$9.65 million settlement agreement with CashCall, Inc. an internet based lender. This comprehensive settlement affects over 8,300 loans entered into by South Carolina consumers ranging from \$700-\$10,000 with interest rates from 90%-355%. The agencies alleged violations of various South Carolina consumer lending laws, including charging fees in excess of what state law permits. This settlement pertained to high interest loans CashCall, Inc. purchased from Western Sky Financial.
Starting Month	November
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2017
Event Type	Other
Law Citation	
Significant Event Description	Equal Employment Opportunity Forum award: SCDCa achieved 100% Goal for Affirmative Action
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2017
Event Type	Other
Law Citation	
Significant Event Description	SC Human Affairs Commission awarded the Department for Achieving Top Ten Status - Demonstrating Equal Employment Opportunity
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2018
Event Type	Law (statute, proviso, regulation)
Law Citation	2018 Act No. 218
Significant Event Description	South Carolina Telephone Privacy Protection Act
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2018
Event Type	Law (statute, proviso, regulation)
Law Citation	2018 Act No. 162
Significant Event Description	Trade Practices Targeting Vulnerable Adults
Starting Month	May
Ending Month	
Agency Performance Impacted	Additional responsibilities and duties bestowed upon agency
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2018
Event Type	Law (statute, proviso, regulation)
Law Citation	Doc. 4625
Significant Event Description	Significant cleanup of CCRC regulation 28-600
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2018
Event Type	Law (statute, proviso, regulation)
Law Citation	Doc. 4624
Significant Event Description	Significant cleanup of PEO regulation 28-1000
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2018
Event Type	Law (statute, proviso, regulation)
Law Citation	2018 Act No. 245
Significant Event Description	The South Carolina Homeowner's Association Act was passed into law in May 2018. The act requires a seller to disclose when a home is governed by a Homeowners Association, gives Magistrate's Court jurisdiction over Homeowners Associations monetary disputes, and imposes certain requirements upon SCDCA.
Starting Month	May
Ending Month	June
Agency Performance Impacted	The Act requires SCDCA to collect specific data through our complaint process to be shared with the Governor and the General Assembly in an annual report. The complaint data collected is also made available on SCDCA's website.
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2018
Event Type	Other
Law Citation	
Significant Event Description	In 2018, complaints received by the South Carolina Department of Consumer Affairs (SCDCA) helped lead to a federal indictment. A Grand Jury indicted the founders of Kingdom Connected Investments, LLC (KCI), on one count of mail fraud and one count of equity skimming. The indictment accuses Michael J. Roush and Dana Q. Roush of defrauding consumers through foreclosure rescue and rent-to-own scams. In total, the couple allegedly obtained over one million dollars through their scheme.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2018
Event Type	Other
Law Citation	
Significant Event Description	SC State Library awarded the Department with a Notable Document award for its Consumer Alert: Holiday Shopping Edition publication.
Starting Month	March
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2018
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	A joint effort with the South Carolina State Board of Financial Institutions Consumer Finance Division (BOFI-CFD), the settlement resolves an enforcement action resulting from the identification of numerous deficiencies with the company's escrow practices. These issues were identified during a multi-state examination and seen in consumer complaints filed with SCDCA and BOFI-CFD.
Starting Month	September
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	<p>https://consumer.sc.gov/sites/consumer/files/Documents/News/2017/17025.pdf</p>

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2019
Event Type	Law (statute, proviso, regulation)
Law Citation	2019 Act No. 66
Significant Event Description	Vacation Time Sharing Plans law amended.
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2019
Event Type	Other
Law Citation	
Significant Event Description	Launched "Project Vector" as a part of our technology and information security initiatives. The project encompasses an internal review of data collected to ascertain the consistency in collection, need and use of data collected by DCA in day to day operations and to aid other Divisions in vision fulfillment.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2019
Event Type	Other
Law Citation	
Significant Event Description	<p>The South Carolina Department of Consumer Affairs partnered with the Lieutenant Governor's Office on Aging to distribute SCDCA's scam guide, "Ditch the Pitch," to an estimated 9,000 consumers statewide who are served by the Office on Aging's home delivered meal program. This outreach is a collective effort to educate elderly consumers, a demographic often exploited by fraudsters. "Ditch the Pitch" addresses common scams, how to avoid them and what to do if a consumer does reveal sensitive information to a scammer. The outreach effort was focuses on arming South Carolinians with the tools they need to beware of fraudsters' schemes and warn their friends and family.</p>
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2019
Event Type	Law (statute, proviso, regulation)
Law Citation	2018 Act No. 258
Significant Event Description	Act 258 restored SCDCa ability to intervene in matters before the Public Service Commission to represent the “consumer interest”.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	The Department actively participated in many matters before the Public Service Commission from 1978 until the responsibility to intervene in utility rate filings was

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2019
Event Type	Law (statute, proviso, regulation)
Law Citation	2018 Act No. 258
Significant Event Description	Act 258 restored SCDCa ability to intervene in matters before the Public Service Commission to represent the “consumer interest”.
Starting Month	July
Ending Month	
Agency Performance Impacted	
Other Impacts	The Department actively participated in many matters before the Public Service Commission from 1978 until the responsibility to intervene in utility rate filings was

DEPARTMENT OF CONSUMER AFFAIRS
SIGNIFICANT EVENTS

Fiscal Year of Event	FY2020
Event Type	Law (statute, proviso, regulation)
Law Citation	Doc. 4811
Significant Event Description	Reg. 28-55 re Employee's Revocable Authorization of a Deduction of Earnings
Starting Month	May
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2020
Event Type	Other
Law Citation	
Significant Event Description	SCDCA's publication "COVID-19 Spotlight: How to Spot a Scammer" won a SC State Library 2020 Notable State Document Award.
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	Link to publication.

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2020
Event Type	Court Decision/Settlement
Law Citation	SCPSC Docket No 2019-290-WS
Significant Event Description	Blue Granite Water Company rate case
Starting Month	October
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	<p>This is the first utility case SCDCA intervened in under its restored statutory authority to do so.</p> <p>SCPSC Docket No 2019-290-WS. The Blue Granite hearing concluded during FY20 and resulted in the PSC adopting DCA's return on equity recommendation, ultimately</p>

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2021
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	SCDCA finalized a settlement with South Carolina attorneys Candy Kern and Howard Sutter III and their affiliated company Upstate Law Group, LLC (ULG). A joint effort with the Consumer Financial Protection Bureau (Bureau) and the Arkansas Attorney General's Office (AKAG), the settlement ended an enforcement action spanning more than two years and required the defendants to, among other actions, refund \$725 thousand to consumers. More than one thousand consumers nationwide entered contracts affected by the settlement.
Starting Month	January
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2021
Event Type	Court Decision/Settlement
Law Citation	Appellate Case No. 2020-001283
Significant Event Description	Blue Granite Water Company appeal to the SC Supreme Court
Starting Month	July
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	In FY21, Blue Granite appealed the Public Service Commission's April 2020 decision, and in the meantime attempted to raise rates by securing a bond that would

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2021
Event Type	Court Decision/Settlement
Law Citation	SCPSC Docket No 2020-125-E
Significant Event Description	Dominion Energy South Carolina electric rate case
Starting Month	
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	In FY21, the Department intervened in the Dominion Energy South Carolina rate case. Facing the same concern regarding the impact of a rate increase during a pandemic as

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2021
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	Blue Granite Water Company appeal to the SC Supreme Court
Starting Month	July
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	Appellate Case No. 2020-001283. In FY21, Blue Granite appealed the Public Service Commission's April 2020 decision, and in the meantime attempted to raise rates by

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2021
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	Dominion Energy South Carolina electric rate case
Starting Month	January
Ending Month	July
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	SCPSC Docket No 2020-125-E. In FY21, the Department intervened in the Dominion Energy South Carolina rate case. Facing the same concern regarding the impact of a rate

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2021
Event Type	Court Decision/Settlement
Law Citation	
Significant Event Description	Mr. Cooper was being investigated for multiple residential mortgage origination and servicing-related violations of state and federal laws stemming from regulator compliance reviews that began in 2014. A joint effort with the South Carolina State Board of Financial Institutions Consumer Finance Division (BOFI-CFD), and in coordination with state and federal government partners, the settlement closed the multiyear investigation of one of the largest mortgage servicers in the nation.
Starting Month	December
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers. \$850,000 for 1,082 South Carolina borrowers.
Other Impacts	Additional regulatory oversight of the company included in settlement provisions. https://consumer.sc.gov/news/2020-12/department-consumer-affairs-joins-state-and-federal-partners-settling-investigation

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2022
Event Type	Other
Law Citation	
Significant Event Description	DCA experienced a turnover rate of 21.43% during FY22. The Legal Division was hardest hit with 22.7% of staff leaving the agency that year.
Starting Month	July
Ending Month	June
Agency Performance Impacted	Number of enforcement actions, Percentage of preneed database platform operational, Legal Division Return on Investment
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2023
Event Type	Other
Law Citation	
Significant Event Description	SC State Library awarded the Department with a Notable Document award for the Department's website: consumer.sc.gov .
Starting Month	
Ending Month	
Agency Performance Impacted	
Other Impacts	

DEPARTMENT OF CONSUMER AFFAIRS

SIGNIFICANT EVENTS

Fiscal Year of Event	FY2023
Event Type	Court Decision/Settlement
Law Citation	SCPSC Docket No 2022-89-G
Significant Event Description	Piedmont Natural Gas Company rate case
Starting Month	
Ending Month	
Agency Performance Impacted	Credits, refunds or adjustments garnered for consumers.
Other Impacts	First natural gas rate case at PSC since 2005. DCA agreed with other parties to settle all issues with exception of Return on Equity and Capital Structure. DCA was the only

Performance Measures

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 1

First year PM was tracked: 1993

Number of enforcement actions

	Target	Actual
2019	N/A	406
2020	>400	440
2021	400	366
2022	400	281
2023	400	

Value Type	Count
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	0
Data Source	Progress Reports (monthly) & Attorney Logs (daily), includes auto advertising letters
Data Location	Agency Drive; Legal Division Access Database
Stakeholder Need	Fair, honest, and level credit marketplace
Stakeholder Referenced	Consumers and regulated industries
Investment in Achieving Metric	0300.000000.000
Targets Not Met in FY 2022 Explanation	DCA endured significant staff turnover in the Legal Division during FY22, impacting all areas, including enforcement activity. This includes an attorney vacancy that has been extremely difficult to fill. Staff also focused resources on an industry wid

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 2

First year PM was tracked: 2017

Perform compliance reviews of at least 25% of regulated entities (company level)(100% by FY23)

	Target	Actual
2019	0.25	0.26
2020	0.25	0.17
2021	0.25	0.25
2022	0.25	0.24
2023	0.25	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Investigator activities / number of licensees subject to enforcement activity
Data Source	Progress Reports, updated monthly
Data Location	Agency Drive
Stakeholder Need	Compliance with laws and consumer protection
Stakeholder Referenced	Consumers and regulated industries
Investment in Achieving Metric	0300.000000.000
Targets Not Met in FY 2022 Explanation	DCA endured significant staff turnover, including in licensing staff. To compensate, a shift from assisting in compliance reviews to processing filings was made. Further, staff also focused resources on a specific, industry- wide enforcement effort duri

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 3

First year PM was tracked: 2019

Legal Division Return on Investment

	Target	Actual
2019	>50%	0.23
2020	0	41% (-)
2021	0	0.57
2022	0	
2023	0	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Amount of credits, refunds and adjustments received through enforcement actions and complaint mediation deducted from budget for the Legal Division. Divide difference by fund allocation.
Data Source	Employee logs, updated as needed
Data Location	Agency Drive; Legal Division Access Database
Stakeholder Need	Efficient use of funds
Stakeholder Referenced	SC taxpayers, consumers and regulated industries
Investment in Achieving Metric	0300.000000.000; 0100.000000.000
Targets Not Met in FY 2022 Explanation	While legal staff procured nearly \$1m in consumer credits refunds and adjustments, we did not meet our goal. The amount fluctuates from year to year due to the unpredictability in forecasting results of enforcement actions and complaint resolutions due to

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 4

First year PM was tracked: 2018

Resolve complaints through mediation in an average 30 days or less

	Target	Actual
2019	25	32
2020	30	31
2021	30	34
2022	30	24
2023	30	

Value Type	Ratio
Actual to Target Desire	equal to or less than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Add number of days from when a complaint is open to when it is closed. Add all days for each complaint. Divide the total number of days by the total number of complaints with an open and closed status given during the fiscal year.
Data Source	Complaint Database, updated daily
Data Location	SC.GOV
Stakeholder Need	Fast complaint turnaround time
Stakeholder Referenced	Businesses and consumers involved in complaint process
Investment in Achieving Metric	0507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 5

First year PM was tracked: 2018

Percentage of complaints closed

	Target	Actual
2019	1	1.01
2020	1	0.92
2021	1	1.02
2022	1	0.924
2023	0.95	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of complaints closed during fiscal year/ number of open complaints (those carried over from prior year + those filed during fiscal year).
Data Source	Complaint Database, updated daily
Data Location	SC.GOV
Stakeholder Need	Efficient processing of complaints
Stakeholder Referenced	Businesses and consumers involved in complaint process; SCDCA staff
Investment in Achieving Metric	0507.000000.000
Targets Not Met in FY 2022 Explanation	DCA continued to see an uptick in the number of complaints filed. The Consumer Services Division assigned 159 more complaints in FY22 ac compared to the prior FY. Twenty-nine of this came in June 2022. We will be revising the goal to take the June compl

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 6

First year PM was tracked: 2018

Percentage of complaints closed unsatisfied

	Target	Actual
2019	0.1	0.17
2020	0.15	0.15
2021	0.15	0.17
2022	0.15	0.18
2023	0.15	

Value Type	Percent
Actual to Target Desire	equal to or less than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of complaints closed unsatisfied / total number of complaints closed
Data Source	Complaint Database, updated daily
Data Location	SC.GOV
Stakeholder Need	DCA staff to work towards satisfactory complaint resolution (i.e.: adequate business response and/or consumer satisfied)
Stakeholder Referenced	Businesses and consumers involved in complaint process; SCDCA staff
Investment in Achieving Metric	0507.000000.000
Targets Not Met in FY 2022 Explanation	DCA has seen an increase up Homeowners Association (HOA) complaints. Calendar year 2021 saw an uptick of 37%. DCA solely has the ability to engage in voluntary mediation of such complaints. Due to DCA's inability to administer or enforce state requirem

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 7

First year PM was tracked: 2020

Consumer Services Division Return on Investment

	Target	Actual
2019	N/A	N/A
2020	0	0.45
2021	0	0.36
2022	0	0.22
2023	0	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Amount of credits, refunds and adjustments received through voluntary mediation compared deducted from budget for the Consumer Services Division. Divide difference by fund allocation.
Data Source	Progress Reports, updated monthly
Data Location	Agency Drive
Stakeholder Need	Efficient use of funds
Stakeholder Referenced	SC taxpayers; Businesses and consumers involved in complaint process
Investment in Achieving Metric	0507.000000.000; 0100.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 8

First year PM was tracked: 2022

Process Identity Theft Reports within two business days of receipt

	Target	Actual
2019	N/A	N/A
2020	N/A	N/A
2021		
2022	0.95	0.98
2023	0.95	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of reports processed within 2 business days of receipt/ total number of reports received
Data Source	IDTU Database, updated daily
Data Location	DTO; Agency drive
Stakeholder Need	Fast turnaround time, getting help needed/ path forward
Stakeholder Referenced	SC Identity Theft victims
Investment in Achieving Metric	2507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 9

First year PM was tracked: 2023

Complete statutory reviews of insurance ratemaking filings within 30 business days or less

	Target	Actual
2019	N/A	N/A
2020	N/A	N/A
2021		
2022		
2023	0.3	

Value Type	Ratio
Actual to Target Desire	Equal to or less than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Add number of business days from when a filing falling in DCA's jurisdiction is received to when statutory review is completed. Add all days for each filing. Divide the total number of days by the total number of filings with an pending and closed statu
Data Source	Progress Reports, updated monthly
Data Location	Agency Drive
Stakeholder Need	Prevent unfair increases in insurance rates; Ensure efficient processing.
Stakeholder Referenced	SC consumers paying for homeowner's (property and casualty) or worker's compensation insurance policies; Dept. of Insurance.
Investment in Achieving Metric	1506.000000.000
Targets Not Met in FY 2022 Explanation	

Comments: In FY23 this measure replaces 1.3.1 Percentage of full reviews conducted of insurance rate filings received

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 10

First year PM was tracked: 2020

Percentage of full reviews conducted of insurance rate filings received

	Target	Actual
2019	N/A	N/A
2020	0.1	0.148
2021	0.1	0.21
2022	0.1	0.02
2023		

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of filings receiving full reviews divided by total number of filings received.
Data Source	Progress Reports, updated monthly
Data Location	Agency Drive
Stakeholder Need	Prevent unfair increases in insurance rates
Stakeholder Referenced	SC consumers paying for homeowner's (property and casualty) or worker's compensation insurance policies
Investment in Achieving Metric	1506.000000.000
Targets Not Met in FY 2022 Explanation	DCA has limited jurisdiction in the type of insurance ratemaking the agency may intervene in. We revised internal procedures for our review of filings to ensure our resources are focused solely on changes falling within the statutory parameters, which con

Comments: This Performance measure was replaced with a new measure for FY23.

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 11

First year PM was tracked: 2020

Advocacy Division Return on Investment

	Target	Actual
2019	N/A	N/A
2020	0	4.86
2021	0	30.49
2022	0	2.81
2023	0	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Amount of savings through advocacy actions deducted from budget for the Advocacy Division. Divide difference by fund allocation, then multiply by 100.
Data Source	Progress Reports, updated monthly; Insurance or utility filings compared to Department recommendations and final outcomes.
Data Location	Advocacy Access Database; Agency Drive
Stakeholder Need	Adequate representation of consumer interest in utility ratemaking
Stakeholder Referenced	SC residential utility customers
Investment in Achieving Metric	1506.000000.000; 0100.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 12

First year PM was tracked: 2016

Percentage of comments provided by the deadline set by regulatory agencies proposing new or changed rules

	Target	Actual
2019	1	1
2020	1	1
2021	1	1
2022	1	1
2023	1	

Value Type	Percent
Actual to Target Desire	Equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Percent of comments provided by the deadline / total number of proposed new or changed rules identified for comment
Data Source	Progress Reports, updated monthly
Data Location	Agency Drive
Stakeholder Need	Adequate representation of consumer interest in rulemaking processes
Stakeholder Referenced	SC consumers; state/federal agency issuing the rulemaking
Investment in Achieving Metric	1506.000000.000; 0100.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 13

First year PM was tracked: 2015

Total percentage of online filings made through CALAS (online regulatory filing system)

	Target	Actual
2019	0.75	0.85
2020	>85%	0.87
2021	0.85	0.89
2022	0.85	0.895
2023	0.85	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Divide number of online filings by total number of paper and online filings.
Data Source	Progress Reports, updated monthly; Licensing database, updated daily
Data Location	Agency Drive; DTO
Stakeholder Need	Faster processing of required filings
Stakeholder Referenced	Regulated businesses; consumers seeking services from regulated businesses; DCA staff
Investment in Achieving Metric	0300.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 14

First year PM was tracked: 2022

Issue at least 95% of licenses within 30 days of receipt of complete application.

	Target	Actual
2019	N/A	N/A
2020	N/A	N/A
2021		
2022	0.95	0.96
2023	0.95	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of licenses issued within 30 days of application / total number of licenses issued
Data Source	Progress Reports, updated monthly; Licensing database, updated daily
Data Location	Agency Drive; DTO
Stakeholder Need	Faster processing of required filings
Stakeholder Referenced	Regulated businesses; consumers seeking services from regulated businesses; DCA staff
Investment in Achieving Metric	0300.000000.000; 0100.000000.000
Targets Not Met in FY 2022 Explanation	

Comments: In FY22 this measure replaces 2.1.2 Issue at least 95% of licenses within 30 days of receipt of complete application.

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 15

First year PM was tracked: 2019

Percentage of licenses issued within 30 days of receipt of complete application (95% by FY21)

	Target	Actual
2019	0.95	0.95
2020	0.95	0.89
2021	0.95	0.96
2022		
2023		

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of licenses issued within 30 days of application / total number of licenses issued
Data Source	Progress Reports, updated monthly; Licensing database, updated daily
Data Location	Agency Drive; DTO
Stakeholder Need	Faster processing of required filings
Stakeholder Referenced	Regulated businesses; consumers seeking services from regulated businesses; DCA staff
Investment in Achieving Metric	0300.000000.000; 0100.000000.000
Targets Not Met in FY 2022 Explanation	

Comments: This Performance measure was replaced with an new measure for FY22.

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 16

First year PM was tracked: 2020

Maintain at least 70% of applicants submitting payments with application online

	Target	Actual
2019	N/A	N/A
2020	0.7	0.74
2021	0.7	0.82
2022	0.75	0.85
2023	0.75	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of applicants submitting online / total number of applicants submitted by any and all methods
Data Source	Progress Reports, updated monthly; Licensing database, updated daily
Data Location	Agency Drive; DTO
Stakeholder Need	Faster processing of required fees
Stakeholder Referenced	Regulated businesses; DCA staff
Investment in Achieving Metric	0300.000000.000; 0100.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 17

First year PM was tracked: 2020

Receive 1 or less deficiencies as a result of State Audit of financial activities (revenue & disbursements)

	Target	Actual
2019	N/A	N/A
2020	1	0
2021	1	0
2022	1	0
2023	1	

Value Type	Count
Actual to Target Desire	equal to or less than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of deficiencies
Data Source	State Auditor's Report
Data Location	Online
Stakeholder Need	DCA compliance with state financial accounting laws
Stakeholder Referenced	State employees overseeing implementation of accounting laws; SC residents
Investment in Achieving Metric	0300.000000.000; 0100.000000.000;
Targets Not Met in FY 2022 Explanation	1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 18

First year PM was tracked: 2016

Percentage of DCA proposed regulations that became law during two year legislative cycle

	Target	Actual
2019	1	1
2020	1	0
2021	1	1
2022	1	1
2023		

Value Type	Percent
Actual to Target Desire	Maintain
Time Applicable	Other
Calculation Method	Number of proposed regulations / number of final regulations that became law during the session
Data Source	Progress Reports, updated monthly
Data Location	Agency Drive
Stakeholder Need	Timely, proper business guidance and consumer protections
Stakeholder Referenced	Consumers and regulated industries; General Assembly
Investment in Achieving Metric	0300.000000.000; 0100.000000.000; 1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 19

First year PM was tracked: 2018

Percentage of 5 year Regulations Review Completed (by FY24)

	Target	Actual
2019	0.2	0.2
2020	0.4	0.4
2021	0.6	0.6
2022	0.8	0.8
2023	1	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of regulations reviewed/ number of regulations set for review
Data Source	Division Reports, monthly
Data Location	Agency Drive
Stakeholder Need	Timely, proper business guidance
Stakeholder Referenced	Consumers and regulated industries; General Assembly
Investment in Achieving Metric	0300.000000.000; 0100.000000.000; 1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 20

First year PM was tracked: 2022

Give at least 125 presentations.

	Target	Actual
2019	N/A	N/A
2020	N/A	N/A
2021		
2022	125	153
2023	125	

Value Type	Count
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of presentations given
Data Source	Division Reports, monthly
Data Location	Public Information Excel Spreadsheet; Agency Drive
Stakeholder Need	Education on rights and responsibilities under consumer protection laws
Stakeholder Referenced	Consumers and applicable industries
Investment in Achieving Metric	0300.000000.000; 0100.000000.000;
Targets Not Met in FY 2022 Explanation	1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000

Comments: In FY22 this measurement replaced 3.1.1 Receive at least 100 presentation requests

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 21

First year PM was tracked: 2020

Receive at least 100 presentation requests

	Target	Actual
2019	N/A	N/A
2020	100	183
2021	100	107
2022		
2023		

Value Type	Count
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of requests
Data Source	Division Reports, monthly
Data Location	Public Information Excel Spreadsheet; Agency Drive
Stakeholder Need	Education on rights and responsibilities under consumer protection laws
Stakeholder Referenced	Consumers and applicable industries
Investment in Achieving Metric	0300.000000.000; 0100.000000.000; 1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments: This Performance measure was replaced with an new measure for FY22.

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 22

First year PM was tracked: 2020

Customer satisfaction rating for presentations

	Target	Actual
2019	N/A	N/A
2020	N/A	N/A
2021		
2022	4	4.7
2023	4.25	

Value Type	Rank
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Average "stars" given in response to survey question on overall satisfaction with DCA presentation. Customer may choose 1-5, 5 being exceptional.
Data Source	Survey monkey analytics, monthly
Data Location	Online; Agency Drive
Stakeholder Need	Relevant presentations meeting customer expectations
Stakeholder Referenced	Audience of presentations
Investment in Achieving Metric	0300.000000.000; 0100.000000.000;
Targets Not Met in FY 2022 Explanation	1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000

Comments: In FY22 this measurement replaced 3.1.2 Maintain a cold call presentation booking rate of at least 10%

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 23

First year PM was tracked: 2021

Maintain a cold call presentation booking rate of at least 10%

	Target	Actual
2019	N/A	N/A
2020	N/A	N/A
2021	0.1	0.03
2022		
2023		

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of presentations booked after cold call divided by number of cold calls made.
Data Source	Division Reports, updated monthly
Data Location	Public Information Excel Spreadsheet; Agency Drive
Stakeholder Need	Awareness of education available
Stakeholder Referenced	Consumers and businesses DCA has not presented to in past
Investment in Achieving Metric	2000.000000.000; 2507.000000.000
Targets Not Met in FY 2022 Explanation	Goal was created in September 2019 for the upcoming Fiscal year which was July 2020 - June 2021. This happened during the same time as the pandemic.

Comments: There were two parts to this goal 1) Encourage "cold" contacts with groups for presentations and 2) Confirming presentations with new groups. Based on the continued uncertainty of the pandemic this measurement was removed.

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 24

First year PM was tracked: 2020

Customer satisfaction rating for presentations

	Target	Actual
2019	N/A	N/A
2020	0.9	N/A
2021	4	4.6
2022		
2023		

Value Type	Rank
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Average "stars" given in response to survey question on overall satisfaction with DCA presentation. Customer may choose 1-5, 5 being exceptional.
Data Source	Survey monkey analytics, monthly
Data Location	Online; Agency Drive
Stakeholder Need	Relevant presentations meeting customer expectations
Stakeholder Referenced	Audience of presentations
Investment in Achieving Metric	0300.000000.000; 0100.000000.000; 1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments: Measurement was 3.1.3 in the FY2020 Accountability Report and was Revised to 3.1.2 in the Revised Implementation of FY2021.

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 25

First year PM was tracked: 2023

Maintain an average of 25 attendees per DCA webinar presented

	Target	Actual
2019	N/A	N/A
2020	N/A	N/A
2021		
2022		
2023	25	

Value Type	Ratio
Actual to Target Desire	Equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Total number of attendees for all webinars given / number of all webinars given
Data Source	Division Reports, updated monthly; GoToWebinar analytics, monthly
Data Location	Public Information Excel Spreadsheet; Agency Drive; Online
Stakeholder Need	Awareness of education available and ability for DCA to provide such education.
Stakeholder Referenced	Consumers and applicable industries
Investment in Achieving Metric	2000.000000.000;25 07.000000.000;
Targets Not Met in FY 2022 Explanation	0300.000000.000; 0100.000000.000

Comments: New Goal for FY2023 specifically for webinars.

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 26

First year PM was tracked: 2016

Number of educational publications created or updated and released

	Target	Actual
2019	5	10
2020	>5	31
2021	5	21
2022	10	16
2023	10	

Value Type	Count
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of publications created or updated and released
Data Source	Division Reports, monthly
Data Location	Public Information Excel Spreadsheet; Agency Drive
Stakeholder Need	DCA publications contain current information and are relevant
Stakeholder Referenced	Consumers and applicable businesses
Investment in Achieving Metric	0300.000000.000; 0100.000000.000; 1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments: FY2019 through FY2021 this measurement was under 3.1.4 in FY22 this measurement moved to 3.1.3.

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 27

First year PM was tracked: 2022

Percentage of presentations given based on an external request

	Target	Actual
2019	N/A	N/A
2020	N/A	N/A
2021		
2022	0.3	0.6
2023		

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of presentations given due to external request / all presentations given
Data Source	Division Reports, updated monthly
Data Location	Public Information Excel Spreadsheet; Agency Drive
Stakeholder Need	Awareness of education available and ability for DCA to provide such education.
Stakeholder Referenced	Consumers and applicable industries
Investment in Achieving Metric	2000.000000.000;25 07.000000.000;
Targets Not Met in FY 2022 Explanation	0300.000000.000; 0100.000000.000

Comments: Measurement was removed for FY2023 and was only calculated during FY2022

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 28

First year PM was tracked: 2020

Number of times the Department appears in the media

	Target	Actual
2019	N/A	N/A
2020	240	710
2021	700	534
2022	660	721
2023	700	

Value Type	Count
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Vendor reports identifying number of times DCA's name shows up in media
Data Source	Media Monitoring Analytics, Division Reports, monthly
Data Location	Critical Mention; Agency Drive
Stakeholder Need	Informed of items/events occurring under DCA's jurisdiction
Stakeholder Referenced	Consumers; applicable businesses; media
Investment in Achieving Metric	2000.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 29

First year PM was tracked: 2020

Maintain press release pick up rate of 90% or greater

	Target	Actual
2019	0.75	0.91
2020	0.9	0.93
2021	0.9	1
2022	0.9	1
2023	0.9	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of press releases media mentions divided by number of press releases issued
Data Source	Media Monitoring Analytics, Progress Reports, updated monthly
Data Location	Critical Mention; Agency Drive
Stakeholder Need	Press releases are compelling, relevant and in line with AP style guidelines
Stakeholder Referenced	Consumers; applicable businesses; media
Investment in Achieving Metric	2000.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 30

First year PM was tracked: 2020

Maintain a monthly Facebook reach (number of persons seeing posts) average of 16,000

	Target	Actual
2019	N/A	N/A
2020	6427	39916
2021	16000	15693
2022	16000	22081
2023	19000	

Value Type	Count
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Add number of persons seeing posts each month/ 12
Data Source	Division Reports, monthly
Data Location	Facebook Analytics; Agency Drive
Stakeholder Need	Education on rights and responsibilities via relevant and compelling content provided on accessible, convenient services
Stakeholder Referenced	Consumers and applicable industries; media
Investment in Achieving Metric	2000.000000.000
Targets Not Met in FY 2022 Explanation	

Comments: In FY2020 this goal was to increase monthly Facebook reach by an average of 12% and on FY2021 it changed to maintaining an average of 16,000 (number of persons seeing post).

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 31

First year PM was tracked: 2020

Maintain a monthly Twitter Impressions (number of persons posting our tweets) average of 30,000

	Target	Actual
2019	N/A	N/A
2020	24448	32564
2021	30000	29599
2022	30000	30770
2023	30000	

Value Type	Count
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Total number of retweets divided by total number of tweets sent out by SCDCA.
Data Source	Twitter reports, updated daily
Data Location	Twitter Analytics; Agency Drive
Stakeholder Need	Education on rights and responsibilities via relevant and compelling content provided on accessible, convenient services
Stakeholder Referenced	Consumers and applicable industries; media
Investment in Achieving Metric	2000.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 32

First year PM was tracked: 2017

Increase overall website visits by 2.5% annually

	Target	Actual
2019	0.025	2.48%(-)
2020	0	0.14
2021	0	0.00115
2022	0.05	0.32
2023	0.1	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	This years website visits - Last years website visits / last years website visits
Data Source	Google Analytics, updated daily
Data Location	Online; Agency Drive
Stakeholder Need	Easily navigable website containing useful, relevant information
Stakeholder Referenced	Consumers, businesses, media
Investment in Achieving Metric	2000.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 33

First year PM was tracked: 2016

Percentage of complaints filed online

	Target	Actual
2019	0.67	0.67
2020	0.7	0.74
2021	0.7	0.76
2022	0.72	0.76
2023	0.72	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of complaints filed online / total number of complaints received by any and all methods
Data Source	Complaint Database, updated daily
Data Location	SC.GOV
Stakeholder Need	Accessible, convenient and efficient complaint mediation services
Stakeholder Referenced	Businesses and consumers involved in complaint process
Investment in Achieving Metric	2000.000000.000; 0507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 34

First year PM was tracked: 2016

Percentage of CALAS online registration platform operational (Completion by June 30, 2020)

	Target	Actual
2019	0.86	0.57
2020	1	0.73
2021	1	1
2022		
2023		

Value Type	Percent Complete
Actual to Target Desire	Complete
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of programs slated for inclusion in CALAS divided number of programs implemented on CALAS
Data Source	Licensing Database
Data Location	Online; DTO
Stakeholder Need	Accessible, convenient and efficient regulatory filing process
Stakeholder Referenced	SC taxpayers, consumers and regulated industries
Investment in Achieving Metric	0300.000000.000
Targets Not Met in FY 2022 Explanation	

Comments: Measurement retired FY2021 as measurement was 100% completed.

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 35

First year PM was tracked: 2020

Hold Annual Information Security training

	Target	Actual
2019	Complete	Complete
2020	Complete	Complete
2021	1	1
2022	1	1
2023	1	

Value Type	Percent complete
Actual to Target Desire	Complete
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of employees trained/number of employees
Data Source	HR Reports, updated annually
Data Location	Human Resources
Stakeholder Need	Increased employee knowledge in information security
Stakeholder Referenced	DCA staff; Consumers and businesses; SLED and FBI
Investment in Achieving Metric	0300.000000.000; 0100.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 36

First year PM was tracked: 2020

Percentage of Information Security policies and procedures implemented

	Target	Actual
2019	1	0.95
2020	1	0.95
2021	1	0.95
2022	1	0.95
2023	1	

Value Type	Percent
Actual to Target Desire	Maintain
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of policies implemented / Number of policies recommended or slated for implementation
Data Source	DCA Policies and Procedures
Data Location	Agency Drive
Stakeholder Need	Create culture of information security
Stakeholder Referenced	DCA staff; Consumers and businesses; SLED and FBI
Investment in Achieving Metric	0300.000000.000: 0100.000000.000
Targets Not Met in FY 2022 Explanation	DCA's high turnover resulted in a focus on other items. The agency has implemented procedures pertaining to the remaining policies but has yet to memorialize the policies themselves.

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 37

First year PM was tracked: 2017

Maintain employee satisfaction rate of at least 90%

	Target	Actual
2019	0.9	0.91
2020	0.9	0.98
2021	0.9	0.95
2022	0.9	1
2023	0.9	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Percent of staff indicating overall satisfaction with employment at DCA via survey response. Take somewhat dissatisfied + very dissatisfied / Neutral + somewhat satisfied+ very satisfied
Data Source	HR Reports, updated annually
Data Location	Human Resources
Stakeholder Need	Provide a desirable work environment
Stakeholder Referenced	DCA staff; all customers
Investment in Achieving Metric	0300.000000.000; 0100.000000.000; 1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 38

First year PM was tracked: 2015

Employee turnover rate (percentage)

	Target	Actual
2019	<10%	0.12
2020	<15%	0.148
2021	0.15	0.1
2022	0.15	0.19
2023	0.15	

Value Type	Percent
Actual to Target Desire	equal to or less than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Number of employees separated voluntarily for other positions/ average number of FTEs (total number of employees at beginning of fiscal year + total number of employees at end of fiscal year / 2)
Data Source	SCEIS reports, updated daily
Data Location	Online; Human Resources
Stakeholder Need	Provide a desirable work environment
Stakeholder Referenced	DCA staff; all customers
Investment in Achieving Metric	0300.000000.000; 0100.000000.000; 1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 39

First year PM was tracked: 2014

Equal Opportunity Employment Rating

	Target	Actual
2019	>70%	0.84
2020	>70%	0.89
2021	0.7	0.87
2022	0.7	0.91
2023	0.7	

Value Type	Percent
Actual to Target Desire	equal to or greater than
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	Formula to determine if 70% of affirmative action goals are met.
Data Source	Human Affairs Commission reports, updated annually
Data Location	Online; Human Resources
Stakeholder Need	Comply with federal employment laws
Stakeholder Referenced	DCA staff; Human Affairs Commission; General Assembly
Investment in Achieving Metric	0300.000000.000; 0100.000000.000; 1506.000000.000; 2000.000000.000; 2507.000000.000; 0507.000000.000
Targets Not Met in FY 2022 Explanation	

Comments:

DEPARTMENT OF CONSUMER AFFAIRS

PERFORMANCE MEASURES

Performance Measure 40

First year PM was tracked: 2022

Percentage of preneed database platform operational

	Target	Actual
2019	N/A	N/A
2020	N/A	N/A
2021		
2022	1	0.25
2023	1	

Value Type	Percent Complete
Actual to Target Desire	Complete
Time Applicable	State Fiscal Year (July 1 - June 30)
Calculation Method	project phases divided by number of phases implemented
Data Source	DCA Project Plan; Database
Data Location	DTO; Agency drive
Stakeholder Need	Accessible, convenient and efficient regulatory filing process
Stakeholder Referenced	SC taxpayers, consumers and businesses offering preneed funeral contracts
Investment in Achieving Metric	0300.00000.00
Targets Not Met in FY 2022 Explanation	Significant staff turnover in the Legal Division during FY22 coupled with extensive employee leave of integral project participants impacted this project. The vendor also experienced turnover. The project is set for completion in FY23.

Comments:

Service**s**

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Administration

All of DCA's functions are supported by the agency's Administration Division. All support and planning services critical to the operation of the agency are housed in Administration, including procurement, human resources, accounting and information technology.

Service: 1

Total amount of revenue collected.

Process revenue transactions for licensees' applications and filings

Primary employee name	Carri Grube Lybarker
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	2033504
Units provided in FY 2021-22	\$2,145,037
Units provided in FY 2020-21	\$2,426,598
Units provided in FY 2019-20	\$2,096,601

Direct Customer:

Businesses and individuals licensed by the Department

Single Direct Customer:

Approximate number of revenue generating transactions

Direct customers served in FY 2022-23	4, 167*
Counties Served in FY 2022-23	
Direct customers served in FY 2021-22	5,002
Counties Served in FY 2021-22	
Direct customers served in FY 2020-21	4,493
Counties Served in FY 2020-21	
Direct customers served in FY 2019-20	3,990
Counties Served in FY 2019-20	

Customer Satisfaction Year	Unknown
Others impacted by the service	Agency funded by revenue transactions
Performance Measures Associated	
Reports Associated	Accountability Report
Audits or Reviews Associated	Annual audit by the South Carolina Office of the State Auditor; Recovery audits required by South Carolina Proviso 117.84
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Without prompt and accurate processing of filing fees and other revenue generating transactions (such as fees for Freedom of Information Act requests), businesses and individuals would have a more difficult experience obtaining requisite licenses and requ
Change in FY 2022	No Change
FY 2022 Change Description	
Laws Associated	37-2-305 - 307; 37-3-305 - 306; 37-7-104; 37-7-107; 37-7-109; 37-7-122; 37-11-30; 37-16-30 - 40; 37-17-40; 37-22-140 - 150; 37-22-180; 59-102-90; 39-61-80; 40-39-120; 44-79-80; 32-7-50; 40-68-30; 40-68-45 - 50
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Jennie Daniels
Comments (optional)	All FY23 numbers are from July 1, 2022-March 31,2023

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Administration

All of DCA's functions are supported by the agency's Administration Division. All support and planning services critical to the operation of the agency are housed in Administration, including procurement, human resources, accounting and information technology.

Service: 2

Number of employees onboarded to the agency and separated from the agency together.

Ensures agency compliance with state and federal laws and agency policies in the hiring and separation processes, respectively.

Primary employee name	Sharon Jones
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	8
Units provided in FY 2021-22	19
Units provided in FY 2020-21	8
Units provided in FY 2019-20	16

Direct Customer:

Agency employees

Single Direct Customer:

Employee onboarded to the agency or separated from the agency .

Direct customers served in FY 2022-23	8
Counties Served in FY 2022-23	
Direct customers served in FY 2021-22	19
Counties Served in FY 2021-22	
Direct customers served in FY 2020-21	8
Counties Served in FY 2020-21	
Direct customers served in FY 2019-20	16
Counties Served in FY 2019-20	

Customer Satisfaction Year	FY2023
Others impacted by the service	
Performance Measures Associated	Employee turnover rate (percentage);Equal Opportunity Employment Rating; Receive 1 or less deficiencies as a result of State Audit of financial activities (revenue & disbursements)
Reports Associated	
Audits or Reviews Associated	South Carolina Office of the State Auditor
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Agency could be noncompliant with human resources laws; agency hindered in ability to hire and terminate employees, thus impacting ability to perform mission.
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	
Legal Requirement to Provide Service	
Law Analysis Employee Name	Carri Grube Lybarker, Administrator/Consumer Advocate
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Advocacy

Provide legal representation for the consumer interest in ratemaking matters involving utilities, property and casualty insurance and worker's compensation insurance.

Service: 3

Intervention in matters at the Public Service Commission

Intervene in matters before the Public Service Commission to ensure that proposed rates are fair, just and reasonable..

Primary employee name	Roger Hall
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	4
Units provided in FY 2021-22	6
Units provided in FY 2020-21	6
Units provided in FY 2019-20	3

Direct Customer:

SC residents who purchase utility services primarily for a personal, family, or household use

Single Direct Customer:

Number of total customers identified by the utility

Direct customers served in FY 2022-23	607,000
Counties Served in FY 2022-23	26
Direct customers served in FY 2021-22	338,481
Counties Served in FY 2021-22	18
Direct customers served in FY 2020-21	1,181,632
Counties Served in FY 2020-21	37
Direct customers served in FY 2019-20	56,382
Counties Served in FY 2019-20	15

Customer Satisfaction Year	
Others impacted by the service	Consumers who may intervene at the Public Service Commission; Utility companies
Performance Measures Associated	Advocacy Division Return on Investment
Reports Associated	Accountability Report
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Utility rates that are unjust, unfair or unreasonable
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	37-6-601; 37-6-604(C); Title 58; SCSPSC Regulations
Legal Requirement to Provide Service	No
Law Analysis Employee Name	Roger Hall (Deputy Consumer Advocate)
Comments (optional)	Since our authority to intervene in utility rate cases at the PSC was restored in 2018, DCA has seen savings of approximately \$13 million for public utility customers. The agency's focus is on utility rate cases, but DCA has also intervened in other matte

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Advocacy

Provide legal representation for the consumer interest in ratemaking matters involving utilities, property and casualty insurance and worker's compensation insurance.

Service: 4

Review filings submitted to the Department of Insurance

Thorough review of insurance and utility rate filings to ensure the marketplace is fair and balanced and rates are justified, working to avoid excessive, inadequate or unwarranted rate increases.

Primary employee name	Roger Hall
Direct Service Provider	Other
Direct Service Provider "other" explained	Agency employees and private providers (actuaries)

Units provided in FY 2022-23	554
Units provided in FY 2021-22	732
Units provided in FY 2020-21	640
Units provided in FY 2019-20	154 from 4/5/20 to 6/30/20; individual filings were not tracked before this time

Direct Customer:

SC residents who have homeowner's or worker's compensation insurance

Single Direct Customer:

The agency does not track the number of policy holders for each insurance company filing

Direct customers served in FY 2022-23	unknown
Counties Served in FY 2022-23	46
Direct customers served in FY 2021-22	unknown
Counties Served in FY 2021-22	46
Direct customers served in FY 2020-21	unknown
Counties Served in FY 2020-21	46
Direct customers served in FY 2019-20	unknown
Counties Served in FY 2019-20	46

Customer Satisfaction Year	
Others impacted by the service	Insurance companies
Performance Measures Associated	Complete statutory reviews of insurance ratemaking filings within 30 business days or less; Percentage of full reviews conducted of insurance rate filings received
Reports Associated	Accountability Report
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Insurance rates that are unjustified, inadequate or unwarranted.
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	37-6-601; 37-6-604(A)(1); 37-6-605; 38-73-220; 38-73-240; 38-73-260; 38-73-525; 38-73-915
Legal Requirement to Provide Service	No
Law Analysis Employee Name	Roger Hall (Deputy Consumer Advocate)
Comments (optional)	Agency employees review filings to determine if they are within the agency's jurisdiction and then provides those filings to a contracted actuary for further reasonableness review. The insurance filings can impact consumers in all counties of the state.

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Advocacy

Review rules and regulations proposed by state and federal agencies pertaining to ratemaking and consumer protection issues and provides comments as deemed appropriate.

Service: 5

Number of proposals reviewed/ comments submitted

Review federal and state registers for proposed rules and provide comments as appropriate.

Primary employee name	Roger Hall
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	39(1)
Units provided in FY 2021-22	55(10)
Units provided in FY 2020-21	28(11)
Units provided in FY 2019-20	44(4)

Direct Customer:

SC Consumers

Single Direct Customer:

NA

Direct customers served in FY 2022-23	NA
Counties Served in FY 2022-23	46
Direct customers served in FY 2021-22	NA
Counties Served in FY 2021-22	46
Direct customers served in FY 2020-21	
Counties Served in FY 2020-21	46
Direct customers served in FY 2019-20	
Counties Served in FY 2019-20	46

Customer Satisfaction Year	
Others impacted by the service	Receiving state/federal agencies and the entities that offer the product or service that is impacted by the rulemaking
Performance Measures Associated	Percentage of comments provided by the deadline set by regulatory agencies proposing new or changed rules
Reports Associated	Accountability Report
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	The interests and experiences of SC consumers may not be considered by the state or federal agency proposing the regulation or requesting information
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	37-6-601; 37-6-604(A)(1) and (2)
Legal Requirement to Provide Service	No
Law Analysis Employee Name	Roger Hall (Deputy Consumer Advocate)
Comments (optional)	Proposed rulemaking can impact consumers in all counties of the state. The advocacy division coordinates the rulemaking process with other agency divisions and drafts the initial comment letters. Under "units provided", the number in parenthesis is the num

DEPARTMENT OF CONSUMER AFFAIRS

SERVICES

Organizational Unit: Advocacy

Provide legal representation of the consumer interest concerning certificates of need for health facilities and services as required for an activity under Section 44 7 160, and other health related provisions.

Service: 6

Serves as ex officio nonvoting member of the State Health Planning Committee and reviews certificate of need regulations to ensure consumer interest is represented

Serves as ex officio nonvoting member of the State Health Planning Committee and reviews certificate of need regulations to ensure consumer interest is represented

Primary employee name	Roger Hall
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	
Units provided in FY 2021-22	
Units provided in FY 2020-21	
Units provided in FY 2019-20	

Direct Customer:

SC Consumers

Single Direct Customer:

NA

Direct customers served in FY 2022-23	NA
Counties Served in FY 2022-23	
Direct customers served in FY 2021-22	
Counties Served in FY 2021-22	
Direct customers served in FY 2020-21	
Counties Served in FY 2020-21	
Direct customers served in FY 2019-20	
Counties Served in FY 2019-20	

Customer Satisfaction Year	
Others impacted by the service	
Performance Measures Associated	
Reports Associated	
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	The interests and experiences of SC consumers may not be considered.
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	37-6-604(A)(1); 44-7-160; 44-7-180
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Roger Hall (Deputy Consumer Advocate)
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Identity Theft Unit

ID Theft Unit- Provide education and outreach to consumers on how to deter, detect, and defend against identity theft and scams

Service: 7

Receive and process ID Theft Reports from SC Consumers.

The Identity Theft Unit assists consumers who are identity theft victims, the Unit provides ongoing guidance throughout the process of mitigating and resolving their particular identity theft situation(s) by providing educational materials and peer to peer guidance for navigating the mitigation process.

Primary employee name	Amanda Self
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	249
Units provided in FY 2021-22	358
Units provided in FY 2020-21	352
Units provided in FY 2019-20	542

Direct Customer:

Consumers who have questions regarding Identity Theft or have been a victim.

Single Direct Customer:

Consumers who file an ID Theft report.

Direct customers served in FY 2022-23	249
Counties Served in FY 2022-23	33
Direct customers served in FY 2021-22	354
Counties Served in FY 2021-22	42
Direct customers served in FY 2020-21	352
Counties Served in FY 2020-21	38
Direct customers served in FY 2019-20	542
Counties Served in FY 2019-20	39

Customer Satisfaction Year	Unknown
Others impacted by the service	Provider of products or service associated with Identity Theft.
Performance Measures Associated	Process Identity Theft Reports within two business days of receipt.
Reports Associated	Accountability Report
Audits or Reviews Associated	
Federal Counterparts Associated	Federal Trade Commission (FTC)
Local Counterparts Associated	
Impact if Service Not Provided	Consumers would not have access to direct information and resources in navigating Identity Theft, resulting in increased damages to financial resources, benefits and/or reputation. Provider of products or services 1) being unaware of identity theft 2) inc
Change in FY 2022	No Change
FY 2022 Change Description	
Laws Associated	37-6-104 (1)(a) - (c); 37-6-117 (a) - (c)
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Carri Grube Lybarker, Administrator/Consumer Advocate
Comments (optional)	Certain laws require services while others give discretion

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Identity Theft Unit

ID Theft Unit- Provide education and outreach to consumers on how to deter, detect, and defend against identity theft and scams

Service: 8

Receive and process Scam Reports. Reports from SC Consumers, Consumer from other states regarding scams that include a SC Business address or phone number.

The Identity Unit takes scam reports and calls as the main goal of a scammer is to separate consumers from their money or personal information.

Primary employee name	Amanda Self
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	462
Units provided in FY 2021-22	628
Units provided in FY 2020-21	697
Units provided in FY 2019-20	834

Direct Customer:

SC Consumers, Consumer from other states regarding scams that include a SC Business address or phone number.

Single Direct Customer:

Consumers who file a Scam report.

Direct customers served in FY 2022-23	447
Counties Served in FY 2022-23	43
Direct customers served in FY 2021-22	614
Counties Served in FY 2021-22	40
Direct customers served in FY 2020-21	679
Counties Served in FY 2020-21	42
Direct customers served in FY 2019-20	791
Counties Served in FY 2019-20	44

Customer Satisfaction Year	Unknown
Others impacted by the service	Legitimate businesses affected by scams.
Performance Measures Associated	
Reports Associated	Accountability Report
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Increase in consumer vulnerability to scams if resources not available to provide prevention education as well as providing mitigation information to consumers who have suffered a financial loss due to a scam. Increased financial liability of legitimate b
Change in FY 2022	No Change
FY 2022 Change Description	
Laws Associated	37-6-104 (1)(a) - (c); 37-6-117 (a) - (c)
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Carri Grube Lybarker, Administrator/Consumer Advocate
Comments (optional)	Certain laws require services while others give discretion

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Identity Theft Unit

ID Theft Unit- Provide education and outreach to consumers on how to deter, detect, and defend against identity theft and scams

Service: 9

Provide peer to peer information regarding steps consumers can take to protect themselves, and what consumers should do in the event of identity theft which includes state associated mitigation measures.

Identity Theft Unit provides education and outreach to South Carolina consumers. SCDCA accesses the FTC Consumer Sentinel Network and obtains information regarding SC consumers who reported identity theft reports and created a ID Theft Report and Affidavit.

Primary employee name	Amanda Self
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	3493
Units provided in FY 2021-22	12306
Units provided in FY 2020-21	7415
Units provided in FY 2019-20	N/A

Direct Customer:

Consumer reporting Identity Theft to the Federal Trade Commission

Single Direct Customer:

South Carolinians

Direct customers served in FY 2022-23	3493
Counties Served in FY 2022-23	
Direct customers served in FY 2021-22	12306
Counties Served in FY 2021-22	
Direct customers served in FY 2020-21	7415
Counties Served in FY 2020-21	
Direct customers served in FY 2019-20	6783
Counties Served in FY 2019-20	

Customer Satisfaction Year	Unknown
Others impacted by the service	Provider of products or service associated with Identity Theft.
Performance Measures Associated	
Reports Associated	Accountability Report
Audits or Reviews Associated	Annual Sentinel Data Acknowledgement and Training
Federal Counterparts Associated	Federal Trade Commission (FTC)
Local Counterparts Associated	
Impact if Service Not Provided	SC Consumers may not be aware of the state level process and resources available.
Change in FY 2022	Yes
FY 2022 Change Description	Paused due to staff vacancy. Training current staff to resume the process.
Laws Associated	37-6-104 (1)(a) - (c); 37-6-117 (a) - (c)
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Carri Grube Lybarker, Administrator/Consumer Advocate
Comments (optional)	We did not previously track the counties served. Unable to retrieve information due to data retention guidelines regarding Sentinel data. Plans to track when processing resumes.

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Legal

Administer, interpret and enforce the S.C. Consumer Protection Code and other laws within DCA's purview.

Service: 10

Each investigator activity completed

Perform investigator activities (advisories, inspections, compliance reviews, and contacts) of regulated entities

Primary employee name	Kelly Rainsford
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	382
Units provided in FY 2021-22	533
Units provided in FY 2020-21	550
Units provided in FY 2019-20	397

Direct Customer:

Entities holding a license, certificate of authority, permit to operate in one of the regulated industries

Single Direct Customer:

Each regulated business

Direct customers served in FY 2022-23	336
Counties Served in FY 2022-23	42
Direct customers served in FY 2021-22	420
Counties Served in FY 2021-22	40
Direct customers served in FY 2020-21	472
Counties Served in FY 2020-21	46
Direct customers served in FY 2019-20	362
Counties Served in FY 2019-20	42

Customer Satisfaction Year	
Others impacted by the service	SC Consumers (refunds, correction of violations); Businesses that comply with the law (fair marketplace)
Performance Measures Associated	Perform compliance reviews of at least 25% of regulated entities
Reports Associated	Accountability; State of Credit
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Businesses could be operating in violation of the law, which can impact consumers (e.g., overcharging, improper disclosures)
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	32-7-70; 37-2-307(E); 37-7-114; 37-11-80; 40-39-90; 40-58-65; 59-102-130; Reg. 28-40(B); 28-100(C); 28-700(D); 28-1000(I)
Legal Requirement to Provide Service	Sometimes yes, other times no
Law Analysis Employee Name	Kelly Rainsford
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Legal

Administer, interpret and enforce the S.C. Consumer Protection Code and other laws within DCA's purview.

Service: 11

Each activity completed

Perform recall effectiveness inspections and resale store education and inspections to ensure recalled consumer products are not offered for sale

Primary employee name	Kelly Rainsford
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	12
Units provided in FY 2021-22	10
Units provided in FY 2020-21	0
Units provided in FY 2019-20	34

Direct Customer:

Retailers and resale stores

Single Direct Customer:

Each business

Direct customers served in FY 2022-23	12
Counties Served in FY 2022-23	6
Direct customers served in FY 2021-22	9
Counties Served in FY 2021-22	4
Direct customers served in FY 2020-21	0
Counties Served in FY 2020-21	0
Direct customers served in FY 2019-20	33
Counties Served in FY 2019-20	13

Customer Satisfaction Year	
Others impacted by the service	SC Consumers
Performance Measures Associated	
Reports Associated	Accountability
Audits or Reviews Associated	
Federal Counterparts Associated	Consumer Product Safety Commission
Local Counterparts Associated	
Impact if Service Not Provided	Unsafe consumer products may be offered for sale in SC stores
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	15 U.S.C. § 2078(a)
Legal Requirement to Provide Service	No
Law Analysis Employee Name	Kelly Rainsford
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Legal

Administer, interpret and enforce the S.C. Consumer Protection Code and other laws within DCA's purview.

Service: 12

Percentage of filings submitted via online system

Increase availability and usage of online system for regulatory filings

Primary employee name	Kelly Rainsford
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	0.911
Units provided in FY 2021-22	0.885
Units provided in FY 2020-21	0.887
Units provided in FY 2019-20	0.866

Direct Customer:

Entities applying for a license, certificate of authority, permit to operate in one of the regulated industries

Single Direct Customer:

Each entity applying for a license, certificate, or permit

Direct customers served in FY 2022-23	6619
Counties Served in FY 2022-23	46
Direct customers served in FY 2021-22	8438
Counties Served in FY 2021-22	46
Direct customers served in FY 2020-21	7812
Counties Served in FY 2020-21	46
Direct customers served in FY 2019-20	7524
Counties Served in FY 2019-20	46

Customer Satisfaction Year	
Others impacted by the service	SC Consumers; other businesses
Performance Measures Associated	Total percentage of online filings made through CALAS (online regulatory filing system); Maintain at least 70% of applicants submitting payments with application online
Reports Associated	Accountability; State of Credit
Audits or Reviews Associated	State Auditor; Criminal Justice Information Systems
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Significant delays in processing filings resulting in longer waits for businesses to obtain a license
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	32-7-50; 37-2-305; 37-3-305; 37-6-202; 37-6-204; 37-7-107; 37-11-50; 37-16-20; 37-17-40; 39-61-70; 40-39-20; 40-58-60; 40-68-100; 44-79-80; 59-102-60
Legal Requirement to Provide Service	No
Law Analysis Employee Name	Kelly Rainsford
Comments (optional)	An online system is not required by law but significantly increases efficiency in processing regulatory filings that are required by law.

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Legal

Administer, interpret and enforce the S.C. Consumer Protection Code and other laws within DCA's purview.

Service: 13

Each filing processed

Process regulatory filings within an average of 30 days of receipt of a complete application

Primary employee name	Kelly Rainsford
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	17407
Units provided in FY 2021-22	19732
Units provided in FY 2020-21	18172
Units provided in FY 2019-20	17624

Direct Customer:

Entities holding a license, certificate of authority, permit to operate in one of the regulated industries

Single Direct Customer:

Each entity holding a license, certificate, or permit

Direct customers served in FY 2022-23	9289
Counties Served in FY 2022-23	46
Direct customers served in FY 2021-22	11029
Counties Served in FY 2021-22	46
Direct customers served in FY 2020-21	9562
Counties Served in FY 2020-21	46
Direct customers served in FY 2019-20	8802
Counties Served in FY 2019-20	46

Customer Satisfaction Year	
Others impacted by the service	SC Consumers
Performance Measures Associated	Issue at least 95% of licenses within 30 days of receipt of complete application.
Reports Associated	Accountability; State of Credit
Audits or Reviews Associated	State Auditor; Criminal Justice Information Systems
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Businesses would operate without regulatory oversight
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	32-7-50; 37-2-305; 37-3-305; 37-6-202; 37-6-204; 37-7-107; 37-11-50; 37-16-20; 37-17-40; 39-61-70; 40-39-20; 40-58-60; 40-68-100; 44-79-80; 59-102-60
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Kelly Rainsford
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Legal

Administer, interpret and enforce the S.C. Consumer Protection Code and other laws within DCA's purview.

Service: 14

Each preneed contract processed

Process preneed contracts filed along with fees in order to maintain a database and the Preneed Loss Reimbursement Fund

Primary employee name	Kelly Rainsford
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	8033
Units provided in FY 2021-22	9764
Units provided in FY 2020-21	11522
Units provided in FY 2019-20	6435

Direct Customer:

Funeral homes that have filed preneed contracts with DCA

Single Direct Customer:

Each funeral home

Direct customers served in FY 2022-23	292
Counties Served in FY 2022-23	
Direct customers served in FY 2021-22	326
Counties Served in FY 2021-22	
Direct customers served in FY 2020-21	326
Counties Served in FY 2020-21	
Direct customers served in FY 2019-20	287
Counties Served in FY 2019-20	

Customer Satisfaction Year	
Others impacted by the service	SC Consumers
Performance Measures Associated	Percentage of preneed database platform operational
Reports Associated	Accountability
Audits or Reviews Associated	State Auditor
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Fund would not be available for consumers when funeral homes misappropriate funds paid for preneed contracts; DCA would not be able to conduct compliance reviews
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	32-7-50(C)
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Kelly Rainsford
Comments (optional)	Counties served unknown as DCA doesn't track this

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Legal

Administer, interpret and enforce the S.C. Consumer Protection Code and other laws within DCA's purview.

Service: 15

Number of actions resulting in a refund, credit, fine, or combination thereof

Bring necessary enforcement actions, including joint enforcement actions with federal, state, and local agencies

Primary employee name	Kelly Rainsford
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	229
Units provided in FY 2021-22	281
Units provided in FY 2020-21	366
Units provided in FY 2019-20	440

Direct Customer:

Businesses that issued refunds, credits, and adjustments to consumers or paid a fine to DCA

Single Direct Customer:

Each business

Direct customers served in FY 2022-23	143
Counties Served in FY 2022-23	
Direct customers served in FY 2021-22	276
Counties Served in FY 2021-22	
Direct customers served in FY 2020-21	358
Counties Served in FY 2020-21	
Direct customers served in FY 2019-20	420
Counties Served in FY 2019-20	

Customer Satisfaction Year	
Others impacted by the service	SC Consumers (refunds, correction of violations); Businesses that comply with the law (fair marketplace)
Performance Measures Associated	Number of enforcement actions
Reports Associated	Accountability
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Businesses would operate without regulatory oversight
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	37-2-305(7); 37-2-307(E); 37-2-305(7); 37-6-104(2); 37-6-108; 37-6-203; 37-6-113; 37-6-119; 37-7-119; 37-11-125; 37-16-70; 37-17-80, -90; 37-21-90; 37-25-70; 37-30-160; 27-32-55(I); 32-7-100; 34-36-40; 34-39-220; 34-41-100; 39-61-100, -130; 40-39-150; 40-
Legal Requirement to Provide Service	Sometimes yes, other times no
Law Analysis Employee Name	Kelly Rainsford
Comments (optional)	Counties served unknown as DCA doesn't track this

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Legal

Administer, interpret and enforce the S.C. Consumer Protection Code and other laws within DCA's purview.

Service: 16

Dollar amounts of refunds, credits, or combination thereof recovered

Obtain refunds, credits, and adjustments for consumers from regulated entities through complaints or enforcement actions

Primary employee name	Kelly Rainsford
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	88036
Units provided in FY 2021-22	496395
Units provided in FY 2020-21	1717670
Units provided in FY 2019-20	152891

Direct Customer:

Consumers

Single Direct Customer:

Each consumer

Direct customers served in FY 2022-23	222
Counties Served in FY 2022-23	
Direct customers served in FY 2021-22	1715
Counties Served in FY 2021-22	
Direct customers served in FY 2020-21	1441
Counties Served in FY 2020-21	
Direct customers served in FY 2019-20	713
Counties Served in FY 2019-20	

Customer Satisfaction Year	
Others impacted by the service	Businesses that comply with the law (fair marketplace)
Performance Measures Associated	Legal Division Return on Investment
Reports Associated	Accountability
Audits or Reviews Associated	State Auditor
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Consumers would not be able to get refunds, credits, or adjustments from businesses that violate the law without consumers taking private action
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	37-6-105(2); 37-6-104(1)(a); 37-6-117(a)-(c); 37-6-118; 29-4-30; 37-16-60; 37-23-70; 37-5-108; 40-68-155; SC Regs. 28-4, 28-9, 28-600
Legal Requirement to Provide Service	Yes (possible exception is 37-23-70)
Law Analysis Employee Name	Kelly Rainsford
Comments (optional)	Counties served unknown as DCA doesn't track this

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Legal

Administer, interpret and enforce the S.C. Consumer Protection Code and other laws within DCA's purview.

Service: 17

Each complaint assigned to Legal Division

Receive complaints of individuals against businesses under DCA's regulatory authority; endeavor to determine the probable basis and seek an appropriate resolution

Primary employee name	Kelly Rainsford
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	984
Units provided in FY 2021-22	1000
Units provided in FY 2020-21	1069
Units provided in FY 2019-20	941

Direct Customer:

Consumers who file a formal complaint

Single Direct Customer:

Each consumer

Direct customers served in FY 2022-23	913
Counties Served in FY 2022-23	45
Direct customers served in FY 2021-22	927
Counties Served in FY 2021-22	43
Direct customers served in FY 2020-21	974
Counties Served in FY 2020-21	43
Direct customers served in FY 2019-20	865
Counties Served in FY 2019-20	44

Customer Satisfaction Year	
Others impacted by the service	Businesses responding to complaints; consumers doing business with SC entities
Performance Measures Associated	Legal Division Return on Investment
Reports Associated	Accountability
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Consumers harmed by businesses will not obtain an efficient resolution or will have to pursue their own actions to obtain credits, refunds, and adjustments resulting in increased cost for both the consumer and business and increased burden on the court sy
Change in FY 2022	
FY 2022 Change Description	
Laws Associated	37-6-105(2); 37-6-104(1)(a); 37-6-117(a)-(c); 37-6-118; 29-4-30; 37-16-60; 37-23-70; 37-5-108; 40-68-155; SC Regs. 28-4, 28-9, 28-600
Legal Requirement to Provide Service	
Law Analysis Employee Name	Kelly Rainsford
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Public Information & Education

Informs consumers and businesses on their rights and responsibilities in the marketplace through traditional and alternative media distribution, including social media, presentations, media coverage and publications

Service: 18

Number of press releases sent out to media for distribution to South Carolinians

Write and release content for distribution on issues falling under the Department's jurisdiction to create better educated consumers and businesses and enhance awareness.

Primary employee name	Bailey Parker
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	18*
Units provided in FY 2021-22	22
Units provided in FY 2020-21	22
Units provided in FY 2019-20	28

Direct Customer:

Media Pickups

Single Direct Customer:

Number of times a media outlet picked up content that we created and mention it in their broadcast or media.

Direct customers served in FY 2022-23	491*
Counties Served in FY 2022-23	
Direct customers served in FY 2021-22	721
Counties Served in FY 2021-22	
Direct customers served in FY 2020-21	534
Counties Served in FY 2020-21	
Direct customers served in FY 2019-20	710
Counties Served in FY 2019-20	

Customer Satisfaction Year	FY2023
Others impacted by the service	Consumers and regulated industries
Performance Measures Associated	Number of times the Department appears in the media; Maintain press release pick up rate of 90% or greater
Reports Associated	Annual accountability reports
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Decreased business and consumer knowledge of rights and responsibilities resulting in imbalanced, unlevel-playing field in the consumer credit marketplace.
Change in FY 2022	No Change
FY 2022 Change Description	
Laws Associated	37-6-104(1)B,(c);37-6-117d-f)
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Carri Grube Lybarker, Administrator/Consumer Advocate
Comments (optional)	Some statutes reference may while other reference shall.

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Public Information & Education

Informs consumers and businesses on their rights and responsibilities in the marketplace through traditional and alternative media distribution, including social media, presentations, media coverage and publications

Service: 19

Number of social media posts across all platforms.

Social media coverage to distribute information and education to consumers and businesses.

Primary employee name	Bailey Parker
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	1,237
Units provided in FY 2021-22	1439
Units provided in FY 2020-21	1395
Units provided in FY 2019-20	1679

Direct Customer:

South Carolinians, Federal and Local partners, businesses

Single Direct Customer:

People that saw the social media posts

Direct customers served in FY 2022-23	4,469,243
Counties Served in FY 2022-23	
Direct customers served in FY 2021-22	4069219
Counties Served in FY 2021-22	
Direct customers served in FY 2020-21	543523
Counties Served in FY 2020-21	
Direct customers served in FY 2019-20	745004
Counties Served in FY 2019-20	

Customer Satisfaction Year	Unknown
Others impacted by the service	Consumers and regulated industries
Performance Measures Associated	Maintain a monthly Facebook reach (number of persons seeing posts)average of 16,000; Maintain a monthly Twitter Impressions (number of persons posting our tweets) average of 30,000
Reports Associated	Annual accountability reports
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Decreased business and consumer knowledge of rights and responsibilities resulting in imbalanced, unlevel-playing field in the consumer credit marketplace.
Change in FY 2022	Change
FY 2022 Change Description	Implementation of Nextdoor
Laws Associated	37-6-104(1)B,(c);37-6-117d-f)
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Carri Grube Lybarker, Administrator/Consumer Advocate
Comments (optional)	Some statutes reference may while other reference shall.

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Public Information & Education

Informs consumers and businesses on their rights and responsibilities in the marketplace through traditional and alternative media distribution, including social media, presentations, media coverage and publications

Service: 20

Website page visits.

Maintain and update the agency's website as an easy to access online portal for complaints, licensing and educational material for consumers and businesses alike.

Primary employee name	Bailey Parker
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	164,802
Units provided in FY 2021-22	182178
Units provided in FY 2020-21	138208
Units provided in FY 2019-20	124000

Direct Customer:

South Carolinians, Federal and Local partners, businesses

Single Direct Customer:

Individual Users visiting the website.

Direct customers served in FY 2022-23	130,071
Counties Served in FY 2022-23	46
Direct customers served in FY 2021-22	140576
Counties Served in FY 2021-22	46
Direct customers served in FY 2020-21	103193
Counties Served in FY 2020-21	46
Direct customers served in FY 2019-20	91388
Counties Served in FY 2019-20	46

Customer Satisfaction Year	Unknown
Others impacted by the service	Consumers and regulated industries
Performance Measures Associated	Increase overall website visits by 2.5% annually
Reports Associated	Annual accountability reports
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Decreased business and consumer knowledge of rights and responsibilities resulting in imbalanced, unlevel-playing field in the consumer credit marketplace.
Change in FY 2022	Change
FY 2022 Change Description	More direct links from Nextdoor, other social media platforms and full implementation of CALAS.
Laws Associated	37-6-104(1)B,(c);37-6-117d-f)
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Carri Grube Lybarker, Administrator/Consumer Advocate
Comments (optional)	Some statutes reference may while other reference shall.

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Public Information & Education; Legal & Administration; Identity Theft Unit

Informs consumers and businesses on their rights and responsibilities in the marketplace through traditional and alternative media distribution, including social media, presentations, media coverage and publications

Service: 21

Number of presentations given.

Educational presentations provided to businesses and consumers to create better educated consumers and businesses and enhance awareness.

Primary employee name	Bailey Parker
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	97
Units provided in FY 2021-22	157
Units provided in FY 2020-21	107
Units provided in FY 2019-20	181

Direct Customer:

Millions of SC consumers participating in the marketplace and businesses that SCDCA regulates.**

Single Direct Customer:

South Carolinians and regulated businesses***

Direct customers served in FY 2022-23	7838
Counties Served in FY 2022-23	15
Direct customers served in FY 2021-22	3388
Counties Served in FY 2021-22	14
Direct customers served in FY 2020-21	5271
Counties Served in FY 2020-21	0
Direct customers served in FY 2019-20	4464
Counties Served in FY 2019-20	28

Customer Satisfaction Year	FY2023
Others impacted by the service	Consumers and regulated industries
Performance Measures Associated	Give at least 125 presentations; Receive at least 100 presentation requests; Customer satisfaction rating for presentations; Maintain a cold call presentation booking rate of at least 10%; Customer satisfaction rating for presentations; Maintain an average
Reports Associated	Annual accountability reports
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Decreased business and consumer knowledge of rights and responsibilities resulting in imbalanced, unlevel-playing field in the consumer credit marketplace.
Change in FY 2022	No Change
FY 2022 Change Description	
Laws Associated	37-6-104(1)B,(c);37-6-117d-f)
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Carri Grube Lybarker, Administrator/Consumer Advocate
Comments (optional)	Some statutes reference may while other reference shall. When it comes to counties tracked, it is difficult to get an accurate count of how many counties we reach when we do webinars and teletown halls, so the county count is likely higher. The count in t

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Services

Receive and process consumer complaints filed against businesses and provide a voluntary mediation program to resolve the complaint.

Service: 22

Receive and process complaints from consumers related to consumer transactions.

Receive complaints of individuals pertaining to any consumer transaction arising out of the production, promotion or sale of consumer goods and services; endeavor to determine the probable basis and endeavor to bring about a voluntary adjustment thereof.

Primary employee name	Amanda Self
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	2677
Units provided in FY 2021-22	2746
Units provided in FY 2020-21	2570
Units provided in FY 2019-20	2247

Direct Customer:

Consumers and businesses involved in the Department's voluntary mediation of business complaints.

Single Direct Customer:

Consumers who file a formal complaint via online complaint system or written complaint.

Direct customers served in FY 2022-23	2454
Counties Served in FY 2022-23	45
Direct customers served in FY 2021-22	2538
Counties Served in FY 2021-22	46
Direct customers served in FY 2020-21	2410
Counties Served in FY 2020-21	46
Direct customers served in FY 2019-20	2115
Counties Served in FY 2019-20	46

Customer Satisfaction Year	FY2023
Others impacted by the service	Businesses responding to complaints; out-of-state consumers doing business with SC entities
Performance Measures Associated	Consumer Services Division Return on Investment; Resolve complaints through mediation in an average 30 days or less; Percentage of complaints closed; Percentage of complaints closed unsatisfied.
Reports Associated	Accountability Report
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Consumers harmed by businesses will not obtain an efficient resolution or will have to pursue their own actions to obtain credits, refunds, and adjustments resulting in increased cost for both the consumer and business and increased burden on the court sy
Change in FY 2022	No Change
FY 2022 Change Description	
Laws Associated	37-6-104 (1)(a); 37-6-117 (a) - (c); 58-12-360
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Carri Grube Lybarker, Administrator/Consumer Advocate
Comments (optional)	Certain laws require services while others give discretion

DEPARTMENT OF CONSUMER AFFAIRS SERVICES

Organizational Unit: Services

Receive and process consumer complaints filed against businesses and provide a voluntary mediation program to resolve the complaint.

Service: 23

Receive and process complaints related to Homeowner Association Issues.

Receive complaints of individual homeowners or homeowner associations regarding the activities of homeowner associations.

Primary employee name	Amanda Self
Direct Service Provider	Agency employees
Direct Service Provider "other" explained	

Units provided in FY 2022-23	286
Units provided in FY 2021-22	307
Units provided in FY 2020-21	294
Units provided in FY 2019-20	219

Direct Customer:

Homeowners and Homeowner Associations involved in the Department's voluntary mediation of HOA complaints.

Single Direct Customer:

Customers who file a formal HOA complaint via online complaint system or written complaint.

Direct customers served in FY 2022-23	263
Counties Served in FY 2022-23	23
Direct customers served in FY 2021-22	281
Counties Served in FY 2021-22	21
Direct customers served in FY 2020-21	281
Counties Served in FY 2020-21	21
Direct customers served in FY 2019-20	196
Counties Served in FY 2019-20	19

Customer Satisfaction Year	FY2023
Others impacted by the service	Persons responding to complaints.
Performance Measures Associated	Consumer Services Division Return on Investment; Resolve complaints through mediation in an average 30 days or less; Percentage of complaints closed; Percentage of complaints closed unsatisfied.
Reports Associated	Accountability Report; Homeowners Associations Complaint Report
Audits or Reviews Associated	
Federal Counterparts Associated	
Local Counterparts Associated	
Impact if Service Not Provided	Customer harmed by Homeowner Associations will not obtain an efficient resolution or will have to pursue their own actions to obtain assistance resulting in increased cost for both the consumer and association and increased burden on the court system.
Change in FY 2022	No Change
FY 2022 Change Description	
Laws Associated	27-30 -310 et seq. SC Homeowners Association Act
Legal Requirement to Provide Service	Yes
Law Analysis Employee Name	Carri Grube Lybarker, Administrator/Consumer Advocate
Comments (optional)	

Organizational Units

DEPARTMENT OF CONSUMER AFFAIRS

ORGANIZATIONAL UNITS

Organizational Unit:

Administration

Employee satisfaction tracked in FY 2022-23?	Yes	Number of employees at start of FY 2022-23	4
Anonymous employee feedback allowed in FY 2022-23?	Yes	Number of employees at end of FY 2022-23	
Exit interviews or surveys performed in FY 2022-23?	Yes	Number of employees leave during FY 2022-23	1
		Turnover rate in FY 2022-23	50.00%

Purpose of Organizational Unit:

All of DCA’s functions are supported by the agency’s Administration Division. All support and planning services critical to the operation of the agency are housed in Administration, including procurement, human resources, accounting and information technology. The Administrator position, appointed by the Commission on Consumer Affairs to administer Title 37 among other statutes and manage the day to day operations of the agency, is located in this Division.

Employee satisfaction tracked in FY 2021-22?	Yes	Number of employees at start of FY 2021-22	5
Anonymous employee feedback allowed in FY 2021-22?	Yes	Number of employees at end of FY 2021-22	4
Exit interviews or surveys performed in FY 2021-22?	Yes	Number of employees leave during FY 2021-22	1
		Turnover rate in FY 2021-22	22.22%

Unit Head:

Carri Grube Lybarker

Employee satisfaction tracked in FY 2020-21?	Yes	Number of employees at start of FY 2020-21	5
Anonymous employee feedback allowed in FY 2020-21?	Yes	Number of employees at end of FY 2020-21	5
Exit interviews or surveys performed in FY 2020-21?	Yes	Number of employees leave during FY 2020-21	1
		Turnover rate in FY 2020-21	20.00%

Tenure as Unit Head: 12

Employee satisfaction tracked in FY 2019-20?	Yes	Number of employees at start of FY 2019-20	5
Anonymous employee feedback allowed in FY 2019-20?	Yes	Number of employees at end of FY 2019-20	6
Exit interviews or surveys performed in FY 2019-20?	Yes	Number of employees leave during FY 2019-20	3
		Turnover rate in FY 2019-20	54.55%

Comments

Number of employees at the end of FY22-23 under Tab K cannot be determined. Year will not end until 6/30/23

DEPARTMENT OF CONSUMER AFFAIRS

ORGANIZATIONAL UNITS

Organizational Unit:

Advocacy

Employee satisfaction tracked in FY 2022-23?	Yes	Number of employees at start of FY 2022-23	4
Anonymous employee feedback allowed in FY 2022-23?	Yes	Number of employees at end of FY 2022-23	
Exit interviews or surveys performed in FY 2022-23?	Yes	Number of employees leave during FY 2022-23	2
		Turnover rate in FY 2022-23	100.00%

Purpose of Organizational Unit:

The Advocacy Division provides legal representation for the consumer interest in matters involving property and casualty insurance, worker's compensation insurance and utilities. As the state agency designated to represent the interests of consumers, the Advocacy Division aims to ensure that increases in rates are justified, working to avoid excessive, inadequate or unwarranted rate increases. When needed, an action is filed and the Division submits evidence in hearings that demonstrate the rate request is not justified and often results in adjudications or settlements that generate savings for consumers and businesses alike. The division also reviews rules and regulations proposed by state and federal agencies pertaining to ratemaking or consumer products, goods and services and provides comments as deemed appropriate.

Employee satisfaction tracked in FY 2021-22?	Yes	Number of employees at start of FY 2021-22	3
Anonymous employee feedback allowed in FY 2021-22?	Yes	Number of employees at end of FY 2021-22	4
Exit interviews or surveys performed in FY 2021-22?	N/A	Number of employees leave during FY 2021-22	0
		Turnover rate in FY 2021-22	0.00%

Unit Head:

Roger Hall

Employee satisfaction tracked in FY 2020-21?	Yes	Number of employees at start of FY 2020-21	3
Anonymous employee feedback allowed in FY 2020-21?	Yes	Number of employees at end of FY 2020-21	3
Exit interviews or surveys performed in FY 2020-21?	No employees left FY20-21	Number of employees leave during FY 2020-21	0
		Turnover rate in FY 2020-21	0.00%

Tenure as Unit Head: 2

Comments

Number of employees at the end of FY22-23 under Tab K cannot be determined. Year will not end until 6/30/23

Employee satisfaction tracked in FY 2019-20?	Yes	Number of employees at start of FY 2019-20	3
Anonymous employee feedback allowed in FY 2019-20?	Yes	Number of employees at end of FY 2019-20	2
Exit interviews or surveys performed in FY 2019-20?	Yes	Number of employees leave during FY 2019-20	1
		Turnover rate in FY 2019-20	40.00%

DEPARTMENT OF CONSUMER AFFAIRS

ORGANIZATIONAL UNITS

Organizational Unit:

Identity Theft Unit

Employee satisfaction tracked in FY 2022-23?	Yes	Number of employees at start of FY 2022-23	2
Anonymous employee feedback allowed in FY 2022-23?	Yes	Number of employees at end of FY 2022-23	
Exit interviews or surveys performed in FY 2022-23?	Yes	Number of employees leave during FY 2022-23	1
		Turnover rate in FY 2022-23	100.00%

Purpose of Organizational Unit:

Established in 2013, the Identity Theft Unit provides education and outreach to South Carolina consumers across the state to increase public awareness and knowledge about what identity theft is, the steps consumers can take to protect themselves, and what consumers should do in the event of identity theft. For consumers who are identity theft victims, the Unit provides ongoing guidance throughout the process of mitigating and resolving their particular identity theft situation(s). The Unit also takes scam reports and calls as the main goal of a scammer is to separate consumers from their money or personal information.

Employee satisfaction tracked in FY 2021-22?	Yes	Number of employees at start of FY 2021-22	3
Anonymous employee feedback allowed in FY 2021-22?	Yes	Number of employees at end of FY 2021-22	2
Exit interviews or surveys performed in FY 2021-22?	Yes	Number of employees leave during FY 2021-22	1
		Turnover rate in FY 2021-22	40.00%

Unit Head:

Amanda Self

Employee satisfaction tracked in FY 2020-21?	Yes	Number of employees at start of FY 2020-21	2
Anonymous employee feedback allowed in FY 2020-21?	Yes	Number of employees at end of FY 2020-21	3
Exit interviews or surveys performed in FY 2020-21?	No employee left FY20-21	Number of employees leave during FY 2020-21	0
		Turnover rate in FY 2020-21	0.00%

Tenure as Unit Head: 3

Comments

Number of employees at the end of FY22-23 under Tab K cannot be determined. Year will not end until 6/30/23

Employee satisfaction tracked in FY 2019-20?	Yes	Number of employees at start of FY 2019-20	4
Anonymous employee feedback allowed in FY 2019-20?	Yes	Number of employees at end of FY 2019-20	3
Exit interviews or surveys performed in FY 2019-20?	Yes	Number of employees leave during FY 2019-20	1
		Turnover rate in FY 2019-20	28.57%

DEPARTMENT OF CONSUMER AFFAIRS

ORGANIZATIONAL UNITS

Organizational Unit:

Legal

Employee satisfaction tracked in FY 2022-23?	Yes	Number of employees at start of FY 2022-23	20
Anonymous employee feedback allowed in FY 2022-23?	Yes	Number of employees at end of FY 2022-23	
Exit interviews or surveys performed in FY 2022-23?	Yes	Number of employees leave during FY 2022-23	1
		Turnover rate in FY 2022-23	10.00%

Purpose of Organizational Unit:

The Legal Division performs the agency’s licensing, administration and enforcement duties related to the majority of the 120 laws under the agency’s jurisdiction. The General Assembly charged the DCA with advising the Legislature and Governor on consumer issues and the state of credit in this State; administering, interpreting and enforcing the S.C. Consumer Protection Code and licensing, registering, or otherwise regulating fifteen industries, including mortgage brokers, pawnbrokers, physical fitness centers, motor clubs, credit counseling organizations, prepaid legal services, athlete agents, the sale of preneed funeral contracts, registered consumer credit grantor, maximum rate filing and motor vehicle disclosure programs. The division also handles administration and enforcement of state identity theft-related laws, including receipt of security breach notices to ensure reporting and notification requirements are met.

Employee satisfaction tracked in FY 2021-22?	Yes	Number of employees at start of FY 2021-22	21
Anonymous employee feedback allowed in FY 2021-22?	Yes	Number of employees at end of FY 2021-22	20
Exit interviews or surveys performed in FY 2021-22?	Yes	Number of employees leave during FY 2021-22	5
		Turnover rate in FY 2021-22	24.39%

Unit Head:

Kelly Rainsford

Employee satisfaction tracked in FY 2020-21?	Yes	Number of employees at start of FY 2020-21	21
Anonymous employee feedback allowed in FY 2020-21?	Yes	Number of employees at end of FY 2020-21	21
Exit interviews or surveys performed in FY 2020-21?	Yes	Number of employees leave during FY 2020-21	3
		Turnover rate in FY 2020-21	14.29%

Tenure as Unit Head: 9

Comments

Number of employees at the end of FY22-23 under Tab K cannot be determined. Year will not end until 6/30/23

Employee satisfaction tracked in FY 2019-20?	Yes	Number of employees at start of FY 2019-20	21
Anonymous employee feedback allowed in FY 2019-20?	Yes	Number of employees at end of FY 2019-20	20
Exit interviews or surveys performed in FY 2019-20?	Yes	Number of employees leave during FY 2019-20	2
		Turnover rate in FY 2019-20	9.76%

DEPARTMENT OF CONSUMER AFFAIRS

ORGANIZATIONAL UNITS

Organizational Unit:

Public Information & Education

Employee satisfaction tracked in FY 2022-23?	Yes	Number of employees at start of FY 2022-23	4
Anonymous employee feedback allowed in FY 2022-23?	Yes	Number of employees at end of FY 2022-23	
Exit interviews or surveys performed in FY 2022-23?	N/A	Number of employees leave during FY 2022-23	0
		Turnover rate in FY 2022-23	0.00%

Purpose of Organizational Unit:

The Public Information and Education Division serves as the main consumer education portal for consumers, business and the media. The Division informs consumers and businesses on their rights and responsibilities in the marketplace through traditional and alternative media distribution, including social media, presentations, media coverage and publications. Education is a central part of SCDCA’s mission. Cultivating a marketplace comprised of well-informed consumers and businesses prevents deceptive and unfair business practices, allows legitimate business activity to flourish, resulting in the promotion of competition and a healthier economy.

Employee satisfaction tracked in FY 2021-22?	Yes	Number of employees at start of FY 2021-22	4
Anonymous employee feedback allowed in FY 2021-22?	Yes	Number of employees at end of FY 2021-22	4
Exit interviews or surveys performed in FY 2021-22?	Yes	Number of employees leave during FY 2021-22	1
		Turnover rate in FY 2021-22	25.00%

Unit Head:

Bailey Parker

Employee satisfaction tracked in FY 2020-21?	Yes	Number of employees at start of FY 2020-21	3
Anonymous employee feedback allowed in FY 2020-21?	Yes	Number of employees at end of FY 2020-21	4
Exit interviews or surveys performed in FY 2020-21?	Yes	Number of employees leave during FY 2020-21	2
		Turnover rate in FY 2020-21	57.14%

Tenure as Unit Head: 4

Comments

Number of employees at the end of FY22-23 under Tab K cannot be determined. Year will not end until 6/30/23

Employee satisfaction tracked in FY 2019-20?	Yes	Number of employees at start of FY 2019-20	3
Anonymous employee feedback allowed in FY 2019-20?	Yes	Number of employees at end of FY 2019-20	4
Exit interviews or surveys performed in FY 2019-20?	N/A	Number of employees leave during FY 2019-20	0
		Turnover rate in FY 2019-20	0.00%

DEPARTMENT OF CONSUMER AFFAIRS

ORGANIZATIONAL UNITS

Organizational Unit:

Services

Employee satisfaction tracked in FY 2022-23?	Yes	Number of employees at start of FY 2022-23	6
Anonymous employee feedback allowed in FY 2022-23?	Yes	Number of employees at end of FY 2022-23	
Exit interviews or surveys performed in FY 2022-23?	N/A	Number of employees leave during FY 2022-23	0
		Turnover rate in FY 2022-23	0.00%

Purpose of Organizational Unit:

The Consumer Services Division processes and mediates written consumer complaints, seeking to find equitable solutions for the consumer and the business, including refunds, adjustments and credits to consumer accounts. Staff takes consumer complaints against businesses regulated by the DCA, refers complaints that fall within another agency’s jurisdiction, and mediates those complaints against businesses that are unregulated or where an issue is unregulated. The Division provides SC taxpayers with a readily available, experienced, and cost-effective mediation service.

Employee satisfaction tracked in FY 2021-22?	Yes	Number of employees at start of FY 2021-22	6
Anonymous employee feedback allowed in FY 2021-22?	Yes	Number of employees at end of FY 2021-22	6
Exit interviews or surveys performed in FY 2021-22?	Yes	Number of employees leave during FY 2021-22	1
		Turnover rate in FY 2021-22	16.67%

Unit Head:

Amanda Self

Employee satisfaction tracked in FY 2020-21?	Yes	Number of employees at start of FY 2020-21	6
Anonymous employee feedback allowed in FY 2020-21?	Yes	Number of employees at end of FY 2020-21	6
Exit interviews or surveys performed in FY 2020-21?	N/A	Number of employees leave during FY 2020-21	0
		Turnover rate in FY 2020-21	0.00%

Tenure as Unit Head: 6

Comments

Number of employees at the end of FY22-23 under Tab K cannot be determined. Year will not end until 6/30/23

Employee satisfaction tracked in FY 2019-20?	Yes	Number of employees at start of FY 2019-20	6
Anonymous employee feedback allowed in FY 2019-20?	Yes	Number of employees at end of FY 2019-20	6
Exit interviews or surveys performed in FY 2019-20?	Yes	Number of employees leave during FY 2019-20	1
		Turnover rate in FY 2019-20	16.67%

Manual Entry

DEPARTMENT OF CONSUMER AFFAIRS

MANUAL ENTRY

Organizational Unit Name: Administration

Number of FTEs Manually Entering Data: 4

Amount of Manual Entry Time	Number of Employees	Salary
75% or more of Time	2	\$57,157
50-74% of Time	0	
25-49% of Time	1	\$36,951
10-24% of Time	0	
Less than 10% of Time	1	\$52,530

Source of Data: Another SC State Agency; Members of the public; Agency created database/spreadsheet (Excel or Access)

Type of Data: Vendor and purchasing tracking data; financial data; legislative tracking info; human resources information

Comments (optional):

DEPARTMENT OF CONSUMER AFFAIRS

MANUAL ENTRY

Organizational Unit Name: Advocacy

Number of FTEs Manually Entering Data: 2

Amount of Manual Entry Time	Number of Employees	Salary
75% or more of Time	0	
50-74% of Time	0	
25-49% of Time	0	
10-24% of Time	2	\$39,570
Less than 10% of Time	0	

Source of Data: Filings by utility companies at the SC PSC; filings by insurance companies with DOI; Proposed regulations or requests for information in the state or federal register

Type of Data: Utiliites (company name, docket number, filing date, number of customers and other information needed to track status of the case); Insurance (name of company, filing date, date received from DOI, SERFF tracking number, insurance type, premium change requ

Comments (optional):

DEPARTMENT OF CONSUMER AFFAIRS

MANUAL ENTRY

Organizational Unit Name: Identity Theft Unit

Number of FTEs Manually Entering Data: 3

Amount of Manual Entry Time	Number of Employees	Salary
75% or more of Time	2	\$35,443
50-74% of Time	0	
25-49% of Time	0	
10-24% of Time	1	\$40,119
Less than 10% of Time	0	

Source of Data: Another SC State Agency; Members of the public; Agency created database/spreadsheet (Excel or Access); A state agency from another state

Type of Data: Consumer information; Identity theft and scam information

Comments (optional):

DEPARTMENT OF CONSUMER AFFAIRS

MANUAL ENTRY

Organizational Unit Name: Legal

Number of FTEs Manually Entering Data: 18

Amount of Manual Entry Time	Number of Employees	Salary
75% or more of Time	0	
50-74% of Time	2	\$36,182
25-49% of Time	6	\$39,238
10-24% of Time	4	\$62,017
Less than 10% of Time	6	\$58,114

Source of Data: A state agency from another state, Members of the public, Investigations of websites, industry reports, information pertaining to the businesses we review (i.e., date of the review, general information about the business, etc.), information from licensees

Type of Data: Business information (i.e., name, address, etc.), data breach information, consumer complaint information, licensing information

Comments (optional):

DEPARTMENT OF CONSUMER AFFAIRS

MANUAL ENTRY

Organizational Unit Name: Public Information & Education

Number of FTEs Manually Entering Data: 4

Amount of Manual Entry Time	Number of Employees	Salary
75% or more of Time	0	
50-74% of Time	0	
25-49% of Time	0	
10-24% of Time	4	\$46,954
Less than 10% of Time	0	

Source of Data: Social media metric tracking software, agency created tracking (i.e., presentation numbers); agency created database/spreadsheet (Excel or Access)

Type of Data: Social media numbers, presentation numbers, etc.; IT inventory

Comments (optional):

DEPARTMENT OF CONSUMER AFFAIRS

MANUAL ENTRY

Organizational Unit Name: Services

Number of FTEs Manually Entering Data: 6

Amount of Manual Entry Time	Number of Employees	Salary
75% or more of Time	0	
50-74% of Time	0	
25-49% of Time	4	\$37,705
10-24% of Time	1	\$52,101
Less than 10% of Time	1	\$78,461

Source of Data: Another SC State Agency; Members of the public; Agency created database/spreadsheet (Excel or Access); A state agency from another state

Type of Data: Consumer information; complaint information; HOA complaint information

Comments (optional):

Employee

Engagement

DEPARTMENT OF CONSUMER AFFAIRS

EMPLOYEE ENGAGEMENT

Ever Conducted Study?	Yes
Year Study Conducted	2022
Entity Conducting Study	SCDCA
Conduct on Regular Basis?	Yes
Frequency of Studies	Annually
Other Explained	N/A.

Number of SBD 2019-20	0
Number of SBD 2020-21	0
Number of SBD 2021-22	0
Number of SBD 2022-23	0

Comments (optional):

Agency Managers and supervisors conducted EPMS on all employees. 100% Completion

Governing Body

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING BODY

The Commission on Consumer Affairs

Date latest information sent to Secretary of State: 2019

Number of Members: 9

Qualifications to Serve: None

None

Duties: 37-6-506

The commission is the policymaking and governing authority of the Department of Consumer Affairs; commission is responsible for seeing that the provisions of the Consumer Protection Code are faithfully administered and enforced; to that end, the commission may adopt, amend and repeal rules and regulations, not inconsistent with law, to interpret and explain provisions of this title.

Method to Obtain Position 1	Method to Obtain Position 2	Method to Obtain Position 3	Method to Obtain Position "other" Explained	Method to Obtain Position Statute
Governor with Senate approval - Appointment	Entire General Assembly	Automatic because of Agency position (e.g., Director of an agency, Chair of an agency board) - Appointment	N/A.	37-6-502

Person that can remove	Fellow members of governing entity	Term Limit	Yes
Person that can remove "Other" Explained	Commission Chair	Term Limit Explained	No term limit for members. Neither the Chair nor Vice-Chair may serve consecutively for more than three two-year terms.
Reasons for removal	Members must attend at least two-thirds of the meetings in person in a calendar year. Any member who has three consecutive unexcused absences from regularly scheduled meetings is considered removed from the Commission and a vacancy is created. This section does not apply to an ex officio member of the Commission or to a designee of an ex officio member.		
Removal Statutes	No provided for in statute, but instead, in the Commission bylaws.	Length of Term	4 years for members. 2 years for Chair & Vice-Chair.

Initial Training	Initial Training "Other" Explained	Regular Training	Regular Training "Other" Explained
Review of board's statutory duties; general overview of agency mission/vision, services, and clients; and other information	N/A.	None	N/A.

Related Body

DEPARTMENT OF CONSUMER AFFAIRS

RELATED BODY

Counsel of Advisors on Consumer Credit

Number of Members: 16

Qualifications to Serve: S.C. Code Ann. §37-6-301(1)

Must be a fair representation of the various segments of the consumer credit industry and the public

Duties: S.C. Code Ann. §37-6-301(1)

The council shall advise and consult with the administrator concerning the exercise of his powers under this title and may make recommendations to him. Members of the council may assist the administrator in obtaining compliance with this title.

Method to Obtain Position 1	Method to Obtain Position 2	Method to Obtain Position 3	Method to Obtain Position "other" Explained	Method to Obtain Position Statute
Governor with no other approval required - Appointment			N/A.	S.C. Code Ann. §37-6-301(1)

Person that can remove	Governor	Term Limit	No
Person that can remove "Other" Explained		Term Limit Explained	N/A.
Reasons for removal	The statute is silent on the topic of removal. Because the Governor appoints the members, the Department is under the impression he also has the power to remove them.		
Removal Statutes	None.	Length of Term	4

Initial Training	Initial Training "Other" Explained	Regular Training	Regular Training "Other" Explained
Review of board's statutory duties; general overview of agency mission/vision, services, and clients; and other information		None	

DEPARTMENT OF CONSUMER AFFAIRS

RELATED BODY

State Health Planning Committee

Number of Members: 14

Qualifications to Serve: none

none

Duties: none

The Health Planning Committee advises the Department in the drafting of the South Carolina Health Plan.

Method to Obtain Position 1	Method to Obtain Position 2	Method to Obtain Position 3	Method to Obtain Position "other" Explained	Method to Obtain Position Statute
Governor with no other approval required - Appointment	Automatic because of Agency position (e.g., Director of an agency, Chair of an agency board) - Appointment	Other	The chairman of the board shall appoint one member.	44-7-180

Person that can remove	Multiple Options	Term Limit	yes
Person that can remove "Other" Explained		Term Limit Explained	Members appointed by the Governor are appointed for four-year terms, and may serve only two consecutive terms. The committee shall elect from among its members a chairman, vice chairman, and such other officers as the committee considers necessary to serve a two-year term in that office.
Reasons for removal	The statute is silent on the topic of removal. Because the Governor and chairman appoint certain members, the Department is under the impression they also have the power to remove them.		
Removal Statutes	None.	Length of Term	Members appointed by the Governor are appointed for four-year terms, and may serve only two consecutive terms. The committee shall elect from among its members a chairman, vice chairman, and such other officers as the committee considers necessary to serve

Initial Training	Initial Training "Other" Explained	Regular Training	Regular Training "Other" Explained
Review of board's statutory duties and general overview of agency mission/vision, services, and clients only		None	

DEPARTMENT OF CONSUMER AFFAIRS

RELATED BODY

Solid Waste Advisory Council

Number of Members: 16

Qualifications to Serve: 44-96-60(C)

Per 44-96-60 (C) Not later than six months after this chapter is effective, there shall be established a State Solid Waste Advisory Council. The council shall consist of the following sixteen members:

(1) twelve members appointed by the Governor which shall include one member to represent manufacturing interests; one member to represent the retail industry; two members to represent the solid waste disposal industry; one member to represent existing private recycling industry; two members to represent the general public; three members to represent county governments to be recommended by the South Carolina Association of Counties, one shall represent a county with a population of 50,000 or less, one shall represent a county with a population more than 50,000 and up to 100,000, and the final county representative shall represent a county with a population over 100,000; and two members shall represent municipalities to be recommended by the South Carolina Municipal Association. County, regional, and municipal representatives who are elected officials shall serve ex officio;

(2) the consumer advocate or his designee;

(3) one member to represent the Department of Health and Environmental Control;

(4) the Secretary of Commerce or his designee; and

(5) one member to represent the Governor.

The members of the council in (1) above appointed after May 27, 1997, shall serve terms of four years dating from May 27, 1997, except that the member representing manufacturing interests, one member representing the solid waste disposal industry, the member representing existing private recycling industry, one member representing the general public, the member representing a county with a population of over one hundred thousand, and one municipal member must be appointed for a term of two years dating from May 27, 1997, and subsequent appointment of these members must be for a term of four years. No member appointed after May 27, 1997, may serve more than two terms. Members named in (2), (3), (4), and (5) above shall serve co-terminus with their office or at the pleasure of the respective appointing authority. No member appointed before May 27, 1997, shall serve past May 27, 2001. Members shall promulgate regulations concerning meeting attendance. The council shall advise the department on the preparation of the state solid waste management plan, on methods of implementing the state plan on the preparation of the annual reports by the department on solid waste management and provide technical expertise regarding solid waste management grants and planning. The council shall be provided with drafts of the plan and reports and shall be given adequate opportunity to comment. The council also shall be advised on a regular basis by the department regarding the grant applications which have been accepted or denied under the Solid Waste Management Grant Program and on the status of the Solid Waste Management Trust Fund.

Duties: 44-96-60(C)

The council shall advise the department on the preparation of the state solid waste management plan, on methods of implementing the state plan on the preparation of the annual reports by the department on solid waste management and provide technical expertise regarding solid waste management grants and planning. Trust Fund Approval (The department's decisions shall be made upon the approval of the statewide Solid Waste Advisory Council and after consultation with the Governor's Office and the Joint Legislative Committee on Energy to ensure that the funds are administered according to decisions of the federal courts and requirements of the United States Department of Energy.) Grant disbursements must be approved by the State Solid Waste Advisory Council. Grants must be awarded by the State Solid Waste Advisory Council.

Method to Obtain Position 1	Method to Obtain Position 2	Method to Obtain Position 3	Method to Obtain Position "other" Explained	Method to Obtain Position Statute
Governor with no other approval required - Appointment	Automatic because of Agency position (e.g., Director of an agency, Chair of an agency board) - Appointment	Other	(C) Not later than six months after this chapter is effective, there shall be established a State Solid Waste Advisory Council. The council shall consist of the following sixteen members:	44-96-60(C)

Person that can remove	Multiple Options	Term Limit	(1) twelve members appointed by the Governor which shall include o
Person that can remove "Other" Explained		Term Limit Explained	The members of the council in (1) above appointed after May 27, 1997, shall serve terms of four years dating from May 27, 1997, except that the member representing manufacturing interests, one member representing the solid waste disposal industry, the member representing existing private recycling industry, one member representing the general public, the member representing a county with a population of over one hundred thousand, and one municipal member must be appointed for a term of two years dating from May 27, 1997, and subsequent appointment of these members must be for a term of four years. No member appointed after May 27, 1997, may serve more than two terms. Members named in (2), (3), (4), and (5) above shall serve co-terminus with their office or at the pleasure of the respective appointing authority. No member appointed before May 27, 1997, shall serve past May 27, 2001. Members shall promulgate regulations concerning meeting attendance.
Reasons for removal		Length of Term	The members of the council in (1) above appointed after May 27, 1997, shall serve terms of four years dating from May 27, 1997, except that the member representing manufacturing interests, one member representing the solid waste disposal industry, the mem
Removal Statutes			

Initial Training	Initial Training "Other" Explained	Regular Training	Regular Training "Other" Explained
Review of board's statutory duties and general overview of agency mission/vision, services, and clients only		None	

DEPARTMENT OF CONSUMER AFFAIRS

RELATED BODY

Associated Auto Insurers Plan of South Carolina Advisory Board

Number of Members: 11

Qualifications to Serve: Act 154 of 1997; 38-91-130 (Eff March 1, 1999 and ceases to be of any force or effect after February 28, 2003); see also AAIPSC Plan of Operations

The Advisory Board shall be composed of 11 individuals, including one who shall be elected as Chairperson, who is not an insurer representative. The American Insurance Association, the Alliance of American Insurers, and the National Association of Independent Insurers and any individual, group, or insurance agent trade or professional association may nominate qualified individuals for consideration.

The Advisory Board shall consist of

1. two individuals who are licensed agents or brokers appointed by the Director or his designee;
2. two consumer representatives to be appointed by the Director or his designee;
3. three Association members appointed by the Director or his designee;
4. the Consumer Advocate or his designee;
5. the Director of Public Safety or his designee;
6. the Director of the Department of Motor Vehicles or his designee;
7. one representative from the Department of Insurance.

The representative from the Department of Insurance will be a nonvoting Advisory Board member.

Duties: Act 154 of 1997; 38-91-130 (Eff March 1, 1999 and ceases to be of any force or effect after February 28, 2003); see also AAIPSC Plan of Operations

Provide for the prompt and efficient provision of automobile insurance to qualified applicants unable to procure such insurance through ordinary methods; The Advisory Board shall advise the Director on Plan matters, such as appointment of a Manager, budgeting expenses, levying assessments, disbursing funds, and performing all duties essential to the proper administration of the Plan. Annually, the Manager shall prepare an operating budget for Advisory Board to review. The budget shall be approved by the Advisory Board and submitted to the Director. Copies of the budget shall be furnished to subscriber companies upon request. An annual written report of operations in a format and detail to be determined by the companies shall be made available to all subscriber companies. The annual report shall be available on the Plan website. In addition, hardcopies of the report may be obtained by contacting the Plan Office.

Method to Obtain Position 1	Method to Obtain Position 2	Method to Obtain Position 3	Method to Obtain Position "other" Explained	Method to Obtain Position Statute
Other	Automatic because of Agency position (e.g., Director of an agency, Chair of an agency board) - Appointment	Automatic because of Non-state agency or elected position (e.g., Chief executive officers of educational institutions) - Appointment	Per AAIPSC Plan of Operations: Selection of Advisory Board Representatives All Advisory Board members, other than the Director of Public Safety or his designee, the Consumer Advocate or his designee, and the	Act 154 of 1997

Person that can remove	Other	Term Limit	yes	Director of the Department of Motor Vehicles or
Person that can remove "Other" Explained	Director of Department of Insurance	Term Limit Explained	Advisory Board members appointed shall serve for two years from the date of appointment. An Advisory Board member's term shall begin immediately following the close of a meeting in which such individual is appointed. Members may be reappointed for subsequent terms	
Reasons for removal	Any members appointed by the Director may be removed and replaced by the Director at any time without cause. A vacancy occurring as a result of the removal or replacement of a member by the Director must be filled for the unexpired term by the next meetin	Length of Term	2 years	
Removal Statutes	AAIPSC Plan of Operations			

Initial Training	Initial Training "Other" Explained	Regular Training	Regular Training "Other" Explained

Governing or Related Body Positions

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Governing Entity
Name of Entity	The Commission on Consumer Affairs
Statutory Role	Commissioner
Position	Chair
Contact Information	Other
Contact Information "Other" Explained	The Commission on Consumer Affairs page of the Department's website lists all Commission members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact information.
Role's Status	Full-time
Status Notification	Yes

Name of Individual	David Campbell
County of Residence	Richland
Profession	Vice-Chair and COO Chernoff Newman
Term Start Date	8/30/2009
Term End Date	8/30/2021
Number of Terms	4
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Governing Entity
Name of Entity	The Commission on Consumer Affairs
Statutory Role	Commissioner
Position	Vice Chair
Contact Information	Other
Contact Information "Other" Explained	The Commission on Consumer Affairs page of the Department's website lists all Commission members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact information.
Role's Status	Full-time
Status Notification	Yes

Name of Individual	W. Fred Pennington, Jr.
County of Residence	Greenville
Profession	co-owner of Lawrence Fabrication, Inc. Treasurer/ Vice President.
Term Start Date	4/2/2014
Term End Date	9/20/2019
Number of Terms	3
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Governing Entity
Name of Entity	The Commission on Consumer Affairs
Statutory Role	Commissioner
Position	Ex Officio
Contact Information	Other
Contact Information "Other" Explained	The Commission on Consumer Affairs page of the Department's website lists all Commission members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact information.
Role's Status	Current
Status Notification	

Name of Individual	Mark Hammond
County of Residence	Richland
Profession	Secretary of State
Term Start Date	
Term End Date	
Number of Terms	
Comments (optional)	Elected official

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Governing Entity
Name of Entity	The Commission on Consumer Affairs
Statutory Role	Commissioner
Position	Commissioner
Contact Information	Other
Contact Information "Other" Explained	The Commission on Consumer Affairs page of the Department's website lists all Commission members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact information.
Role's Status	
Status Notification	

Name of Individual	William Geddings
County of Residence	Florence
Profession	Attorney
Term Start Date	5/8/2019
Term End Date	6/30/2023
Number of Terms	1
Comments (optional)	Appointed by General Assembly

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Governing Entity
Name of Entity	The Commission on Consumer Affairs
Statutory Role	Commissioner
Position	Commissioner
Contact Information	Other
Contact Information "Other" Explained	The Commission on Consumer Affairs page of the Department's website lists all Commission members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact information.
Role's Status	
Status Notification	

Name of Individual	James E. Lewis
County of Residence	Horry
Profession	Attorney
Term Start Date	5/8/2019
Term End Date	6/30/2023
Number of Terms	1
Comments (optional)	Appointed by General Assembly

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Governing Entity
Name of Entity	The Commission on Consumer Affairs
Statutory Role	Commissioner
Position	Commissioner
Contact Information	Other
Contact Information "Other" Explained	The Commission on Consumer Affairs page of the Department's website lists all Commission members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact information.
Role's Status	
Status Notification	

Name of Individual	Renee I. Madden
County of Residence	Richland
Profession	Attorney
Term Start Date	5/8/2019
Term End Date	6/30/2023
Number of Terms	1
Comments (optional)	Appointed by General Assembly

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Governing Entity
Name of Entity	The Commission on Consumer Affairs
Statutory Role	Commissioner
Position	Commissioner
Contact Information	Other
Contact Information "Other" Explained	The Commission on Consumer Affairs page of the Department's website lists all Commission members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact information.
Role's Status	Holder
Status Notification	Yes

Name of Individual	John Pressly
County of Residence	Richland
Profession	Medical Consultant
Term Start Date	5/14/2019
Term End Date	9/30/2022
Number of Terms	2
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Governing Entity
Name of Entity	The Commission on Consumer Affairs
Statutory Role	Commissioner
Position	Commissioner
Contact Information	Other
Contact Information "Other" Explained	The Commission on Consumer Affairs page of the Department's website lists all Commission members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact information.
Role's Status	Current
Status Notification	Yes

Name of Individual	Lawrence D. Sullivan
County of Residence	Dorchester
Profession	Professor
Term Start Date	5/8/2019
Term End Date	6/30/2023
Number of Terms	1
Comments (optional)	Appointed by General Assembly resigned 3/6/23

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Governing Entity
Name of Entity	The Commission on Consumer Affairs
Statutory Role	Commissioner
Position	Commissioner
Contact Information	Other
Contact Information "Other" Explained	The Commission on Consumer Affairs page of the Department's website lists all Commission members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact information.
Role's Status	Voluntary
Status Notification	

Name of Individual	
County of Residence	
Profession	
Term Start Date	
Term End Date	
Number of Terms	
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact handover
Role's Status	Handover
Status Notification	Yes

Name of Individual	Alethea Gadson
County of Residence	Richland
Profession	Branch Manager at South State Bank
Term Start Date	
Term End Date	8/15/2018
Number of Terms	4
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact info
Role's Status	Member
Status Notification	Yes

Name of Individual	
County of Residence	
Profession	
Term Start Date	
Term End Date	
Number of Terms	
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact handover
Role's Status	Handover
Status Notification	Yes

Name of Individual	Scott C. Rhodes
County of Residence	Lexington
Profession	GM for Galeana
Term Start Date	11/3/2015
Term End Date	8/15/2019
Number of Terms	2
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact info
Role's Status	
Status Notification	Yes

Name of Individual	Victor C. "Chip" McLeod III
County of Residence	Spartanburg
Profession	Senior VP/ Financial Advisor for Merrill Lynch
Term Start Date	8/17/2015
Term End Date	8/15/2019
Number of Terms	3
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact info
Role's Status	Vacant
Status Notification	Yes

Name of Individual	VACANT
County of Residence	
Profession	
Term Start Date	
Term End Date	
Number of Terms	
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact handover
Role's Status	Handover
Status Notification	Yes

Name of Individual	Kristin M. Bastian
County of Residence	Berkeley
Profession	Grants & Operations Director at Origin SC & Credit Counselor
Term Start Date	11/3/2015
Term End Date	8/15/2017
Number of Terms	2
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact handover
Role's Status	Handover
Status Notification	Yes

Name of Individual	James L. Godwin
County of Residence	Richland
Profession	Owner of Godwin Motors
Term Start Date	8/9/2016
Term End Date	8/15/2020
Number of Terms	2
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact info
Role's Status	Vacant
Status Notification	Yes

Name of Individual	VACANT
County of Residence	
Profession	
Term Start Date	
Term End Date	
Number of Terms	
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact handover
Role's Status	Handover
Status Notification	Yes

Name of Individual	Robert J. Wilkes
County of Residence	Charleston
Profession	CEO and President KB Kitchen
Term Start Date	8/9/2016
Term End Date	5/15/2018
Number of Terms	2
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact info
Role's Status	Active
Status Notification	Yes

Name of Individual	Stephen E. Hall
County of Residence	Greenville
Profession	VP of Business Development at Find Great People
Term Start Date	8/30/2016
Term End Date	8/15/2018
Number of Terms	
Comments (optional)	Appointed by Governor resigned January 2023

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact handover
Role's Status	Handover
Status Notification	Yes

Name of Individual	Ruth Ellen Hardee
County of Residence	Richland
Profession	Financial Administrator at Home Builders Association of Greater Columbia
Term Start Date	
Term End Date	8/15/2019
Number of Terms	4
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Chair
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact handover
Role's Status	Full
Status Notification	Yes

Name of Individual	Sharon Crawley Bramlett
County of Residence	Richland
Profession	Attorney
Term Start Date	3/17/2001
Term End Date	
Number of Terms	5
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact handover
Role's Status	Handover
Status Notification	Yes

Name of Individual	Randall C. Cole
County of Residence	Florence
Profession	VP of Clinical Operations for SC OVP Health
Term Start Date	8/9/2016
Term End Date	8/1/2020
Number of Terms	4
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact handover
Role's Status	Handover
Status Notification	Yes

Name of Individual	James D. Walters
County of Residence	Greenville
Profession	CEO of Credit Central
Term Start Date	8/14/2014
Term End Date	8/15/2017
Number of Terms	3
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact info
Role's Status	Vacant
Status Notification	Yes

Name of Individual	VACANT
County of Residence	
Profession	
Term Start Date	
Term End Date	
Number of Terms	
Comments (optional)	Appointed by Governor

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNING OR RELATED BOARD POSITIONS

Type of Entity	Related Board/Commission
Name of Entity	Counsel of Advisors on Consumer Credit
Statutory Role	Member
Position	Member
Contact Information	Other
Contact Information "Other" Explained	The Council of Advisors on Consumer Credit page of the Department's website lists all Council members by name. The webpage presents the phone number for a Department staff member that constituents may call for more information, including for contact handover
Role's Status	Handover
Status Notification	Yes

Name of Individual	Virginia K. Palmer
County of Residence	Union
Profession	1st Franklin Financial Corporation Senior Vice President over Operations Administration
Term Start Date	8/17/2015
Term End Date	8/15/2019
Number of Terms	2
Comments (optional)	Appointed by Governor

Agency

Head

DEPARTMENT OF CONSUMER AFFAIRS

AGENCY HEAD

Administrator

Name: Carri Grube Lybarker

Start Date:

Qualifications to Serve: S.C. Code Ann. §37-6-507, 37-6-602

The administrator shall be:

- (1) a person of good moral character;
- (2) at least thirty years of age;
- (3) a resident taxpayer of this State; and
- (4) shall be thoroughly familiar with this title and the consumer transactions to which it pertains.

The Commission may also require additional qualifications.

The administrator, while serving as such, shall not directly or indirectly be financially interested in or associated with any other person subject to the jurisdiction of the Commission or the administrator thereof.

The administrator shall serve at the pleasure of the Commission.

If also serving as Consumer Advocate, must be an attorney qualified to practice in all courts of South Carolina with a minimum eight year's practice experience.

Duties: 37-6-104, 37-6-105, 37-6-106, 37-6-108, 37-6-117, 37-6-118, 37-6-110, 37-6-111, 37-6-113, §§ 37-6-403 through 409, § 37-4-111, 37-6-303, 37-6-508, 37-6-602, 44-7-180, 44-96-60, 46-13-150

The Administrator may:

- receive and act on complaints;
- commence proceedings on his own initiative;
- counsel persons and groups on their rights and duties under Title 37;
- establish programs for the education of consumers with respect to credit practices and problems;
- make studies appropriate to effectuate the purposes and policies of this title and make the results available to the public;
- adopt, amend, and repeal substantive rules when specifically authorized by this title, and adopt, amend, and repeal procedural rules to carry out the provisions of Title 37
- maintain offices within this State;
- appoint any necessary attorneys, hearing examiners, clerks, and other employees and agents;
- in connection with a complaint received concerning noncompliance by a supervised financial organization, obtain specific relevant information about the organization from the supervisory official
 - with probable cause to believe that a person has engaged in an act which is subject to action by the Administrator, may investigate to determine if a violation has occurred
 - after notice, issue a cease and desist order to a creditor or person subject to Title 37
 - file an injunction to restrain any person from violating this title and for other appropriate relief
 - bring a civil action pursuant to Section 37-6-113
 - investigate unfair trade practices
 - in relation to trade practices targeting vulnerable adults, issue an administrative order to cease and desist, to return property or money, and to impose penalties of up to ten thousand dollars per violation. The administrator may bring a civil action seeking equitable relief.

The Administrator shall:

- enforce the Federal Truth in Lending Act to the fullest extent provided by law.
- consult with other Administrators in other jurisdictions that have adopted the Uniform Consumer Credit Code before adopting, amending, or repealing rules.
- report annually to the Governor and legislature on the operation of the Department, the use of consumer credit in SC, and on the problems of persons of small means obtaining credit from persons regularly engaged in extending credit sales or loans.
- refer complaints received about supervised financial organizations to the agency having supervisory authority over the organization
- keep the name or identity of the person or business it investigates confidential and not available to the public until an enforcement action is brought
- receive, refer, and attempt to voluntarily mediate consumer complaints in accordance with Section 37-6-117
- follow the procedure for adoption of rules as set forth in §§ 37-6-403 through 409.

Requires cooperation between Administrator and Insurance Commissioner for consumer insurance.

Meet with the Council of Advisors at least twice per year.

With Commission approval, appoint deputies as determined necessary to assist in performing duties required under Title 37.

May serve as the Consumer Advocate.

If Consumer Advocate, serves on State Health Planning Committee

If Consumer Advocate, serves on Solid Waste Advisory Council

Recommend two citizens at large to the Pesticide Advisory Committee

Method to Obtain Position 1	Method to Obtain Position "other" Explained	Method to Obtain Position Statute
Board/Commission hire or appointment alone	N/A.	S.C. Code Ann. §37-6-103

Person that can remove	Governing Entity (that is not the Governor)
Person that can remove "Other" Explained	N/A.
Reasons for removal	Unspecified.
Removal Statutes	None.

Initial Training	Initial Training "Other" Explained
Review of agency head's statutory duties; general overview of agency mission/vision, services, and clients; and other information	N/A.

Federal

Counterparts

DEPARTMENT OF CONSUMER AFFAIRS

COUNTERPART - FEDS

Counterpart Name: [Federal Trade Commission](#)

Role and Responsibility:

The FTC's mission is protecting the public from deceptive or unfair business practices and from unfair methods of competition through law enforcement, advocacy, research, and education.

Similarity to Agency:

SCDCA and the FTC both provide valuable resources that can help consumers avoid fraudulent transactions and scams.

Difference from Agency:

The FTC works under federal laws to protect and educate consumers. The FTC does not license or register businesses, while SCDCA licenses and regulates approximately fifteen industries.

Working Together:

SCDCA occasionally partners with the FTC to offer joint educational webinars. SCDCA has offered comments on proposed FTC rules. SCDCA occasionally joins the FTC (and other federal, state, and local law enforcement partners) on nationwide crackdowns (i.e.

DEPARTMENT OF CONSUMER AFFAIRS

COUNTERPART - FEDS

Counterpart Name: [Consumer Financial Protection Bureau](#)

Role and Responsibility:

The Consumer Financial Protection Bureau helps consumers by providing educational materials and accepting complaints. It supervises banks, lenders, and large non-bank entities, such as credit reporting agencies and debt collection companies. The Bureau also works to make credit card, mortgage, and other loan disclosures clearer, so consumers can understand their rights and responsibilities.

Similarity to Agency:

Both SCDCA and CFPB aim to protect consumers. Both agencies accept consumer complaints. Both agencies offer guidance and compliance resources to help businesses understand how to comply with applicable laws.

Difference from Agency:

The CFPB works under federal laws to protect and educate consumers. The CFPB only accepts consumer complaints about financial products and services, while SCDCA accepts complaints regarding additional industries.

Working Together:

Beginning in February of 2020, SCDCA engaged in a joint investigative and enforcement effort with the CFPB against companies and individuals targeting veteran pension funds. That matter has since been settled.

SCDCA has offered comments on proposed CFP

DEPARTMENT OF CONSUMER AFFAIRS

COUNTERPART - FEDS

Counterpart Name: [Consumer Product Safety Commission](#)

Role and Responsibility:

The CPSC's mission is to protect the public against unreasonable risks of injuries and deaths associated with consumer products. The Consumer Product Safety Act requires the CPSC to establish a program to promote Federal-State cooperation for the purposes of carrying out the Act.

Similarity to Agency:

Both SCDCA and the CPSC aim to protect consumers.

Difference from Agency:

The CPSC has enforcement authority

Working Together:

SCDCA contracts with the CPSC to provide services including inspections and education for retailers and resale stores regarding unsafe consumer products. DCA's investigators conduct onsite inspections of retailers to determine if the requirements of corre

Local

Counterparts

DEPARTMENT OF CONSUMER AFFAIRS

COUNTERPART - LOCAL

Counterpart Name: [Better Business Bureau](#)

Role and Responsibility:

The Better Business Bureau (BBB) is a private organization that provides the public with information on businesses and charities. It also handles consumer complaints. BBB has developed a rating system for businesses based on a scale of A+ to F.

Similarity to Agency:

Similar to the Department, BBB accepts consumer complaints against businesses.

Difference from Agency:

BBB offers accreditation to businesses who follow certain polices and pay annual dues, which the Department does not offer. BBB is a private non-profit organization that has no regulatory authority over business industries, whereas, the Department has some statutorily-given regulatory authority over certain business industries operating in South Carolina.

Working Together:

On occasion, the Department and BBB partner to provide joint consumer and/or business education and outreach. Consumers are occasionally referred to the Department from BBB to file a complaint.

SWOT

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

The Department has brought a fresh perspective and new voice to utility rate cases. Due to this, we have been able to successfully challenge longstanding norms that were not supported to the benefit of consumers. While staff is limited, all are dedicated to the agency's mission which further helps drive positive outcomes for consumers.

Weakness

Utility filings at the SCPSC are frequent, voluminous and varied with regard to subject matter. There are a large number of filings and a wide of array of subjects involved. The advocacy division consists of 4 employees and has a limited budget for hiring consultants and witnesses. Based on these factors, we are not able to intervene in as many cases or present testimony on as many issues. Therefore, while we have achieved significant savings for utility customers, the savings could be even greater.

Opportunity

After three years of having our utility rate case authority restored, the advocacy division has developed knowledge and working relationships that will enhance our ability to represent the consumer interest at the PSC. further savings for consumers. As we continue to gain knowledge, experience, and additional relationships, we expect to achieve even greater savings for consumers.

Threat

Utility companies appear to be expending increasing resources (attorneys, witnesses, etc.) in support of rate increase requests. Regarding threats to SC consumers, as utility rates and the cost of living increase, consumers face continuing threats to their ability to pay for basic necessities, including utilities. These issues particularly impact low income households, retirees, and the elderly who face higher bills than the average citizen due to housing quality and being home longer hours each day.

Comments

These comments are specific to the Advocacy Division.

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

Ability for staff to craft job responsibilities that highlights their strengths .

Weakness

Attorney/paralegal turnover and/or salary issues. The ability to hire/retain qualified personnel especially hinders the Advocacy Division's ability to review additional rate filings and intervene in matters that may impact consumer rates.

Opportunity

More opportunities for partnerships with local agencies like SCDC and DJJ for long-term education programs on credit, ID Theft and scams for incarcerated individuals transitioning out of the system. Would just need more resources to complete the vision of these partnerships.

Threat

The agency's general fund budget has been unpredictable over recent decades. The unpredictability of the health of industries regulated has also affected other funds (i.e.: FY09 mortgage crisis).

Comments

Requested an additional outreach coordinator in the FY24 budget but may not be approved.

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

Focus on making all content accessible to all education levels of consumer/businesses. We try to make all of our education understandable to everyone that it reaches because we know that not everyone has a college education or even a high school degree.

Weakness

Inability to adjust licensing fees on DCA's own authority, a power given other agencies in the regulation of non-depository financial institutions .

Opportunity

Continue to seek and evaluate available technologies to assist in streamlining and providing more efficient services, especially in areas where data entry or paper are core to a process.

Threat

Consumers are filing complaints at increased levels.

Comments

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

Being the catch-all agency. Consumers often come to us when they don't know where to go otherwise. When we go and give presentations, we openly tell consumers that even though we might not be the agency who directly deals with their issue, we can get them where they need to be.

Weakness

Lack of a comprehensive, agency-specific classification and compensation study comparing DCA to similarly situated agencies or positions within state government.

Opportunity

Increased communication and partnerships with state and local government agencies whose customers are in need of financial literacy and scam education.

Threat

Potential for DCA to need to respond timely to a large external event, straining resources and the agency's ability to continue day-to-day activities in a consistent manner. (i.e.: large security breaches and natural disasters).

Comments

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

Coordination amongst divisions.

Weakness

Small amount of staff working multiple areas.

Opportunity

Threat

General citizen knowledge of DCA and the services we offer can be limited as most consumers do not have the need to contact the agency on a recurring basis.

Comments

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

Ability to make internal adjustments and pivot to create efficiencies, increased productivity and otherwise respond to a challenge (i.e.: internal restructuring).

Weakness

Employee retention/ recruiting.

Opportunity

Threat

Comments

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

High level of staff morale and desire to work together.

Weakness

Laws within the agency's jurisdiction are nuanced and specialized. Training new employees in a position to administer and enforce such laws takes time (includes agency head).

Opportunity

Threat

Comments

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

Management's continuous focus on evaluating goals, strategies and measurements as well as gaps and potential solutions.

Weakness

Lack of authority regarding complaints received under the Homeowner Association Act. Many of the issues can not be resolved since we cannot require the homeowners association to provide access to the information that many consumers are requesting.

Opportunity

Threat

Comments

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

Embracing and implementing technology to streamline processes and further DCA's mission.

Weakness

Opportunity

Threat

Comments

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

Reliance on data to identify strengths and weaknesses of services and staff.

Weakness

Opportunity

Threat

Comments

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

Communication from leadership down.

Weakness

Opportunity

Threat

Comments

DEPARTMENT OF CONSUMER AFFAIRS

SWOT

Strength

Consumers have access to a process that provides access to a mediate a complaint with a businesses to obtain an efficient resolution to pursue credits, refunds, and adjustments regarding consumer transactions with South Carolina businesses as well as businesses in other states resulting in a decrease cost for both the consumer and business and decrease burden on the court system.

Weakness

Opportunity

Threat

Comments

Audits & Reviews

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	Recovery Analytics Solutions
Year	FY2023
Issue Identified	None
Recommended Action	None
Agency's Action in Response	None
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2023
Issue Identified	For one of the termination payments inspected, the annual leave payout was not included in the employee's final paycheck. This resulted in an underpayment of approximately \$821.
Recommended Action	None
Agency's Action in Response	Updated internal "Terminations Checklist" to add that: (1) A payroll simulation shall be run prior to the final payroll run to verify that the leave payout is included, and (2) our Human Resources Department will closely review the final payroll Renumeration Statement for the payout.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2020
Issue Identified	None
Recommended Action	None
Agency's Action in Response	None
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2019
Issue Identified	Future minimum lease payments reported with the Operating Leases Reporting Package were overstated by approximately \$18,000 because fiscal year 2019 payments were inadvertently included.
Recommended Action	
Agency's Action in Response	Management emphasized the necessity of attention to detail in closing package completion to prevent similar errors from occurring in the future.
Comments (optional)	In May 2019 the Department entered a building lease structured differently from its past lease, contributing to the error.

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2018
Issue Identified	The Department submitted the Capital Assets Reporting Package one business day after the extended due date.
Recommended Action	None
Agency's Action in Response	None
Comments (optional)	Unfortunately, the combination of office closures due to Hurricane Florence and staff illness resulted in a delayed submission of the report by one business day.

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2017
Issue Identified	For one of the five terminations inspected, the auditor was not able to confirm that the employee was removed from the payroll in accordance with the Department's policies and procedures due to a lack of supporting documentation.
Recommended Action	None
Agency's Action in Response	Appropriate staff was reminded of the need to review temporary contracts prior to engaging former employee services and make appropriate updates at inception and termination.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2016
Issue Identified	Four of the combined forty-six transactions inspected included receipts which were not deposited in a timely manner. For certain receipts in those four transactions, the time between receipt and deposit ranged from nine to twenty-two business days.
Recommended Action	None
Agency's Action in Response	DCA implemented new procedures to remind staff of the need to submit deposits in a timely manner. Updated procedures for accounting staff to flag checks submitted beyond the required timeframe for reporting and implement quarterly internal audits covering this area.
Comments (optional)	The Department's new online licensing system also assisted in remedying this deficiency by increasing our internal reporting, tickler and auditing capabilities.

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2016
Issue Identified	Three of the other receipts inspected were not recorded in the proper fiscal year. The three receipts, recorded in fiscal year 2016, were received in fiscal year 2015.
Recommended Action	None
Agency's Action in Response	DCA implemented new procedures to remind staff of the need to submit deposits in a timely manner. Updated procedures for accounting staff to flag checks submitted beyond the required timeframe for reporting and implement quarterly internal audits covering this area.
Comments (optional)	The Department's new online licensing system also assisted in remedying this deficiency by increasing our internal reporting, tickler and auditing capabilities.

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2016
Issue Identified	Operating Leases Reporting Package – Auditor unable to verify one lease reported on the Future Minimum Payment Schedule to supporting lease documentation. Another lease reported on the schedule included a future payment amount exceeding the terms of the lease. The reported future minimum lease payments impacted by the exceptions totaled approximately \$2,500.
Recommended Action	None
Agency's Action in Response	Updated procedures to require all agency contracts be scanned to a central folder and train staff accordingly
Comments (optional)	The Department was able to provide lease documentation that was not obtained by the auditors during fieldwork, however, we lacked the signed agreement for that lease. The Department followed up with the vendor for a fully executed copy.

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2016
Issue Identified	Inadvertent exclusion of approximately \$3,900 due to misinterpretation of Comptroller General Office instructions requiring the inclusion of individual interfund payables of less than \$100,000 on the Accounts Payable Reporting Package.
Recommended Action	None
Agency's Action in Response	Updated procedures to require accounting staff to keep an excel spreadsheet of prior year payables as they are entered into SCEIS for reconciliation at reporting time.
Comments (optional)	Unfortunately a prior year payable, while correctly entered into SCEIS prior to pulling the proper report, did not appear on the report pulled by DCA or received from the Comptroller General's Office.

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2016
Issue Identified	The Department properly capitalized an intangible asset costing more than \$100,000, except for \$7,500 for associated seat licenses purchased prior to the capitalization date, which was expensed instead of being included as part of the book value of the asset.
Recommended Action	None
Agency's Action in Response	The Department misread the guidelines and updated the entry accordingly.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2015
Issue Identified	Five of the combined forty-one receipts tested were not deposited in a timely manner.
Recommended Action	The auditor recommended the Department continue to implement policies and procedures which will ensure timely deposits of all Department receipts.
Agency's Action in Response	In FY16 the Department combined its regulatory programs under the supervision of one Deputy Administrator and staff processing monies share the same supervisor. This reorganization coupled with the FY17 launch of a new licensing database assisted in remedying this deficiency as it increased internal auditing capabilities. Further, timeliness of deposits was added as a specific success criteria on appropriate EPMS documents.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2015
Issue Identified	The Department didn't file a Capital Assets Reporting Package for fiscal year 2015 despite having capital assets and fiscal year 2015 purchases toward a capital asset which was capitalized in fiscal year 2016.
Recommended Action	The auditor recommended the Department continue to implement procedures to ensure that all reporting packages are completed in accordance with the Comptroller General's Policies and Procedures Manual and reporting package form instructions.
Agency's Action in Response	Implemented a process of setting internal meetings for review of package instructions and Comptroller General's Reporting Manual in preparation for completion of required packages and establishing internal deadlines for workflow, allotting sufficient time for staff preparing the packages and supervisors to review all details.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2015
Issue Identified	The future minimum lease payments and the contingent rental payments reported on the Department's Operating Leases Reporting Package were both understated.
Recommended Action	The auditor recommended the Department continue to implement procedures to ensure that all reporting packages are completed in accordance with the Comptroller General's Policies and Procedures Manual and reporting package form instructions.
Agency's Action in Response	Implemented a process of setting internal meetings for review of package instructions and Comptroller General's Reporting Manual in preparation for completion of required packages and establishing internal deadlines for workflow, allotting sufficient time for staff preparing the packages and supervisors to review all details.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2015
Issue Identified	The liability for compensated absences was overstated due to late submission of leave
Recommended Action	The auditor recommended the Department continue to implement procedures to ensure that all reporting packages are completed in accordance with the Comptroller General's Policies and Procedures Manual and reporting package form instructions.
Agency's Action in Response	Implemented a process of setting internal meetings for review of package instructions and Comptroller General's Reporting Manual in preparation for completion of required packages and establishing internal deadlines for workflow, allotting sufficient time for staff preparing the packages and supervisors to review all details.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS

AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2015
Issue Identified	The Department provided an inventory listing which was not dated or approved.
Recommended Action	The auditor recommended the Department continue the implementation of procedures to ensure and demonstrate compliance with Section 10-1-140 of the 1976 South Carolina Code of Laws, as amended.
Agency's Action in Response	Updated processes to provide for an inventory coversheet detailing inventory completion date(s) and signatures of those who completed the inventory as well as supervisors.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2014
Issue Identified	The auditor determined receipts were not always forwarded promptly from the departments who receive revenue to the finance staff and as a result, revenue was not deposited timely in accordance with State law.
Recommended Action	The auditor recommended the Department strengthen its procedures to ensure that receipts are deposited in a timely manner in accordance with State law.
Agency's Action in Response	Coordinating discussions with staff processing monies from regulatory programs to ascertain reasons for delayed submissions to the Accounting Section. Processes and procedures will be updated to implement decided protocol based on these discussions to obtain compliance. Trainings based upon the changes will also be held.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2014
Issue Identified	One receipt out of eighteen tested in our cut-off test of revenue was not recorded in the correct fiscal year. The receipt in question was received on June 27, 2014 and deposited on July 1, 2014 and was recorded as a fiscal year 2015 transaction.
Recommended Action	The auditor recommended the Department implement procedures to ensure accounting transactions are recorded in the proper fiscal year.
Agency's Action in Response	Updated internal procedures to ensure compliance with state law and specify workflow tasks for the input staff and supervisor to verify the transactions appropriate fiscal year.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2014
Issue Identified	The Department provided an inventory listing which was not dated or approved.
Recommended Action	The auditor recommended the Department continue the implementation of procedures to ensure and demonstrate compliance with Section 10-1-140 of the 1976 South Carolina Code of Laws, as amended.
Agency's Action in Response	Updated policies and procedures to clarify roles of staff in completion of the inventory, timelines for completion, recordation of completion, etc., and otherwise ensure compliance with state law.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2014
Issue Identified	Capital Assets Reporting Package - The Department reported \$5,285 in the "Historical Cost – Reported Amount" column instead of in the "Historical Cost – Correct Amount" column on the Reporting of Adjustments and Errors Identified in SCEIS Asset History form (form 3.08.2).
Recommended Action	The auditor recommended the Department strengthen its procedures to ensure that reporting packages are completed in accordance with the Comptroller General's Reporting Policies and Procedures Manual. Department personnel responsible for completing and reviewing the reporting packages should review instructions for completing the packages and compare the supporting working papers prior to submission to eliminate errors.
Agency's Action in Response	<ol style="list-style-type: none">1) Set internal meetings for review of package instructions and Comptroller General's Reporting Manual in preparation for completion of required packages;2) Established internal deadlines for workflow, allotting sufficient time for supervisors to review all details; and3) Ensured staff ran reports in SCEIS/BEX analyzer and compare supporting documentation to ensure data is submitted correctly.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2014
Issue Identified	Operating Lease Reporting Package - The Department overstated contingent rental payments by \$292, understated one time rental payments by \$12,000 and overstated required minimum lease payments by \$11,533. These misstatements resulted in a \$175 understatement of current rent expense.
Recommended Action	The auditor recommended the Department strengthen its procedures to ensure that reporting packages are completed in accordance with the Comptroller General's Reporting Policies and Procedures Manual. Department personnel responsible for completing and reviewing the reporting packages should review instructions for completing the packages and compare the supporting working papers prior to submission to eliminate errors.
Agency's Action in Response	<ol style="list-style-type: none">1) Set internal meetings for review of package instructions and Comptroller General's Reporting Manual in preparation for completion of required packages;2) Established internal deadlines for workflow, allotting sufficient time for supervisors to review all details; and3) Ensured staff ran reports in SCEIS/BEX analyzer and compare supporting documentation to ensure data is submitted correctly.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2014
Issue Identified	Operating Lease Reporting Package - The contingent rental payment overstatement of \$292 noted above was also overstated on Part II- Leases with Contingent Rents of form 3.09.1.
Recommended Action	The auditor recommended the Department strengthen its procedures to ensure that reporting packages are completed in accordance with the Comptroller General's Reporting Policies and Procedures Manual. Department personnel responsible for completing and reviewing the reporting packages should review instructions for completing the packages and compare the supporting working papers prior to submission to eliminate errors.
Agency's Action in Response	<ol style="list-style-type: none">1) Set internal meetings for review of package instructions and Comptroller General's Reporting Manual in preparation for completion of required packages;2) Established internal deadlines for workflow, allotting sufficient time for supervisors to review all details; and3) Ensured staff ran reports in SCEIS/BEX analyzer and compare supporting documentation to ensure data is submitted correctly.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2014
Issue Identified	Operating Lease Reporting Package - On Part V – Leases with Future Minimum Lease Payments of form 3.09.1 the Department overstated current rent expense by \$17,558. The Department included payments for leases that were not required to be reported on this form. As a result of this reporting error, the total future minimum lease payment reported on Part V of form 3.09.1a – Future Minimum Lease Payments Schedule was overstated by \$20,107 for fiscal year 2015 and overstated by \$18,764 for fiscal years 2016 through 2018.
Recommended Action	The auditor recommended the Department strengthen its procedures to ensure that reporting packages are completed in accordance with the Comptroller General’s Reporting Policies and Procedures Manual. Department personnel responsible for completing and reviewing the reporting packages should review instructions for completing the packages and compare the supporting working papers prior to submission to eliminate errors.
Agency’s Action in Response	<ol style="list-style-type: none">1) Set internal meetings for review of package instructions and Comptroller General’s Reporting Manual in preparation for completion of required packages;2) Established internal deadlines for workflow, allotting sufficient time for supervisors to review all details; and3) Ensured staff ran reports in SCEIS/BEX analyzer and compare supporting documentation to ensure data is submitted correctly.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2013
Issue Identified	Account Coding - The auditor sampled twenty-five disbursement transactions and noted that the Department miscoded one of the transactions. The Department coded an out-of-state travel expenditure (SCEIS Accounts 50505.....) as in-state travel (SCEIS Accounts 50500.....). In addition, we noted that the Department miscoded one of six journal entries selected for testing. We determined that the Department recorded revenue generated from late filing fees (SCEIS Account 4223080000) as miscellaneous revenue (SCEIS Account 4530030000).
Recommended Action	The auditor recommended the Department strengthen its internal controls over the recording of financial transactions. The Department should ensure that the person performing the independent review of accounting transactions verify that the preparer used the proper account code.
Agency's Action in Response	1) Had the newly hired director review transactions before final agency approval. She requested a change in the SCEIS' workflow to allow her to accomplish this task; and 2) Created a checklist and "cheat code sheet" to prevent miscoding. The checklist serves as a constant reminder of what needs to be verified before forwarding for additional/final approval(s). Further, to assist in eliminating these oversights, the "cheat code sheet" provides the coder with the Division name, name of the revenue program, the general ledger account and the definition of the accounts specifically used by the Department.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2013
Issue Identified	The auditor's testing of the Department's fiscal year 2013 reporting packages revealed untimely submission of some reporting package forms.
Recommended Action	The auditor recommended that the Department implement procedures to ensure that all reporting packages are completed in accordance with the Comptroller General's Office Reporting Policies and Procedures Manual and form instructions, including meeting all filing dates imposed by the Comptroller General's Office.
Agency's Action in Response	The Department continued to utilize tools such as Microsoft Outlook Calendar to assist in submitting the required reports on or before the deadline.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2013
Issue Identified	The auditor determined that the Department overstated its accounts receivable balance reported to the Comptroller General on the Accounts Receivable Summary Form of the Miscellaneous Revenues Reporting Package. The Department's reporting package included contracted revenue which had not yet been earned. This error overstated the Department's accounts receivable balance \$510.
Recommended Action	The auditor recommended that the Department implement procedures to ensure that all reporting packages are completed in accordance with the Comptroller General's Office Reporting Policies and Procedures Manual and form instructions, including meeting all filing dates imposed by the Comptroller General's Office.
Agency's Action in Response	None
Comments (optional)	The overstatement of revenue occurred as a result of activities related to a federal grant for product reviews/recalls. The actual activity occurred within the 2013 fiscal year but compensation to the agency, for rendered services, was not paid until FY14

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Office of the State Auditor
Year	FY2013
Issue Identified	The Department could not provide adequate supporting documentation for one of six journal entry transactions selected for testing. In addition, the transaction did not contain evidence of Department approval.
Recommended Action	The auditor recommended the Department implement procedures to ensure that all accounting transactions processed through its accounting system are supported by source documentation and approved by appropriate Department personnel.
Agency's Action in Response	The Department ensured written approvals from authorized personnel and documentation are obtained to support all activity, regardless of the processing method employed.
Comments (optional)	This oversight was the result of a telephone discussion with SCEIS and SCDCA. SCDCA provided a telephone approval to correct journal entries to enable SCEIS to prepare for carryforward of agency's remaining funds into the new fiscal year.

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Budget and Control Board - Division of Procurement Services
Year	FY2014
Issue Identified	None
Recommended Action	None
Agency's Action in Response	None
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	Senate Banking and Insurance Oversight Subcommittee
Year	FY2017
Issue Identified	The amount that the Department charges for fees is set by statute for all programs except the fees for the continuing care retirement communities which are set in regulation.
Recommended Action	The Department should review its fee structure regularly and make recommendations of changes to the General Assembly.
Agency's Action in Response	None
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	Senate Banking and Insurance Oversight Subcommittee
Year	FY2017
Issue Identified	As a result of budget cuts from FY 07-08 to FY 11-12 when its total budget was decreased 38% while its general funds were cut 75%, the department implemented cost savings strategies which impacted services and productivity.
Recommended Action	None
Agency's Action in Response	The Department was able to improve productivity by receiving additional general funds and authorized FTEs during subsequent fiscal years. The use of technology also improved the efficiency of its operations with the implementation of an online complaint system and online licensing system.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	Senate Banking and Insurance Oversight Subcommittee
Year	FY2017
Issue Identified	The Department is responsible for enforcing a state law that may not fit within its mission: dispensing of contact lenses.
Recommended Action	The General Assembly should amend S.C. Code §37-25-70 to require the Board of Examiners in Optometry and the Board of Examiners in Opticianry to enforce the dispensing of contact lenses.
Agency's Action in Response	None.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	Senate Banking and Insurance Oversight Subcommittee
Year	FY2017
Issue Identified	The Department is responsible for enforcing a state law that may not fit within its mission: below cost fuel pricing.
Recommended Action	The General Assembly should amend S.C. Code §§39-5-310 through -360 to delete references to the Department of Consumer Affairs so that enforcement of below cost fuel pricing is solely the responsibility of the South Carolina Attorney General.
Agency's Action in Response	None.
Comments (optional)	2017 Act No. 29, Sections 1 & 2 deleted references to the Department of Consumer Affairs from §§ 39-5-325 and 39-5-350.

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Department of Administration
Year	FY2016
Issue Identified	None
Recommended Action	None
Agency's Action in Response	None
Comments (optional)	Classification Delegation Audit

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Department of Administration
Year	FY2016
Issue Identified	Approval Date on or Prior to Hire Date: Some actions were not approved prior to the hire date as a result of delayed receipt of necessary approvals from the Department of Motor Vehicles
Recommended Action	None
Agency's Action in Response	The Department now has a direct contact with DMV, which alleviates issues with delays
Comments (optional)	Hire Above Minimum Delegation Audit

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Department of Administration
Year	FY2019
Issue Identified	Approval Dates & Effective Dates: One non-delegated action did not have the required approval from the Division of State Human Resources.
Recommended Action	Ensure that there are not retroactive actions by receiving all required approvals prior to the effective dates of the actions.
Agency's Action in Response	Updated procedures to ensure new hire salaries above the mid-point will be sent to DSHR for approval and approvals will be obtained prior to the effective date of actions.
Comments (optional)	Classification Delegation Audit

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Department of Administration
Year	FY2019
Issue Identified	None
Recommended Action	None
Agency's Action in Response	None
Comments (optional)	Hire Above Minimum Delegation Audit

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Department of Administration
Year	FY2020
Issue Identified	None
Recommended Action	None
Agency's Action in Response	None
Comments (optional)	Classification Delegation Audit

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Department of Administration
Year	FY2020
Issue Identified	Approval Date on or prior to Hire Date: One non-delegated action did not have the required approval from the Division of State Human Resources.
Recommended Action	Ensure that there are not retroactive actions by receiving all required approvals prior to the effective dates of the actions.
Agency's Action in Response	Updated procedures implemented to ensure any new hire salaries above the mid-point will be sent to DSHR for approval. All required approvals will be obtained prior to the effective date
Comments (optional)	Hire Above Minimum Delegation Audit

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Department of Administration
Year	FY2021
Issue Identified	Effective/authorized date field left blank; "Is described by" relationship is AH10 in SCEIS, but PD shows AE01
Recommended Action	Update SCEIS to reflect the appropriate class code on PD; Consider reclassifying position 61049406 to the BC series
Agency's Action in Response	Reached out to the SCEIS Team for assistance with updating the appropriate class codes and to ensure all dates are listed.
Comments (optional)	Classification Delegation Audit

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Department of Administration
Year	FY2021
Issue Identified	Although not included in the review sample, the agency effected an additional 4 hire above midpoint actions without DSHR approval
Recommended Action	Ensure that internal postings are advertised for a least five workdays; DSHR must approve new hire salaries above the midpoint of the pay band prior to the effective date of the hire; Strengthen justifications by explaining how the proposed salary is appropriate for the position.
Agency's Action in Response	All actions above the mid-point will be sent to DSHR for approval prior to the effective date. All postings are advertised for at least five days and agency will continue to strengthen justifications for all new hire salary request.
Comments (optional)	Hire Above Minimum Delegation Audit

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Department of Administration
Year	FY2023
Issue Identified	The AE40 reclass should have been sent to DSHR for review/approval after receiving approval from the AGO, but it was not. SCDC must submit the normal PD template to DSHR for admin error approval; The AE40 reclass was placed on the Managerial PD template for Exec Comp positions instead of the normal PD template, so essential/marginal designations are missing; The state minimum requirements for the AE03 class do not allow for an equivalency for the experience in providing admin support for an attorney(s) or legal office.
Recommended Action	None
Agency's Action in Response	The AE40 Class was approved by the Attorney General's Office. Was informed by DSHR that going forward classes will also need to be sent to DSHR for approval and to be placed on a normal PD template. Actions and recommendations received and implemented by the agency.
Comments (optional)	Classification Delegation Audit

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	South Carolina Department of Administration
Year	FY2023
Issue Identified	None.
Recommended Action	Strengthen salary justification by explaining where the proposed salary came from. For example, is it based on the agency/statewide average salary for the position, private sector salary comparables, department equity, etc.
Agency's Action in Response	The agency will strengthen the salary justification. The agency reviews the statewide, the agency average salary for the position and the overall experience level of the candidate prior to a salary being offered.
Comments (optional)	Hire Above Minimum Delegation Audit

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	Consumer Sentinel Network
Year	FY2023
Issue Identified	None
Recommended Action	Each calendar year a user is required to review and acknowledge the Consumer Sentinels data use and retention policy related to downloading data from their online database.
Agency's Action in Response	Completes the training and acknowledgment process at the beginning of each calendar year.
Comments (optional)	

DEPARTMENT OF CONSUMER AFFAIRS
AUDITS AND REVIEWS

Audit/Review Entity Name	Criminal Justice Information Systems (FBI)
Year	FY2021
Issue Identified	None
Recommended Action	None
Agency's Action in Response	None
Comments (optional)	