

AGENCY NAME:	SC Dept. of Labor, Licensing and Regulation		
AGENCY CODE:	R36	SECTION:	81

Fiscal Year 2015-16 Accountability Report

SUBMISSION FORM

AGENCY MISSION	The mission of the Department of Labor, Licensing and Regulation (LLR) is to promote the health, safety and economic well-being of the public through regulation, licensing, enforcement, training and education.
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AGENCY VISION	LLR will provide responsible regulatory oversight. We will work with licensees, boards, associations, and citizens to achieve the shared goals and interests of our state. LLR will cultivate an atmosphere of trust, integrity, innovation, compliance and accountability with our partners, leading to a better future for citizens. Through the Agency's work, LLR will reduce injuries in the workplace, fire-related injuries and fatalities, and licensee misconduct through education and enforcement.
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Please state yes or no if the agency has any major or minor (internal or external) recommendations that would allow the agency to operate more effectively and efficiently.

RESTRUCTURING RECOMMENDATIONS:	
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Please identify your agency's preferred contacts for this year's accountability report.

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
PRIMARY CONTACT:	Emily H. Farr	803-896-4390	Emily.farr@llr.sc.gov
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I have reviewed and approved the enclosed FY 2015-16 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR <i>(SIGN AND DATE):</i>	
<i>(TYPE/PRINT NAME):</i>	Emily H. Farr

BOARD/CMSN CHAIR <i>(SIGN AND DATE):</i>	
<i>(TYPE/PRINT NAME):</i>	

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AGENCY'S DISCUSSION AND ANALYSIS

The South Carolina Department of Labor, Licensing and Regulation (LLR or Agency) is an umbrella agency charged with the responsibility of administering over 70 government programs. Following passage of the State Government Restructuring Act in 1993, the Agency was created and merged the Department of Labor, the State Fire Marshal's Office, the South Carolina Fire Academy, and 40 professional and occupational licensing (POL) boards together. The Agency is led by a Director, appointed by the Governor with the advice and consent of the Senate. The Director serves as a member of the Governor's executive cabinet.

The mission of the Agency is to promote the health, safety and economic well-being of the public through regulation, licensing, enforcement, training and education. This mission also facilitates the goals of Governor Nikki Haley in creating jobs and improving the business climate in the State of South Carolina for both prospective and existing businesses.

FY2015-16 was a year marked with accomplishments, challenges and changes for the Agency. Two weeks after completion of last year's Accountability Report, the State experienced a 1,000-year flood which impacted most every program in the Agency. The Office of the State Fire Marshal/Division of Fire and Life Safety, which hosts the South Carolina Emergency Response Task Force, worked around the clock to provide firefighting and rescue resources throughout the state where needed. During the course of nine days, 49 members of SC Task Force 1 participated in numerous rescues and reconnaissance missions. SC-HART (Helicopter Aerial Rescue Team), a partnership between the Task Force and the SC National Guard, performed 26 aerial rescues. The Firefighter Mobilization program, in addition to providing assistance statewide, supplied the City of Columbia with 15 tankers to assist with fire suppression due to the City's loss of water service. Then-Director Richele Taylor and State Fire Marshal Robert Polk were stationed at the State Emergency Operations Center in West Columbia for approximately one week, both during the flood and its aftermath.

Key Agency personnel, unable to travel due to flooded roadways, communicated by email and mobile phones, fielding questions from media and the public on topics ranging from unearthed, floating caskets to licensed professionals desiring to perform volunteer work. The Agency's primary headquarters, the Kingstree Building, reopened for business on Wednesday after the weekend flood to answer questions and to provide pertinent information by way of press releases, television interviews, and social media to consumers beginning repairs on flood-damaged homes. Agency employees answered calls at the donated goods call center activated by the SC Emergency Management Division throughout the weeks following the flood. OSHA employees provided free safety supplies to emergency workers, employers, employees and the public to help in the recovery.

The Agency also created its first comprehensive Business Continuity Plan in April of 2016, in conjunction with the State's efforts to develop and implement a statewide Information Security and Privacy program for all agencies. The plan designates the responsible individuals to coordinate the business recovery of all critical business areas in the event of a disaster that interferes with the Agency's ability to conduct its business. The purpose of the plan is to continue delivery of products and services to the public at acceptable predefined levels following a disruptive event. Although the Agency included the business continuity plan project in its FY2014-15 accountability report objectives, the October 2015 flood provided an unanticipated, but invaluable occasion to identify strengths and weaknesses in the Agency's existing emergency operations scheme. For example, key personnel remained in constant communication with each other throughout the October flood and were able to work remotely with uninterrupted access to Agency databases because of the Agency's updated technology. However, more subtle procedures were underdeveloped, such as how to determine the maximum allowable downtime for each of the Agency's business processes, and which employees and stakeholders should be notified at each stage of the disaster. The comprehensive plan, the product of a four-month endeavor, addresses each of these issues and provides step-by-step procedures to follow beginning with the discovery of an event through four weeks post-disaster.

Change also came to the Agency on August 8, 2016, when Governor Haley named Emily H. Farr as its interim director. Interim Director Farr stated her plans to continue the progress made by former Director Taylor, particularly in the area of Agency security. She also highlighted her desire to focus on education externally and internally, by educating the public on services the Agency offers, and by having the Agency extend educational opportunities to the public.

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Despite these challenges and changes, all divisions of the Agency made strides toward reaching goals established in the FY2014-15 Accountability Report. Some objectives will continue into FY2016-17, and some new objectives will be established.

2014-15 Goal 1: Promote public safety by enhancing education and better dissemination of information on labor and fire safety programs.

In order to provide fire department personnel with a streamlined registration system, a user-friendly online database known as the “Fire Portal” was created in FY 2013-14. The Fire Portal is a “one-stop shop” that allows fire chiefs (and assigned administrators) to electronically submit SLED background checks, file mandatory reports (quarterly inspections and annual fire equipment certificates), update rosters, and revise Firefighter Mobilization records. The Fire Portal is also a tool for fire department training officers as they are able to approve/register firefighters for classes, run selected performance reports, and view a complete training schedule. Once an email is provided for login access, an individual firefighter is able to view available courses, sign up for classes, and view a current Academy transcript. Portal usage shows more than 7,500 individual users with 470 (or 86 percent) of the fire departments in the State online. The Division met its goal of 7,500 users and will work to increase that amount during FY2016-17.

During FY2015-16, the SC Fire Academy had a target value of providing 2,550 programs for 31,000 students. The Academy actually provided less than the targeted value of training programs this past year (2,019 or 79 percent of the goal) but experienced a four percent increase in the number of targeted registered students reached (32,311). The number of students registered is not only an increase, but it is also a five-year high with representatives in attendance from all 46 counties. In the coming year, the Academy’s future target is to provide 2,150 programs, which would be a six percent increase in programs provided, for 32,500 students, representing a 0.5 percent increase in students.

In the Accountability Report for FY 2014-15, the State Fire Marshal’s office reported a target value of less than 10 days for fire sprinkler plan reviews. Although that monthly goal was met and exceeded (as low as 8.5 days in July 2015), the yearly average during the same fiscal year increased to 11.4 days. This is due to the Office experiencing an all-time high of the total number of plan review projects – 978 – which represents a 23 percent increase from last year reflecting 795 plans submitted. To meet the targeted goal and provide better customer service, new equipment has been purchased to improve the processing of plans. In addition, a large format scanner is being purchased to allow the large-size drawings to be scanned into an electronic format for ease of storage and communication.

Planning ahead, the Division is increasing its social media presence and targeting e-blasts to fire service members in FY2016-17. There is also a plan to transfer the Liquid Petroleum (LP) Gas Board to the POL Division (anticipated in September 2016) as the administrative and support functions are POL Board-related and are more appropriately managed by that division.

For the first time in many years, the General Assembly is funding the V-SAFE program through 2016 Act 273. The Division will create an online application so that fire department personnel will be able to submit an equipment grant application using the Fire Portal.

In the Accountability Report for FY 2014-15, the strategy established for another Division of Labor program, the Amusement Ride program, was to ensure public and worker safety. Three objectives were set in that regard: to implement an electronic audit tracking system and an online complaint form; to partner with SC OSHA to offer safety training for amusement ride workers; and to draft a comprehensive three-to-five-year safety plan aimed at reducing amusement ride incidents.

Regarding objective one, the South Carolina Amusement Ride Inspection System (SCARIS) is set to go live January 1, 2017. The system will allow owners to submit their applications and pay for inspections electronically. The system will also provide a mechanism for the public to file an online complaint against an amusement ride owner. Groveware, the software provider, is currently making corrections to the forms used in the online reporting system, and the system will need to be tested during the fall fair season to ensure the database is capable of handling audit tracking. Thereafter, amusement rides

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auditors and special inspectors will need to undergo training on how to use the system prior to year’s end. The system will also provide a valuable service to the public by creating a central searchable database for all amusement rides in the state.

The Amusement Rides program is also partnering with SC OSHA to provide safety training to amusement ride workers during the fall fair season in satisfaction of objective two. Training began with the Upper State Fair in Easley on August 25th, and will continue with the Greenwood County Fair on September 27th, the South Carolina State Fair in Columbia on October 12th, and the Coastal Carolina Fair in Ladson on October 27th. Ride operators will receive instruction on operator safety from the Amusement Rides program, and workers will receive a Toolbox Safety Briefing from the OSHA Office of Volunteer Programs (OVP).

Finally, for purposes of long-range planning, the Amusement Rides program has drafted a comprehensive three-to-five-year safety plan aimed at reducing amusement ride incidents. The objective will be accomplished with better tracking of audits through the new SCARIS and the addition of an online complaint form feature. Additionally, the Amusement Rides program has implemented a policy that whenever there is an accident on an amusement ride or device in another state, the program administrator will contact the owner of any similar rides in this state and request that they remove the ride from service until the cause of the accident has been determined. The ride will not be allowed to operate again until it passes a re-inspection by a State Auditor. If the ride has not been permitted in the calendar year that the owners desire to operate, it must pass an initial inspection prior to receiving an operating permit.

Additionally, every special inspector is required to be certified as an amusement ride inspector through the National Association of Amusement Ride Safety Officials (NAARSO) prior to receiving a license to perform inspections in the state. State auditors, also, must be certified within three years of employment by the Agency. During that three-year period, they will undergo a rigorous in-house training process and attend a one-week NAARSO Amusement Ride Safety Forum, which includes four hours of classroom instruction and hands-on amusement ride inspection training at a selected amusement park. The certification exam is administered at the conclusion of the safety forum. Presently, four of the five state auditors are certified.

In FY2014-15, the SC OSHA division endeavored to provide educational and technical assistance to businesses offering health and safety programs for their employees. OSHA aimed to provide a one percent increase in OSHA voluntary consultations that provided free workplace site inspections and employee training. To that end, they received 902 requests for consultation and visited all 902 workplaces, all of which achieved OSHA compliance. In total, 19,044 employees were helped by these voluntary consultations, and \$1.7 million in potential fines were averted. The October 2015 flood presented a challenge to the OSHA voluntary consultation program because OSHA staff and resources were redirected from providing their customary voluntary consultations to assisting flood-affected businesses. The flood-related service OSHA offered, however, was one of many government services that were crucial to the recovery of the state’s workplaces, providing them with much-needed personal protection equipment and literature.

To promote a culture of safety and health among a younger generation, OSHA voluntary programs visited five high schools on their Career Days. This youth outreach objective is designed to provide high school students with basic safety orientation. The training will help students working at manufacturing facilities and in vocational education pathways, and will provide a general safety knowledge that benefits both students and potential employers. With safety awareness training, students can enter the workforce with safety knowledge that will empower students to assist employers in building a safety culture that will lower the injury and illness rates, and in turn, lower workers’ compensation rates and increase productivity. Additionally, this will also assist schools in fulfilling the SC Department of Education’s requirement for OSHA Awareness Training, OSHA 10 and OSHA 30 training requirements as stated in the Career and Technology Education (CATE) Manufacturing Course Standards for Introduction to Manufacturing, Welding, Mechatronics, Machine Technology and Electronics.

An advisory committee was also formed with 11 Voluntary Protection Program (VPP) sites from the Upstate and Lowcountry in May of 2016. A curriculum for General Awareness Training was created for the Youth Safety Awareness Outreach Program. The first official class participation at the Golden Strip Career Center, by VPP sites and Outreach consultant, was on May 19, 2016. A training plan using VPP site representatives to assist OSHA Outreach was put in place in July.

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OSHA also improved its social media presence and redesigned its website, providing the public with updated content and data. OSHA posted several tweets on the Agency’s Twitter page, and eblasted new standards and regulations to its stakeholders.

In its endeavor to improve consistency and effectiveness, the Agency’s Wage and Child Labor program will complete its policies and procedures manual in the fall of 2016. The program has finished its review and update to its standard letters and is currently updating its standard forms. Staff has also completed wage research on other state law and aims to propose legislative change for the 2018 legislative session. Also, in satisfaction of an objective from last year, the Agency has entered into a memorandum of understanding with the Department of Employment and Workforce (DEW) to obtain tax identification numbers to increase the collection of wage payment violations.

2014-15 Goals 2 and 3: Ensure professional and occupational licensing boards are operating efficiently and evaluate effective use of resources through reporting requirements.

Regarding efficiency, in 2014, the Agency conducted a review of each of the professional and occupational licensing boards’ budgets to ensure the revenue of each board was sufficient but not excessive to cover expenses, including the total of the direct and indirect costs to the state for the operations of each board. The licensure cycle beginning July 1, 2014 and ending June 30, 2016 will mark the period over which fees will be reviewed during FY2016-17 to determine if adjustments need to be made going forward to maintain statutory compliance. The Agency also intends to hire an internal compliance analyst who will review processes to ensure statutory compliance and decrease inefficiencies when noted.

Agency technology has also been used to enhance efficiency. For a number of years, licensees could renew their licenses and pay fees online. However, the option for online payment was not available for licensees who had been disciplined and wished to pay their fines online. The online fine payment process has now been created, and it is ready for use once the new payment system is installed, which is projected to be November 2016. The Agency has also doubled the number of tablets available to board members for their use during board meetings. Use of electronics to convey meeting materials to board members reduces the cost of copying and printing and saves employee time.

In an effort to enhance trust and communication between the Agency and its boards, the Agency’s Communications office created an e-blast newsletter that is delivered quarterly to board members updating them on the happenings within the Agency. Board members are introduced to new key staff and informed of work taking place within the Agency. Senior staff continues to create the board member training video that will be made available to all new and returning board members and will cover such topics as board procedures, ethics, FOIA, security, board finances, legislative and the overall structure of the Agency and boards.

Regarding effectiveness, the Agency began reviewing measures established over the last four years to determine if it has achieved its desired outcome, and if not, what changes need to be made. One of the annual Agency objectives has been to make all licensure applications available online. In 2014, then-Director Holly Pisarik re-assigned an FTE position to devote exclusively to this task to highlight the importance of online application accessibility for the public. Within the Agency, there are a total of 495 credentials available, including individual and business credentials. Of the 216 applications for individuals, 175 have been completed and are available online. The Agency’s review, however, concluded that no business applications or permit/COA applications have been placed online because programming changes need to be made to accommodate them, and the Agency receives very few of them each year. The timetable will be established in the FY 2017-18 Accountability Report once the individual applications are complete.

In 2012, the Agency began tracking licensure turnaround times for processing paper and online applications, and has worked annually to reduce the amount of time it takes between the Agency’s receipt of the application and the Agency’s issuance of a license. In FY2015-16, the Agency determined it was appropriate to review these numbers and revisit the processes involved. At the conclusion of the review, the Agency determined that while the processes themselves are running efficiently, changes in the way the information was being reported needed to be made. For example, the licensure turnaround time began when any portion of an application was received, even if it was not the complete application. Additionally, holidays and weekends were being included in the most recent reports even though no staff was processing

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applications on those days. The Deputy Director of the POL Boards worked closely with the Chief Information Officer to develop a more detailed report that would begin counting once a completed application was received and would only track potential working times. From this point forward, the Agency will capture a more accurate depiction of the actual processing time for licensure and may then review the processes to see if additional time can be reduced.

Also, in 2012, the Agency established its first projections for investigative cycle times based upon a review of existing files and interviews with investigators and supervisors. At least two cycle times were incorporated into professional licensing statutes in 2014 – Accountancy and Real Estate. Despite implementing cycle times, the Agency still received complaints about the length of time it took to complete an investigation. In FY2015-16, the Agency reviewed its investigative processes to determine if changes to cycle times needed to be made. The Agency, through Interim Director Farr, has concluded that it is more appropriate to expand upon the process at this point than to tweak cycle times. Interim Director Farr is forming a plan to add oversight and accountability into the investigative process to achieve the desired effectiveness.

Several objectives will carry over into FY2016-17 including consideration of cycle times for disciplinary counsel and a task force for recommending options for reducing the length of disciplinary process. Additionally, two long-range objectives continue to be discussed: bulk verification of credentials for businesses and notifying employers of employee suspensions.

2014-15 Goal 4: Protect licensees’ and the public’s information through enhancement to cyber systems and building improvements.

Goal 4 concerns security: secure technology and a secure premises. Each year, this report provides an update on progress made to reduce expenditures on hardware and improve services to end-users. At the end of FY 2015-16, there remain only 40 desktop printers in the Agency. All other printing is centralized through copiers, thereby reducing the cost of print accessories such as toner and the cost to repair and replace hardware. Virtual desktops are also being utilized throughout 75% of the Agency at this time, and all Agency phones have been replaced pursuant to a contract which provides the same service at a lower rate than the prior provider. Also, during the previous year, the Agency created an electronic equipment requisition form which must be completed and approved prior to the purchase of any electronic equipment. This ensures that the Agency can account for all electronic equipment owned and curb the purchase of new equipment if existing equipment can satisfy the stated need. The Agency also upgraded its network switching (switching hub) to provide more efficient computer service to employees.

While many of the past year’s changes in the Agency’s technology came about to improve efficiency and effectiveness of current systems, the overwhelming majority were focused on or related to enhanced security. Security continued to be a top priority of the Agency through FY 2015-16. Although spending on security-related measures was down from \$1.03 million in FY2014-15 to \$585,000, quality was not compromised.

For external users, the Agency’s licensees, login procedures were changed to require a password for access. Previously, a licensee could use his or her username and a portion of a social security number to access his or her files. Now, each licensee is required to have a unique password to access the system to ensure that only the licensee, and not other individuals who may have reason to know the licensee’s social security number, can access the licensee’s data.

For internal users, the Agency’s employees, many changes have been made to the technology used at the desktop as well as offsite. As referenced above, three-fourths of the Agency employees are now using virtual desktops. In addition to costing less, the virtual desktop provides significantly greater security because no information is contained in a drive that may be transported offsite. Additionally, all information saved on the virtual desktop is backed up on the server and at the recovery site in Greenville in real time; therefore, a catastrophic event at the Agency headquarters would have no impact on the information stored in the database.

Regarding Agency equipment used offsite, beginning January 1, 2016, employees are only allowed to access the internal server with Agency-owned equipment, e.g. Agency laptops, Agency ipads, etc. Employees may no longer use their own personal computer equipment to ensure Agency information is not transferred to and then stored on personal equipment. Also, supervisors approve the Agency equipment assigned to their employees and receive monthly notification of the usage. This ensures that supervisors constantly monitor the need for mobile equipment, which is inherently less secure

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than stationary equipment, and stay informed as to the ongoing need for and use of the same. Agency equipment such as mobile phones and ipads also contain Airwatch, a feature that ensures the devices only utilize applications necessary to perform the employee’s job which decreases the likelihood that users will access unsecure sites. Airwatch also allows for remote wiping of the mobile device in the event that it is lost or stolen.

Security within the Agency’s database was further enhanced during FY2015-16. The Agency’s firewall was upgraded to Palo Alto, providing the Agency with better threat detection. The Agency also receives external penetrating testing by two different providers, Dara Security and the Department of Administration’s DTO. The Agency upgraded its McAfee anti-virus software and installed Malware Bytes on all available laptops. The Agency also installed Netwrix, which sends real time alerts whenever account permissions are changed.

Employee permissions have also been enhanced to ensure that employees have access only to information that is necessary to perform his or her job. Specifically, personal identifiable information such as a social security number or date of birth no longer appear on a licensee’s credential screen automatically; the information is redacted and only accessible if the permission has been granted to the employee based on necessity.

Physical security for both employees and visitors to the Agency was also enhanced in FY2015-16. For the premises at 110 Centerview Drive, also known as the Kingstree building, the Agency has contracted with DPS to provide on-site security effective September 12, 2016. This provides greater personal safety for both employees and visitors to the Agency. The Agency also installed security cameras on the premises and retain footage from those cameras for thirty days after filming. Additionally, the Agency has installed badge readers to all but three of its employee-access entrances within the building. Upon completion of the badge readers at the Kingstree building, the Agency will begin installing badge readers and cameras at the Fire and Life Safety Campus off of Monticello Road.

The physical security of licensees’ information is also more secure now that all paper documents are shredded and not recycled. Hard drives and mobile phones, too, are shredded.

In March of 2016, the IT department was rebranded to assume the title of DOTS – the Department of Technology & Security. This change, which came at no cost to the Agency, reflects the increasing importance of security in the evolution of information technology. Even within DOTS itself, security was a top priority. DOTS began using Privileged User Management, or PUM, which controls access to the administrative accounts that exist on the Agency’s operating systems, applications and databases and limits how long the access is granted. The software also provides a complete audit trail of activity conducted and allows for instant revocation of privileges. DOTS also installed security cameras and an email notification system, both of which are triggered when the Data Center is accessed afterhours.

In FY2016-17, the Agency will expand its Privacy program to mirror the progress made on the security front. The Agency intends to hire a privacy liaison to ensure the Agency’s employees are trained on fundamental privacy concepts, the Agency has appropriately classified its data for security purposes, and the Agency completes privacy impact assessments for all Agency business processes.

FY2014-15 Goal 5: Ensure employees perform at a high level, offer solutions to problems, and are good stewards of public resources.

In order to identify training courses the Agency’s employees needed, the Agency’s human resources (HR) office and the Agency trainer conducted a needs assessment to determine where there may be gaps in knowledge from an understanding and a learning perspective. The areas highlighted were customer service and financial procedures and practices. Four customer service training sessions were developed for and offered to Agency staff, and budget and procurement training were added into the mandatory training for all supervisors. Board administrators also receive budget and procurement training now, and one-on-one training is provided upon request to any Agency staff.

HR also reviewed supervisor training and concluded the Agency should develop a series of classes to include components related to leadership roles within the organization. Classes for the existing core group of supervisors began in March 2015 and continued over the course of five months. Thereafter, quarterly sessions were offered for new supervisors.

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In addition to the budget and procurement training referenced above, supervisors are offered seventeen training courses on topics ranging from conflict resolution to time management.

The Agency continues its efforts to attract, develop and retain qualified employees through training and communication. Of the 415.97 FTEs authorized to the Agency, there were 47 separations, or 11 percent of the total number of employees. Only 20 percent of the Agency’s employees are within five years of retirement eligibility at this time.

The Agency also continues to develop career paths for upward mobility. Although a formal succession plan has not been fully completed, Administration has evaluated and re-assigned employees to job classifications that more closely align with their duties. The reclassification provided for promotion opportunities for many employees.

In 2014, the Agency announced the creation of an internal mentoring program and invited ten newly-promoted or hired supervisors to participate in it. The group paired new supervisors with more senior supervisors, giving them an opportunity to build connections within the Agency and to seek support and guidance from employees experienced in supervision. Senior management was also invited to offer guidance to the up-and-coming leaders of the Agency. In 2016, a new group of newly-promoted/hired managers will form a similar group with the intent to further groom the Agency’s future leadership.

In the Fall of 2015, then-Director Taylor began setting parameters for rewarding Agency employees who demonstrate extraordinary public service beyond what is required of them or who develop innovations that are implemented and provide a significant benefit to the public. Some recipients earned monetary incentives utilizing the parameters in the State’s bonus program. Efforts rewarded included evaluating and streamlining program areas within the Agency and notable service and extra efforts during the 2015 Flood Disaster.

Risk Management and Mitigation Strategies

If the Agency fails to accomplish its goals, the most negative potential impact on the public would be: (1) ineffective and inefficient customer service; (2) inadequate health and safety education and training; and (3) any risks associated with security breaches. Insofar as the Agency is asked to make three recommendations to the General Assembly to avoid a crisis if the above occurred, the Agency would offer the following: (1) granting FTE positions, whenever requested, are crucial to having sufficient staff to provide excellent customer service; (2) providing a funding source independent of professional and occupational license fees for SC OSHA would allow for more health and safety training and additional voluntary consultations; and (3) taking any measures previously taken in light of security breaches.

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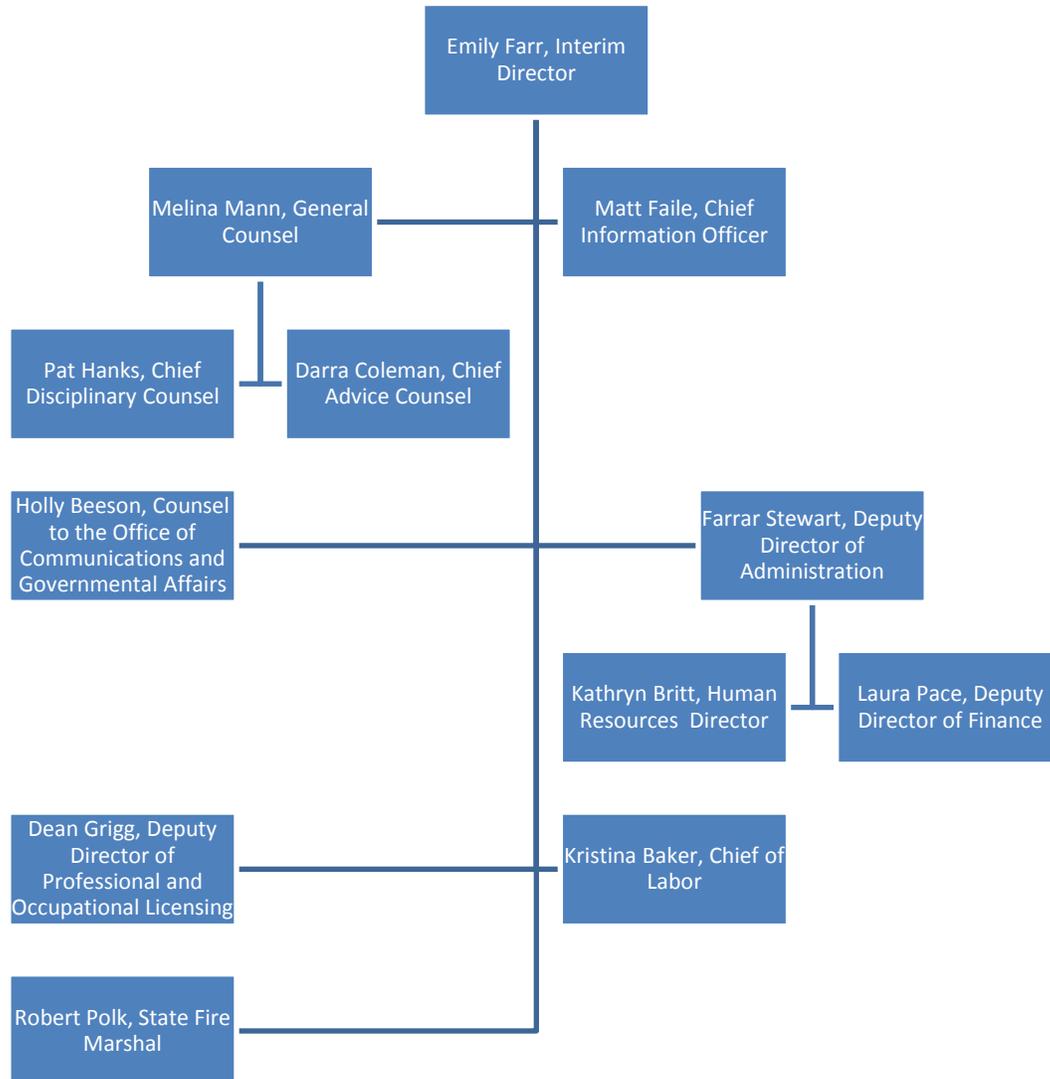
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Type	Goal	Item # Strat	Object	Associated Enterprise Objective	Description				
G	1			Education, Training, and Human Development	Improve education infrastructure to elevate the levels of educational preparedness of every South Carolinian to lead a healthy and productive life, including success in a job or career and in the community, and promote public safety by enhancing education and better dissemination of information on fire safety programs.				
S		1.1			Provide educational and technical assistance to businesses on providing health and safety for employees.				
O		1.1.1			Assist in providing "OSHA 10" classes to high school and technical school students.				
O		1.1.2			Continue to promote education to employers, employees, and community through digital media.				
O		1.1.3			1% increase in OSHA voluntary consultations providing free workplace site inspections.				
O		1.1.4			1% increase in OSHA voluntary trainings providing free workplace site employee training.				
O		1.1.5			Further redesign OSHA website and update data content to provide the public with more user-friendly information.				
S		1.2			Provide quality, cost-effective fire education, fire training, and fire sprinkler plan review services.				
O		1.2.1			Offer training classes to firefighters and EMS personnel.				
O		1.2.2			Enhance self-service portal option for firefighters.				
O		1.2.3			Develop improvement plan for State Fire infrastructure to insure continuous service and sustainability.				
O		1.2.4			Reduce engineering fire sprinkler plan review turn around time to less than 10 days.				
O		1.2.5			Add V-SAFE grant process to the Fire Portal/ funded by SC Legislature for July 2017.				
O		1.3			Establish plan to enhance initial and long-term responses to state emergencies.				
S		1.3.1			During recruit school, use social media to promote programs.				
O		1.3.2			Increase volunteers by 5% through partnership with State Guard.				
O		1.3.3			Rebrand FLS campus signage (letterhead, vehicles, uniforms).				
G	2			Education, Training, and Human Development	Protect the public's well-being by ensuring the efficient and effective operation of the professional and occupational licensing boards and related support services.				
S		2.1			Reduce the investigative time to resolve an investigation of misconduct against a licensee.				
O		2.1.1			Analyze case processing time to determine how many cases investigators should have by June of 2017.				
O		2.1.2			Reconfigure cycle times to determine the amount of time each boards' investigations should take based on complexity by October of 2016.				
O		2.1.3			Implement accountability policy for investigations that are 30, 60, and 90 days outside of targeted cycle times by November of 2016.				
O		2.1.4			Electronically assign cases alleging medical or substandard nursing misconduct to an attorney and investigator simultaneously at the front end of the investigation				
S		2.2			100% reduction of inspection backlog of pharmacies by December 2017.				
O		2.2.1			Hire additional 3 FTEs by September 2016.				
O		2.2.2			Redraw geographical areas for pharmacy inspections to reduce the territory of each pharmacy inspector.				
O		2.2.3			Develop weekly average of inspections per inspector by September 2016.				
O		2.2.4			Increase accountability through weekly oversight of inspections and quarterly meetings.				
O		2.2.5			Develop inspectors professionally through continuous training and real time answers to questions in the field as they arise.				
S		2.3			Develop an investigator development, recruitment, and retention program.				
O		2.3.1			Implement a targeted new hire training module for investigators by April 2017.				
O		2.3.2			Identify and sponsor potential investigator candidates to sponsor for CPM certification.				
O		2.3.3			Enhance investigator career paths to provide upward mobility through development of criteria				
S		2.4			Improve education compliance process for two boards to 100% by June 2017.				
S		2.4.1			Solicit RFP and select vendor for continuing education monitoring software.				
S		2.4.2			Implement online continuing education monitoring for Real Estate by January 1, 2016 and Nursing by May 1st, 2017.				
G	3			Education, Training, and Human Development	Protect the privacy of licensee and employee confidential information, provided to or generated by the agency.				
S		3.1			Develop an ongoing privacy training program for all agency employees, contractors and board members to expand upon and reiterate principles introduced in the initial Privacy Basics Training.				
O		3.1.1			Identify information gathered by each division of the agency and prepare separate videos addressing specialized training needs.				
O		3.1.2			Send monthly privacy email bulletins restating the most important privacy reminders and sharing FAQs.				
O		3.1.3			Prepare and present privacy training to all professional and occupational licensing Boards during their public board meetings.				
S		3.2			Assess agency data collection, use, disclosure and retention to ensure legal compliance, minimize unnecessary risks, and explore alternatives to processes exposing the agency to higher risks.				
O		3.2.1			Complete privacy impact assessments on all agency business processes.				
O		3.2.2			Draft and implement a policy, in consultation with the Department of Archives, directing employees on the proper retention and disposition of email.				
O		3.2.3			Review and update data classification spreadsheet initially prepared in 2014.				
O		3.2.4			Develop a plan for proper disposal of existing stored paper at Fire and Life Safety.				
S		3.3			Increase physical security of additional LLR facilities.				
O		3.3.1			Add badge readers and video cameras to secure rooms that contain networking equipment on the Fire and Life Safety Campus.				
O		3.3.2			Complete security upgrades to Kingstree location by adding two badge readers to networking locations and one to the mail room.				
O		3.3.3			Begin security project at a new location for OSHA.				
S		3.4			Increase the cyber security of the agency's wireless networks.				
S		3.4.1			Replace aging wireless networking equipment at the Kingstree and Fire and Life Safety with more secure equipment.				
S		3.4.2			Replace VPN token.				
G	4			Education, Training, and Human Development	Protect the public's well-being through consistent and coordinated efforts to combat the opioid epidemic by enhancing training of all licensees and increasing educational outreach to the public.				
S		4.1			Enhance education of licensees with prescriptive authority about the risks of prescribing opioids.				
O		4.1.1			Update the Joint Pain Management Guidelines originally written by the Boards of Medical Examiners, Dentistry and Nursing in November of 2014.				
O		4.1.2			Identify appropriate continuing education courses regarding the responsible prescribing of opioids for licensees with prescriptive authority for controlled substances and post information about those courses on the boards' websites.				
O		4.1.3			Monitor and audit the compliance of licensees with the two hours of CME required by S.C. Code Ann. §40-47-20(a).				
O		4.1.4			Collaborate with DAODAS to provide educational materials for prescribers to utilize when counseling and referring patients in need of addiction counseling and rehabilitation services.				

O		4.1.5		Create a website for pharmacists, prescribers, and the public regarding the prescribing and dispensing without a prescription of Naloxone to patients or caregivers of patients at risk of opiate overdose.
O		4.1.6		Facilitate national training opportunities for key staff members regarding the regulation of prescribers, emerging research regarding addiction and recovery and treatment options for presentation to boards.
S		4.2		Enhance the educational outreach to boards who regulate licensees who do not have prescriptive authority and who may not be engaged in the delivery of healthcare services.
O		4.2.1		Provide training to all boards regarding the scope of the opioid epidemic, including resources available to assist persons battling addiction.
S		4.3		Enhance educational outreach to the public regarding identification of the opioid epidemic and associated responses.
O		4.3.1		Create a resources for members of the public about the availability of Naloxone to patients and caregivers of patients who are at risk for opiate overdose.
O		4.3.2		Provide hyperlinks to the websites of other state agencies, including DHEC, DAODAS, DHHS, and DMH, identifying resources available to persons battling addiction and families of persons battling addiction.
S		4.4		Track disciplinary cases involving diversion, addiction and other mental health issues.
O		4.4.1		Develop a revised coding system to be applied at the time final orders are issued in all disciplinary cases to designate those cases involving diversion, addiction and other mental health issues relating to substance use or abuse.
S		4.5		Collaborate with other state agencies, including DHEC and DAODAS, to measure the success of educational outreach efforts.
O		4.5.1		Facilitate collaboration with DHEC to provide reports to the boards who license prescribers of controlled substances regarding the number of prescribers who are registered and utilizing SCRIPTS appropriately.
O		4.5.2		Facilitate collaboration between DHEC, DAODAS, and LLR's healthcare boards to share information regarding the dispensing of Naloxone, pursuant to a prescription and without a prescription.
G	5		Education, Training, and Human Development	Advance the public's health, safety and economic well-being by monitoring proactive policy and legislative initiatives evolving at the national level and developing appropriate initiatives at the state level in the areas of regulation, licensing, enforcement, training and education.
S		5.1		Facilitate the licensure of professionals via an interstate licensure compact in participating professions.
O		5.1.1		Track national licensure compacts and advise state regulatory stakeholders of implementation.
O		5.1.2		Assist boards interested in pursuing participation in an interstate licensure compact through the development of advisory opinions, regulations, and/or legislation in cooperation with professional associations.
O		5.1.3		Promote the availability of licensure via participation in an interstate licensure compact for participating boards via the agency's website and the respective board's webpage.
S		5.2		Assist regulatory boards with the development of advisory opinions or position statements regarding the impact of telehealth.
O		5.2.1		Provide research and other necessary support services necessary for boards to analyze any possible applications of telehealth advancements in their profession.
O		5.2.2		Publicize any board's determination on any issues relating to telehealth advancements.
O		5.2.3		Provide a forum for members of the public and private businesses to submit questions to regulatory bodies regarding the advancement of telehealth and its possible impact on a regulated profession.
G	6		Education, Training and Human Development	Ensure employees perform at a high level, offer solutions to problems, and are good stewards of public resources.
S		6.1		Educate and train employees on core job functions.
O		6.1.1		Maintain 100% compliance rate for customer service training for all board employees.
O		6.1.2		Achieve 100% compliance rate for budget and procurement training for supervisors.
S		6.2		Attract, develop and retain qualified employees through training and communication.
O		6.2.1		Develop successful management training curriculum and offer monthly classes to supervisors.
O		6.2.2		Develop career paths for upward mobility.
O		6.2.3		Start an agency mentoring program pairing new supervisors with senior supervisors.
O		6.2.4		Hold monthly meetings between Director and employees to improve communication and morale.
G	7		Education, Training and Human Development	Utilize online capabilities to improve educational outreach and customer service.
S		7.1		Enhance website services for licensees and board members.
O		7.1.1		Implement certified fire marshal online application for recertification.
O		7.1.2		Make all board members material available via a secure website for remaining POL boards.
O		7.1.3		Review current licensure turnaround time and outline actions needed to speed up process on-line and on paper.
O		7.1.4		Continue offering online application process and permit certain statutory requirements to be satisfied electronically.
O		7.1.5		Develop additional online initial applications for POL boards. There are 216 total applications offered by LLR boards and the goal is to have all applications online by 2018

Item	Performance Measure	Target Value	Actual Value	Future Target Value	Time Applicable	Data Source and Availability	Calculation Method	Associated Objective(s)
1	Provide "OSHA 10" classes	3	8	10	FY2016-17	Outreach Coordinator Database	Add the number of classes provided	1.1.1
2	Number of high school students that completed "OSHA 10" class	0	127	150	FY2016-17	Outreach Coordinator Database	Add number of students who completed the "OSHA 10" class	1.1.1
3	Number of e-blasts, press releases, and social media posts	4	30	40	FY2016-17	Communications Officer	Add number of e-blasts, press releases, and social media posts	1.1.2
4	Number of OSHA workplace visits/consultations	947	919	928	FY2016-17	OVP Database	Add number of workplace visits/consultations	1.1.3
5	Amount of savings of OSHA fines for employers	\$1.82 million	\$1.7 million	\$1.75 million	FY2016-17	OVP Database	Add amount of saved fines of employers who had violations found and corrected during a consultation visit	1.1.3
6	Number of trainings held	446	436	440	FY2016-17	OVP Database	Add number of trainings held	1.1.4
7	Number of employees trained	11,521	10,484	10,589	FY2016-17	OVP Database	Add number of employees who were involved in the training classes held	1.1.4
8	Positive customer satisfaction surveys	80%	0	80%	FY2016-17	Customer Satisfaction Database	Add number of positive surveys in the database	1.1.5
9	Schedule EMR classes	N/A	0	05 classes	FY2016-17	State Fire, EMS section	N/A	1.2.1
10	Number of training programs delivered	N/A	2091	2150	FY2016-17	State Fire - Academy	Annually	1.2.1
11	Number of registered students	N/A	32311	32500	FY2016-17	State Fire - Academy	Annually	1.2.1
12	Increase number firefighters registered and having an account to access records	N/A	7500	9000	FY2016-17	State Fire, Administration	Annually	1.2.2, 1.2.5, 1.3.2
13	Increase number of fire departments who use the online portal for training	N/A	470	500	FY2016-17	State Fire, Administration	Annually	1.1.2
14	Develop inventory of statewide fire apparatus	N/A	0	471	FY2016-17	State Fire, Administration	Annually	1.2.2
15	Rekey campus	N/A	N/A	N/A	FY2016-17	State Fire - Academy	N/A	1.2.3
16	Reduce number of days for engineer review of fire sprinkler plans	N/A	8-12 days	10 days	FY2016-17	State Fire - Engineering, database	Monthly. Time is measured from date of the initial submission to the time it takes an engineer to send a letter approving/requesting additional information or changes to the plan.	1.2.4
17	Standards established by OSFM for third party reviewers	N/A	N/A	Establishment of Standards	FY16-17	Website sets forth standards.	N/A	1.2.4
18	Add V-SAFE grant process to the Fire Portal/ funded by SC Legislature for July 2017	N/A	0	471	FY2016-17	State Fire, Administration	Annually	1.2.5
19	Increase number of social media bulletins	N/A	1	32	FY2016-17	State Fire, Administration	Annually	1.3.1
20	Increase number of Fire Portal e-blasts	N/A	75	100	FY2016-17	State Fire, Administration	Annually	1.3.2
21	Signed MOU with State Guard	N/A	N/A	Signed MOU	FY2016-17	State Fire Marshal's Office	Completion of task, signed MOU	1.3.2
22	FLS Campus signage promotion	N/A	N/A	N/A	FY2016-17	State Fire, Administration	N/A	1.3.3

23	New cycle time document	N/A	N/A	Establishment of new document	FY2016-17	POL	Completion of task, signed MOU	2.1.2
24	Reduce turn around time for final orders from the Office of Advice Counsel	30 days	30 days	30 days	FY2016-17	ReLAES, Office of Advice Counsel	Annually	2.1
25	Relaes update that electronically assigns cases to investigator and attorney	N/A	N/A	Electronic process in place	FY2016-17	Relaes	Number of cases assigned	2.1.4
26	Reduced geographical territories	N/A	N/A	Map	FY2016-17	POL	Reduction of territories by inspector	2.2.2
27	Backlog of inspections	0	731	0	FY2016-17	POL, ReLAES	Report in Raeles that calculates by date the number of pharmacies not inspected in a year.	2.21,2.2.2,2.2.3,2.2.4,2.2.5
28	100% CE compliance	N/A	N/A	Award of Solicitation	FY2016-17	Future CE database	Amount of Real Estate and Nurses with 100% CE audits compliance	2.4.2
29	Number of videos created	N/A	N/A	2	FY2016-17	Privacy liaison and Division of Administration	Add the number of videos	3.1.1
30	Number of email bulletins	N/A	N/A	12	FY2016-17	Privacy liaison and Division of Administration	Add the number of emails sent	3.1.2
31	Number of board meeting presentations	NA	N/A	39	FY2016-17	Privacy liaison and Division of Administration	Add the number of presentations	3.1.3
32	Number of privacy impact assessments completed	N/A	N/A	10	FY2017-18	Privacy liaison and Division of Administration	Add the number of PIAs completed	3.2.1
33	Completion of policy	N/A	N/A	100%	FY2017-18	Privacy liaison and Division of Administration	Percentage of completion	3.2.2
34	Completion of updated data classification	N/A	N/A	100%	FY2016-17	Privacy liaison and Division of Administration	Percentage of completion	3.2.3
35	Completion of plan	N/A	N/A	100%	FY2016-17	Privacy liaison	Percentage of completion	3.2.4
36	Number of badge readers and video cameras added to FLS	N/A	0	12 badge readers and 10 video cameras	FY2016-17	Division of Technology and Security	Add the number of badge readers and video cameras installed	3.3.1
37	Addition of two badge readers	N/A	2	2	FY2016-17	Division of Technology and Security	Add the number of badge readers installed	3.3.2
38	Percentage of completion of project at new location of OSHA	N/A	N/A	100%	FY2016-17	Division of Technology and Security	Percentage of completion	3.3.3
39	Percentage of networking equipment replaced	N/A	0	100%	FY2016-17	Division of Technology and Security	Percentage of completion	3.4.1
40	Number of VPNs replaced	N/A	50	100	FY2016-17	Division of Technology and Security	Add the number of VPNs replaced	3.4.2
41	Increase the number of licensed controlled substance prescribers who are registered users of SCRIPTS, as suggested by the Joint Pain Management Guidelines	100%	7,841	100%	2020	DHEC and Medical Board (POL))	N/A	4.1.1

42	Track the number of physicians who prescribe Naloxone through voluntary disclosure on licensure application	N/A	Unknown	completion of task	2020	Medical Board (POL)	Biennially	4.1.5, 4.5.2
43	Track the number of pharmacists who dispense Naloxone without a prescription through voluntary disclosure on license application	N/A	Unknown	completion of task	2020	Pharmacy Board (POL)	Biennially	4.1.5, 4.5.2
44	Launch a website regarding Naloxone in collaboration with DAODAS and DHEC	N/A	N/A	completion of task	FY2016-17	LLR	N/A	4.1.5, 4.3.1, and 4.3.2
45	Track the number of managers who complete budget and procurement training	50	23 (100%)	23 (100%)	FY2016-17	Division of Administration, Human Resources Division	Annually	6.1.1, 6.1.2
46	Track the number of employees who enroll in customer service training	0	12	10% of workforce	FY2016-17	Division of Administration, Human Resources Division	Annually	6.1.1
47	Track number of career paths developed	9	0	9	FY2016-17	Division of Administration, Human Resources Division	Annually; calculated by counting number of career paths developed based on nine total areas.	6.2.2
48	Create supervisor mentoring programs	N/A	N/A	N/A	FY2016-17	Division of Administration, Human Resources Division	Annually	6.2.3
49	Establish monthly meetings between the Director and employees	12	12	12	FY2016-17	Division of Administration, Human Resources Division	Annually	6.2.4
50	Move Certified Fire Marshal recertification to online application		N/A	N/A	FY2016-17	State Fire, Administration	N/A	7.1.1
51	Provide all board member meeting materials electronically	29	41	41	FY2016-17	POL, Administration	Each board meeting	7.1.2
52	Increase number of applications available online	216	175	216	FY2017-18	POL, Administration	N/A	7.1.3, 7.1.4 and 7.1.5
53	Improve licensure turn around time	8 days online, 4 days on paper	9 days online, 5 days on paper	7 days online, 2 days on paper	FY2016-17	ReLAES, updated daily	Monthly	7.1.3, 7.1.4 and 7.1.5

Program/Title	Purpose	FY 2015-16 Expenditures (Actual)				General
		General	Other	Federal	TOTAL	
I. Administration	Provides support services to Agency programs in Human Resource Management, Legal Services, Information Technology, Public Information, Finance, Procurement, Immigration and Customer Care Center.		\$ 6,348,473		\$ 6,348,473	
II. Programs & Services, A. OSHA Voluntary Programs	Assists workplace in voluntarily complying with Occupational Safety & Health Standards.	\$ 215,166	\$ 83,203	\$ 979,854	\$ 1,278,223	\$ 87,004
II. Programs & Services, B. Occupational Safety & Health	Ensures workplace safety by enforcing Occupational Safety & Health Standards.	\$ 1,162,909	\$ 422,916	\$ 1,695,430	\$ 3,281,255	\$ 1,267,781
II. Programs & Services, C. Fire Academy	Trains firefighters, paid and volunteer, private and public sector.		\$ 7,051,586	\$ 79,796	\$ 7,131,382	
II. Programs & Services, D. State Fire Marshal	Ensures fire and life safety protection for SC citizens through enforcement and inspections.		\$ 2,865,068		\$ 2,865,068	
II. Programs & Services, E. Elevators & Amusement Rides	Inspects and permits elevators and amusement rides.		\$ 645,846		\$ 645,846	
II. Programs & Services, F. Professional and Occupational Licenses	Licenses and regulations qualified applications in professions and occupations.		\$ 13,728,280		\$ 13,728,280	
II. Programs & Services, G. Labor and H. Building Codes	Licenses and regulates qualified applications in professions and occupations; provides mediation services for unions and employers.		\$ 952,033		\$ 952,033	

<i>FY 2016-17 Expenditures (Projected)</i>			Associated Objective(s)
Other	Federal	TOTAL	
\$ 6,475,642		\$ 6,475,642	3.1.1, 3.1.2, 3.1.3, 3.2.1, 3.2.2, 3.2.3, 3.2.4, 3.3.1, 3.3.2, 3.3.3, 3.4.1, 3.4.2, 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.1.5, 4.1.6, 4.2.1, 4.3.1, 4.3.2, 4.4.1, 6.1.1, 6.1.2, 6.2.1, 6.2.2, 6.2.3, 6.2.4, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.5
\$ 181,568	\$ 1,009,651	\$ 1,278,223	1.1.1, 1.1.2
\$ 479,168	\$ 1,534,306	\$ 3,281,255	1.1.3, 1.1.4, 1.1.5
\$ 8,151,330	\$ 166,807	\$ 8,318,137	1.2.1, 1.2.3, 1.2.3, 1.2.4, 1.2.5
\$ 3,848,895		\$ 3,848,895	1.3.1, 1.3.2, 1.3.3
\$ 915,000		\$ 915,000	
\$ 15,942,279		\$ 15,942,279	2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.5, 2.3.1, 2.3.2, 2.3.3, 2.4.1, 2.4.2, 4.5.1, 4.5.2, 5.1.1, 5.1.2, 5.1.3, 5.2.1, 5.2.2, 5.2.3, 6.1.1, 6.1.2
\$ 997,226		\$ 997,226	2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.5, 2.3.1, 2.3.2, 2.3.3, 2.4.1, 2.4.2, 4.5.1, 4.5.2, 5.1.1, 5.1.2, 5.1.3, 5.2.1, 5.2.2, 5.2.3, 6.1.1, 6.1.2

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Associated Program(s)
1	23-9-10	State	Statute	Office of State Fire Marshal has regulatory responsibility to ensure compliance with state fire safety regulations.	State Fire Marshal, State Fire Academy
2	23-49-10	State	Statute	Firefighter Mobilization	State Fire Marshal, State Fire Academy
3	23-10-10	State	Statute	To operate the SC Fire Academy.	State Fire Marshal, State Fire Academy
4	23-35-45	State	Statute	Regulates use of fireworks and explosives	State Fire Marshal, State Fire Academy
5	23-51-10	State	Statute	Reduced Cigarette Ignition Propensity Standards and Firefighter Protection Act	State Fire Marshal, State Fire Academy
6	23-36-10	State	Statute	SC Explosives Control Act	State Fire Marshal, State Fire Academy
7	40-10-230	State	Statute	Fire Protection Sprinkler Systems Act	State Fire Marshal, State Fire Academy
8	40-82-10	State	Statute	Liquid Petroleum Gas	Professional and Occupational Licenses, Administration
9	40-80-10	State	Statute	South Carolina Firefighters Employment and Registration Act	State Fire Marshal, State Fire Academy
10	40-56-10	State	Statute	State Board of Pyrotechnic Safety	Professional and Occupational Licenses, Administration
11	40-29-10	State	Statute	Uniform Standards Code for Manufactured Housing	Professional and Occupational Licenses, Administration
13	40-1-40(A),(B),(C)	State	Statute	Creates the division of Professional and Occupational licensing and provides that the Boards listed in 40-1-40(B) are to be administered by LLR, but that each regulatory board within LLR is a separate board.	Professional and Occupational Licenses, Administration
14	40-1-40(D)	State	Statute	Establishes LLR as a member of the Governor's Cabinet and provides the Director, who supervises the department, is appointed by the Governor with the advice and consent of the Senate.	Professional and Occupational Licenses, Administration
15	40-1-50(A)	State	Statute	Establishes authority of the Department and Director with respect to the Boards. Mandates the director to annually prepare a report to the Governor and General Assembly indicating those regulated trades, occupations, and professions that do not meet the criteria for regulation.	Professional and Occupational Licenses, Administration
16	40-1-50(B)(C)	State	Statute	Requires LLR to provide records of board proceeding and registry of all licensees and applicants.	Professional and Occupational Licenses, Administration
17	40-1-50(D)	State	Statute	Establishes the framework for the Boards' fee structure and future adjustment of fees.	Professional and Occupational Licenses, Administration
18	40-1-50(E)	State	Statute	Authorizes the director to implement biennial licensure renewal.	Professional and Occupational Licenses, Administration
19	40-1-150(G)	State	Statute	Authorizes the department to suspend a license for use of a financial instrument that is not honored by the financial institution named.	Professional and Occupational Licenses, Administration
20	40-1-150(H)	State	Statute	Authorizes the department to suspend a license for a person found to be in violation of the Family Independence Act as it relates to child support enforcement.	Professional and Occupational Licenses, Administration
21	40-1-70	State	Statute	Establishes the powers and duties of the regulatory boards within LLR.	Professional and Occupational Licenses, Administration

22	40-1-80	State	Statute	Authorizes the department to conduct investigations for allegations of professional misconduct and outlines the department's investigative subpoena powers.	Professional and Occupational Licenses, Administration
23	40-1-90	State	Statute	Authorizes the boards to take disciplinary action for allegations of professional misconduct and authorizes the department to administer oaths and subpoenas as part of a disciplinary action proceeding.	Professional and Occupational Licenses, Administration
24	40-1-100	State	Statute	Authorizes the boards to issue cease and desists to a person who is violating or intends to violate one of the practice acts and permits the board to seek a temporary restraining order. Also grants the board and agency immunity for a wrongful temporary restraining order.	Professional and Occupational Licenses, Administration
25	40-1-110	State	Statute	Establishes the additional grounds for a board to take disciplinary action against a licensee.	Professional and Occupational Licenses, Administration
26	40-1-115	State	Statute	Establishes the term of board jurisdiction over actions committed or omitted by a current and former licensees during the entire period of licensure.	Professional and Occupational Licenses, Administration
27	40-1-120	State	Statute	Authorizes and outlines the board sanctions after a finding of misconduct pursuant to a board's licensing act.	Professional and Occupational Licenses, Administration
28	40-1-130	State	Statute	Authorizes a board to deny authorization to practice to an applicant who has committed an act that would be grounds for disciplinary action.	Professional and Occupational Licenses, Administration
29	40-1-190	State	Statute	Provides that any communications by a board or LLR is privileged.	Professional and Occupational Licenses, Administration
30	40-1-210	State	Statute	Authorizes the agency to institute a proceeding for injunctive relief against a person violating Title 40 or an order of the board.	Professional and Occupational Licenses, Administration
31	40-2-10 to 40-2-340	State	Statute	Accountancy Practice Act	Professional and Occupational Licenses, Administration
32	Chapter 1-01 to 1-12	State	Regulation	Accountancy Board regulations	Professional and Occupational Licenses, Administration
33	40-3-5 to 40-3-330	State	Statute	Architectural Practice Act	Professional and Occupational Licenses, Administration
34	Chapter 11-1 to 11-14	State	Regulation	Architectural Board regulations	Professional and Occupational Licenses, Administration
35	40-6-10 to 40-6-370	State	Statute	Auctioneers Practice Act	Professional and Occupational Licenses, Administration
36	Chapter 14-1 to 14-17	State	Regulation	Auctioneers Board regulations	Professional and Occupational Licenses, Administration
37	40-7-5 to 40-7-400	State	Statute	Barber Practice Act	Professional and Occupational Licenses, Administration
38	Chapter 17-1 to 17-51	State	Regulation	Barber Board regulations	Professional and Occupational Licenses, Administration
39	40-8-10 to 40-8-240	State	Statute	Perpetual Care Cemeteries Practice Act	Professional and Occupational Licenses, Administration
40	Chapter 21-1 to 21-64	State	Regulation	Perpetual Care Cemeteries Regulations	Professional and Occupational Licenses, Administration
41	40-9-10 to 40-9-110	State	Statute	Chiropractors Practice Act	Professional and Occupational Licenses, Administration
42	Chapter 25-1 to 25-9	State	Regulation	Chiropractors Regulations	Professional and Occupational Licenses, Administration
43	40-10-20 to 40-10-300	State	Statute	Fire Protection Sprinkler Act administered by the SC Contractor's Board.	Professional and Occupational Licenses, Administration
44	40-11-5 to 40-11-550	State	Statute	Contractors Practice Act	Professional and Occupational Licenses, Administration
45	Chapter 29-1 to 29-110	State	Regulation	Contractors Board regulations	Professional and Occupational Licenses, Administration
46	40-13-5 to 40-13-370	State	Statute	Cosmetology Practice Act	Professional and Occupational Licenses, Administration
47	Chapter 35-1 to 35-26	State	Regulation	Cosmetology Regulations	Professional and Occupational Licenses, Administration

48	40-15-10 to 40-15-380	State	Statute	Dentists, Dental Hygienists, and Dental Technicians Practice Act	Professional and Occupational Licenses, Administration
49	Chapter 39-1 to 39-18	State	Regulation	Dentists, Dental Hygienists, and Dental Technicians regulations	Professional and Occupational Licenses, Administration
50	40-19-5 to 40-19-320	State	Statute	Board of Funeral Services Practice Act	Professional and Occupational Licenses, Administration
51	Chapter 57.01 to 57-15	State	Regulation	Board of Funeral Services regulations	Professional and Occupational Licenses, Administration
52	40-22-2 to 40-22-320	State	Statute	Board of Registration for Professional Engineers and Surveyors Practice Act	Professional and Occupational Licenses, Administration
53	Chapter 49-100 to 49-610	State	Regulation	Board of Registration for Professional Engineers and Surveyors Regulations	Professional and Occupational Licenses, Administration
54	40-23-5 to 40-23-340	State	Statute	Environmental Certification Board Practice Act	Professional and Occupational Licenses, Administration
55	Chapter 51-1 to 51-7	State	Regulation	Environmental Certification Board regulations	Professional and Occupational Licenses, Administration
56	40-26-10 to 40-26-60	State	Statute	Commercial Inspectors administered by the SC Contractor's Board	Professional and Occupational Licenses, Administration
57	40-28-10 to 40-28-210	State	Statute	Landscape Architects Practice Act	Professional and Occupational Licenses, Administration
58	Chapter 76-1 to 76-9	State	Regulation	Landscape Architects regulations	Professional and Occupational Licenses, Administration
59	40-29-5 to 40-29-380	State	Statute	Manufactured Housing Practice Act	Professional and Occupational Licenses, Administration
60	Chapter 79-1 to 79-44	State	Regulation	Manufactured Housing regulations	Professional and Occupational Licenses, Administration
61	40-30-10 to 40-30-320	State	Statute	Massage/Body Work Practice Act	Professional and Occupational Licenses, Administration
62	Chapter 77-100 to 77-140	State	Regulation	Massage/Body Work Regulations	Professional and Occupational Licenses, Administration
63	40-33-10 to 40-33-1365	State	Statute	Nursing Board Practice Act	Professional and Occupational Licenses, Administration
64	Chapter 91-1 to 91-32	State	Regulation	Nursing Board Regulations	Professional and Occupational Licenses, Administration
65	40-35-10 to 40-35-260	State	Statute	Long Term Health Care Practice Act	Professional and Occupational Licenses, Administration
66	Chapter 93-50 to 93-260	State	Regulation	Long Term Health Care Regulations	Professional and Occupational Licenses, Administration
67	40-36-5 to 40-36-310	State	Statute	Occupational Therapists Practice Act	Professional and Occupational Licenses, Administration
68	Chapter 94-01 to 94-10	State	Regulation	Occupational Therapists Regulations	Professional and Occupational Licenses, Administration
69	40-38-5 to 40-38-340	State	Statute	Optometrists Practice Act	Professional and Occupational Licenses, Administration
70	Chapter 95-1 to 95-6	State	Regulation	Optometrists Regulations	Professional and Occupational Licenses, Administration
71	40-38-10 to 40-38-390	State	Statute	Opticianry Practice Act	Professional and Occupational Licenses, Administration
72	Chapter 96-101 to 96-110	State	Regulation	Optician Regulations	Professional and Occupational Licenses, Administration
73	40-43-10 to 40-43-180	State	Statute	Pharmacy Practice Act	Professional and Occupational Licenses, Administration
74	Chapter 99-15 to 99-43	State	Regulation	Pharmacy Regulations	Professional and Occupational Licenses, Administration
75	40-45-5 to 40-45-330	State	Statute	Physical Therapy Practice Act	Professional and Occupational Licenses, Administration
76	Chapter 101-01 to 101-15	State	Regulation	Physical Therapy Regulations	Professional and Occupational Licenses, Administration
77	40-47-5 to 40-47-5	State	Statute	Physicians Practice Act	Professional and Occupational Licenses, Administration
78	Chapter 81-12 to 81-300	State	Regulation	Physicians Regulations	Professional and Occupational Licenses, Administration
79	40-51-10 to 40-51-270	State	Statute	Podiatrists Practice Act	Professional and Occupational Licenses, Administration
80	Chapter 134-10 to 134-50	State	Regulation	Podiatrists Regulations	Professional and Occupational Licenses, Administration
81	40-55-40 to 40-55-190	State	Statute	Psychologists Practice Act	Professional and Occupational Licenses, Administration
82	Chapter 100-1 to 100-10	State	Regulation	Psychologists Regulations	Professional and Occupational Licenses, Administration

83	40-56-10 to 40-56-20	State	Statute	State Board of Pyrotechnic Safety Act	Professional and Occupational Licenses, Administration
84	Chapter 71-8305.1 to 71-8305.8	State	Regulation	State Board of Pyrotechnic Safety Regulations	Professional and Occupational Licenses, Administration
85	40-57-10 to 40-57-250	State	Statute	Real Estate Practice Act	Professional and Occupational Licenses, Administration
86	Chapter 105-2 to 105-13	State	Regulation	Real Estate Regulations	Professional and Occupational Licenses, Administration
87	40-59-5 to 40-59-300	State	Statute	Residential Home Builders Practice Act	Professional and Occupational Licenses, Administration
88	Chapter 106-1 to 106-5	State	Regulation	Residential Home Builders Regulations	Professional and Occupational Licenses, Administration
89	40-60-5 to 40-60-230	State	Statute	Real Estate Appraiser License and Certification Act	Professional and Occupational Licenses, Administration
90	12 USCA 3331 et seq., 12 CFR 225.31	Federal	Statute	Outlines Real Estate Appraiser standards and mandates certain Board requirements.	Professional and Occupational Licenses, Administration
91	Chapter 137-100 to 139-900.09	State	Regulation	Real Estate Appraiser Regulations	Professional and Occupational Licenses, Administration
92	40-61-10 to 40-61-140	State	Statute	State Board for Examiners for Registered Environmental Sanitarians Practice Act	Professional and Occupational Licenses, Administration
93	Chapter 50-10 to 50-90	State	Regulation	State Board for Examiners for Registered Environmental Sanitarians Regulations	Professional and Occupational Licenses, Administration
94	40-63-5 to 40-63-300	State	Statute	Social Work Practice Act	Professional and Occupational Licenses, Administration
95	Chapter 110-1 to 110-20	State	Regulation	Social Work Regulations	Professional and Occupational Licenses, Administration
96	40-65-10 to 40-65-260	State	Statute	Soil Classifiers Practice Act	Professional and Occupational Licenses, Administration
97	Chapter 108-1 to 108-8	State	Regulation	Soil Classifiers Regulations	Professional and Occupational Licenses, Administration
98	40-67-5 to 40-67-350	State	Statute	Speech Pathologists & Audiologists Practice Act	Professional and Occupational Licenses, Administration
99	Chapter 115-1 to 115-7	State	Regulation	Speech Pathologists & Audiologists Regulations	Professional and Occupational Licenses, Administration
100	40-69-5 to 40-69-260	State	Statute	Veterinarians Practice Act	Professional and Occupational Licenses, Administration
101	Chapter 120-1 to 120-14	State	Regulation	Veterinarians Regulations	Professional and Occupational Licenses, Administration
102	40-75-5 to 40-75-310	State	Statute	Professional Counselors, Marriage and Family Therapists, and Licensed Psycho-educational Specialists Practice Act	Professional and Occupational Licenses, Administration
103	Chapter 36-01 to 36-23	State	Regulation	Professional Counselors, Marriage and Family Therapists, and Licensed Psycho-educational Specialists Regulations	Professional and Occupational Licenses, Administration
104	40-77-5 to 40-77-320	State	Statute	Geologists Practice Act	Professional and Occupational Licenses, Administration
105	Chapter 131-01 to 131-15	State	Regulation	Geologists Regulations	Professional and Occupational Licenses, Administration
106	40-81-10 to 40-81-520	State	Statute	State Athletic Commission	Professional and Occupational Licenses, Administration
107	Chapter 20-1.1 to 20-27.23	State	Regulation	State Athletic Commission Regulations	Professional and Occupational Licenses, Administration
108	40-82-5 to 40-82-330	State	Statute	Liquid Petroleum Gas Practice Act	Professional and Occupational Licenses, Administration
109	Chapter 71-8304.1 to 71-8304.5	State	Regulation	Liquid Petroleum Gas Regulations	Professional and Occupational Licenses, Administration
110	Title 41, Chapter 15, Article 1 (41-15-80 To 41-15-100)	State	Statute	OSHA; establishes the division's authority to maintain/regulate the health and safety of the state's workers in the workplace.	OSHA Voluntary, Occupational Safety and Health

111	Title 41, Chapter 15, Article 3 (41-15-210 to 41-15-330)	State	Statute	OSHA; establishes division's authority to promulgate, modify and/or revoke the rules and regulations to be utilized in the maintenance and regulation of the health and safety of the state's workers as well as identifies such rules used.	OSHA Voluntary, Occupational Safety and Health
112	Title 41, Chapter 15, Article 5 (41-15-510 and 41-15-520)	State	Statute	OSHA; establishes the division's authority to address the rights and remedies of aggrieved employees through the whistleblower program.	OSHA Voluntary, Occupational Safety and Health
113	Chapter 71, Article 1, Subarticle 1 (71-100 to 71-113)	State	Regulation	OSHA; establishes how the division can exercise it's authority to maintain/regulate the health and safety of the state's workers in the workplace in more detail .	OSHA Voluntary, Occupational Safety and Health
114	Chapter 71, Article 1, Subarticle 2 (71-200 to 71-223)	State	Regulation	OSHA; establishes how the division can exercise its authority to maintain/regulate the health and safety of the state's workers in the workplace specifically dealing with the requests for variances, limitations, variations, tolerance and other exemptions.	OSHA Voluntary, Occupational Safety and Health
115	Chapter 71, Article 1, Subarticle 3 (71-300 to 71-346)	State	Regulation	OSHA; establishes how the division can exercise its authority to maintain/regulate the health and safety of the state's workers in the workplace specifically dealing with recordkeeping and reporting of specific injuries and illnesses.	OSHA Voluntary, Occupational Safety and Health
116	Chapter 71, Article 1, Subarticle 4 (71-400 to 71-411)	State	Regulation	OSHA; establishes how the division can exercise its authority to maintain/regulate the health and safety of the state's workers in the workplace specifically dealing with the enforcement of violations.	OSHA Voluntary, Occupational Safety and Health
117	Chapter 71, Article 1, Subarticle 5 (71-500 to 71-512)	State	Regulation	OSHA; establishes how the division can exercise its authority to maintain/regulate the health and safety of the state's workers in the workplace specifically dealing with the inspection process and procedures.	OSHA Voluntary, Occupational Safety and Health
118	Chapter 71, Article 1, Subarticle 6	State	Regulation	OSHA; identical to Federal Regulations identified in item 15 but editor's note includes the "modifications"; establishes health and safety standards for general industry employers.	OSHA Voluntary, Occupational Safety and Health
119	Chapter 71, Article 1, Subarticle 7	State	Regulation	OSHA; identical to Federal Regulations identified in item 16 but editor's note includes the "modifications"; establishes health and safety standards for construction employers.	OSHA Voluntary, Occupational Safety and Health
120	Chapter 71, Article 1, Subarticle 8	State	Regulation	OSHA; identical to Federal Regulations identified in item 17; establishes health and safety standards for agriculture employers.	OSHA Voluntary, Occupational Safety and Health
121	Chapter 71, Article 1, Subarticle 9 (71-900 to 71-912)	State	Regulation	OSHA; establishes how the division can exercise its authority to maintain/regulate the health and safety of the state's workers in the workplace, specifically dealing with access to employee medical records.	OSHA Voluntary, Occupational Safety and Health

122	Chapter 71, Article 1, Subarticle 10 (71-1001 to 71-1021)	State	Regulation	OSHA; establishes how the division can exercise its authority to address the rights and remedies of aggrieved employees in discrimination cases.	OSHA Voluntary, Occupational Safety and Health
123	Chapter 71, Article 1, Subarticle 11 (71-1100 to 71-1108)	State	Regulation	OSHA; establishes how the division can exercise its authority to maintain/regulate the health and safety of the state's workers in the workplace specifically dealing with the release and/or disclosure of sensitive, secret and/or confidential information.	OSHA Voluntary, Occupational Safety and Health
124	29 CFR 1910	Federal	Statute	OSHA; all applicable standards which have been adopted and/or modified by the state (See #9/State regulations that mirror) establish specific health and safety standards for general industry employers.	OSHA Voluntary, Occupational Safety and Health
125	29 CFR 1926	Federal	Statute	OSHA; all applicable standards which have been adopted and/or modified by the state (See #10/State regulations that mirror) establish specific health and safety standards for construction employers.	OSHA Voluntary, Occupational Safety and Health
126	29 CFR 1928	Federal	Statute	OSHA; all applicable standards which have been adopted by the state (See #11/State regulations that mirror) establish specific health and safety standards for agriculture employers.	OSHA Voluntary, Occupational Safety and Health
127	Title 41, Chapter 13 (41-13-5 to 41-13-60)	State	Statute	Child Labor; establishes the division's authority to manage/regulate child labor in the state.	Labor, Administration
128	Chapter 71, Article 3 (71-3100 to 71-3111)	State	Regulation	Child Labor; establishes how the division exercises its authority to manage/regulate child labor in the state.	Labor, Administration
129	Title 41, Chapter 10 (41-10-10 to 41-10-110)	State	Statute	Payment of Wages; establishes the division's authority to manage/regulate the payment of wages to employees within the state.	Labor, Administration
130	Chapter 71, Article 6 (71-6000)	State	Regulation	Payment of Wages; establishes how the division exercises its authority to manage/regulate the payment of wages within the state.	Labor, Administration
131	Title 41, Chapter 16 (41-16-10 to 41-16-180)	State	Statute	Elevators; "South Carolina Elevator Code" establishes the division's authority to regulate the safe installation, maintenance and operation of the state's elevators and related equipment.	Elevators and Amusement Rides, Administration
132	Chapter 71, Article 5 (71-5000 to 71-5900)	State	Regulation	Elevators; establishes how the division exercises its authority to regulate the safe operation of the state's elevators and related equipment.	Elevators and Amusement Rides, Administration
133	Title 41, Chapter 18 (41-18-10 to 41-18-360)	State	Statute	Amusement Rides; "South Carolina Amusement Rides Safety Code" establishes the division's authority to regulate the safe operation of the state's amusement rides and related equipment.	Elevators and Amusement Rides, Administration
134	Chapter 71, Article 4 (71-4000 to 71-4950)	State	Regulation	Amusement Rides; establishes how the division exercises its authority to regulate the safe operation of the state's amusement rides and related equipment.	Elevators and Amusement Rides, Administration
135	Title 41, Chapter 8, (Section 41-8-10 to 41-8-140)	State	Statute	Immigration - Illegal Aliens and Private Employment; establishes this division's authority to regulate the verification of workers within the state.	Labor, Administration

136	Chapter 71, Article 10 (71-10000 to 71-10003)	State	Regulation	Immigration - Illegal Aliens and Private Employment; establishes how the division exercises its authority to regulate the verification of workers within the state.	Labor, Administration
137	Chapter 71, Article 10 (71-10000 to 71-10003)	State	Regulation	Immigration - Registration of Immigration Assistance Services and Illegal Aliens and Private Employment; establishes how the division exercises its authority to register and manage immigration assistance services and to regulate the verification of workers within the state.	Labor, Administration
138	23-9-20	State	Statute	Establishes the duties of the State Fire Marshal.	State Fire Marshal, State Fire Academy
139	23-9-25(A) to (G)	State	Statute	Establishes the Volunteer Strategic Assistance and Fire Equipment Program and authorizes the Fire Marshal to administer the grants.	State Fire Marshal, State Fire Academy
140	23-9-30 (a),(b)	State	Statute	Authorizes the State Fire Marshal to certify resident fire marshals to act under the authority of the State Fire Marshal.	State Fire Marshal, State Fire Academy
141	23-9-40 (a) to (f)	State	Statute	Establishes the laws and ordinances the Fire Marshal is statutorily obligated to enforce.	State Fire Marshal, State Fire Academy
142	23-9-45 (A) to(C)	State	Statute	Authorizes the Fire Marshal to issue and charge a fee for Fire Equipment licenses and	State Fire Marshal, State Fire Academy
143	23-9-50(a) to (c); 23-9-60	State	Statute	Establishes the Fire Marshal's authority to inspect buildings or premises; mandates the Fire Marshal require conformance with fire prevention and protections based on nationally recognized standards.	State Fire Marshal, State Fire Academy
144	23-9-65	State	Statute	Authorizes the Fire Marshal to promulgate regulations to implement the automatic fueling clips on self-service gasoline dispensers.	State Fire Marshal, State Fire Academy
145	23-9-70 to 23-9-110	State	Statute	Outlines the appeal process from an order of the State Fire Marshal; authorizes assessments of penalties; establishes subpoena power; establishes a duty to report to local law enforcement; establishes public's access to records and retention schedule.	State Fire Marshal, State Fire Academy
146	23-9-150	State		Establishes procedure for Fire Marshal's declaration of "Unsafe Building."	State Fire Marshal, State Fire Academy
147	23-9-155	State		Authorized the Fire Marshal to promulgate regulations governing the installation of smoke detectors in apartments and houses having no fire protection system.	State Fire Marshal, State Fire Academy
148	23-9-157	State	Statute	Establishes procedure for Fire Marshal to issue a "Notice of Violation."	State Fire Marshal, State Fire Academy
149	23-9-160	State	Statute	Establishes Fire Marshal's emergency powers concerning unsafe buildings.	State Fire Marshal, State Fire Academy
150	71-8300	State	Regulation	Fire Prevention and Life Safety	State Fire Marshal, State Fire Academy

151	71-8302	State	Regulation	Explosives	State Fire Marshal, State Fire Academy
152	71-8301	State	Regulation	Fire Prevention and Life Safety for Special Occupancies	State Fire Marshal, State Fire Academy
153	71-8303	State	Regulation	Portable Fire Extinguishers and Fixed Fire Extinguishing Systems	State Fire Marshal, State Fire Academy
154	71-8304	State	Regulation	Liquefied Petroleum (LP) Gas	State Fire Marshal, State Fire Academy, Professional and Occupational Licenses
155	71-8305	State	Regulation	Fireworks and Pyrotechnics	State Fire Marshal, State Fire Academy, Professional and Occupational Licenses
156	71-8306	State	Regulation	Hydrogen Facilities	State Fire Marshal, State Fire Academy, Professional and Occupational Licenses

Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	<i>Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.</i>
SC OSHA Voluntary Program	Provides safety and health consultations to employers statewide.	Health and Safety Consultations	Industry	Private and Public Sector employers including but not limited to the following industries: Construction, Government, Health Services, Manufacturing, Retail, and Transportation
SC OSHA Voluntary Program	Provides safety and health trainings to employers/employees statewide.	Health and Safety Trainings	Industry	Private and Public Sector employers and employees including but not limited to the following industries: Construction, Government, Health Services, Manufacturing, Retail, and Transportation
SC OSHA	Provides additional knowledge and practical guidance of safety standards and regulations to employers and employees statewide.	Standards Officer Feedback	Industry	Private and Public Sector employers and employees including but not limited to the following industries: Construction, Government, Health Services, Manufacturing, Retail, and Transportation
SC OSHA Voluntary Program	Assists with "OSHA 10" classes to high school students.	"OSHA 10" class	School Districts	High school students; pilot program is currently in Greenville County but will be expanded statewide
State Fire - EMS	This section is responsible for coordinating CPR and First Aid classes for the Academy recruit program and, in FY 2017, will offer several catalog courses.	Coordinates CPR and First Aid classes for the Academy recruit program and, in FY 2017, will offer several catalog courses. Also has representation on the EMS Programs Working Group.	Association	EMS Association
State Fire - EMS	This section is responsible for coordinating CPR and First Aid classes for the Academy recruit program and, in FY 2017, will offer several catalog courses.	Has representation on the EMS Programs Working Group.	Association	EMS Educators' Association (SC)
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	It conducts Fire and Life Safety Educator's Quarterly training sessions. Serves as member of CRR Working Group to meet with goal of advising and collaborating with OSFM in regard to CRR efforts and campaigns.	Association	Fire and Life Safety Education Association (SC)
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Partnered to bring the "Home Fire Safety Patrol – Sound Off" program to this state and to deliver the 1,000 Smoke Alarm Program to the highest risk areas in S.C. where injury or death from fire is most likely.	Association	Fire Chiefs' Association (SC)
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Serve as a member of the CRR Working Group to meet with the goal of advising and collaborating with the OSFM in regard to CRR efforts and campaigns.	Association	Fire Marshals Association (SC)
State Fire - EMS	This section is responsible for coordinating CPR and First Aid classes for the Academy recruit program and, in FY 2017, will offer several catalog courses.	FFA has Representation on the EMS Programs Working Group	Association	Firefighters' Association (SC)
State Fire - Academy	Provide statewide training for South Carolina fire service personnel: paid, volunteer, airport crash rescue firefighters, industrial fire brigade, and other emergency response personnel.	ISFSI leads fire and EMS instructors in their efforts to reduce firefighter fatalities and injuries, increase firefighter safety, and improve the profession through education and training.	Association	International Society of Fire Service Instructors

State Fire - Licensing and Permitting	Tasked with the licensing and permitting responsibilities.	Work together to maintain high standards of practice with	Association	Propane Gas Association (SC)
State Fire - Engineering	Provides technical assistance and consultation services to design professionals, state officials, local building and fire officials, contractors, builders, building owners, and the public.	Improve life safety	Association	Sprinkler Association (SC)
State Fire - EMS	This section is responsible for coordinating CPR and First Aid classes for the Academy recruit program and, in FY 2017, will offer several catalog courses.	Has Representation on the EMS Programs Working Group	Association	Private Ambulance Providers Association (SC)
State Fire - EMS	This section is responsible for coordinating CPR and First Aid classes for the Academy recruit program and, in FY 2017, will offer several catalog courses.	Has Representation on the EMS Programs Working Group	Industry	Carolina Hospital System
State Fire - Academy	Provide statewide training for South Carolina fire service personnel: paid, volunteer, airport crash rescue firefighters, industrial fire brigade, and other emergency response personnel.	Provide audio-visual equipment and set up training programs for the Fire Service Improvement conference and the annual Myrtle Beach conference.	Association	Firefighters' Association (SC)
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Serve as a member of the CRR Working Group to meet with the goal of advising and collaborating with the OSFM in regard to CRR efforts and campaigns.	Association	Firefighters' Association (SC)
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Serve as a member of the CRR Working Group to meet with the goal of advising and collaborating with the OSFM in regard to CRR efforts and campaigns.	Association	EMS PIER Team (SC)
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Serve as a member of the CRR Working Group to meet with the goal of advising and collaborating with the OSFM in regard to CRR efforts and campaigns. Serves as a partner with the Home Fire Preparedness Campaign.	Industry	American Red Cross (SC)
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Serve as a member of the CRR Working Group to meet with the goal of advising and collaborating with the OSFM in regard to CRR efforts and campaigns.	State Agency	Office on Aging (SC)
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Serve as a member of the CRR Working Group to meet with the goal of advising and collaborating with the OSFM in regard to CRR efforts and campaigns.	State Agency	Office of Rural Health (SC)
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Serve as a member of the CRR Working Group to meet with the goal of advising and collaborating with the OSFM in regard to CRR efforts and campaigns.	Association	Palmetto State Teachers' Association
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Serve as a member of the CRR Working Group to meet with the goal of advising and collaborating with the OSFM in regard to CRR efforts and campaigns. Provide personnel and program support	State Agency	EdVenture Children's Museum

State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Serve as a member of the CRR Working Group to meet with the goal of advising and collaborating with the OSFM in regard to CRR efforts and campaigns.	Association	Safe Kids (SC)
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators. This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Autism Spectrum Disorder (ASD) Emergency Planning Research Project is a collaborative effort	State Agency	USC School of Nursing
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Carbon Monoxide Awareness Training project is an educational partnership	Foundation	Jeffrey Lee Williams Foundation
State Fire - Community Risk Reduction	This section is responsible for providing ongoing, high-quality training to community risk reduction and fire and life safety educators.	Carbon Monoxide Awareness Training project is an educational partnership	Local Government	Batesburg-Leesville FD
State Fire - Code Enforcement	Performs fire and life safety inspections for state buildings, public schools, fire equipment dealers, outdoor and indoor firework displays, Liquefied Petroleum gas, explosive magazines, contractual obligations, and local requests for assistance. It also provides fire marshal training and certification.	Inspection of existing state buildings	State Agency	Department of Administration
State Fire - Administration	Provides programs and services to enhance the quality of life for citizens, visitors, and firefighters.	Consultation with new business enterprises	State Agency	Department of Commerce
State Fire - Code Enforcement	Performs fire and life safety inspections for state buildings, public schools, fire equipment dealers, outdoor and indoor firework displays, Liquefied Petroleum gas, explosive magazines, contractual obligations, and local requests for assistance. It also provides fire marshal training and certification.	Plan reviews and inspection of licensed facilities	State Agency	Department of Disabilities and Special Needs

State Fire - Code Enforcement	Performs fire and life safety inspections for state buildings, public schools, fire equipment dealers, outdoor and indoor firework displays, Liquefied Petroleum gas, explosive magazines, contractual obligations, and local requests for assistance. It also provides fire marshal training and certification.	Provide inspections for new construction and public school renovations	State Agency	Department of Education's Office of School Facilities
State Fire - Engineering	Provides technical assistance and consultation services to design professionals, state officials, local building and fire officials, contractors, builders, building owners, and the public.	Sprinkler plan reviews	State Agency	State Engineer's Office
State Fire - Administration	Provides programs and services to enhance the quality of life for citizens, visitors, and firefighters.	Assist with development of State Emergency Operation Plan	State Agency	Emergency Management Division
State Fire - EMS	This section is responsible for coordinating CPR and First Aid classes for the Academy recruit program and, in FY 2017, will offer several catalog courses.	Collaborate with HazMat mitigation and a pediatric disaster	State Agency	Department of Health and Environmental Control
State Fire - Code Enforcement	Performs fire and life safety inspections for state buildings, public schools, fire equipment dealers, outdoor and indoor firework displays, Liquefied Petroleum gas, explosive magazines, contractual obligations, and local requests for assistance. It also provides fire marshal training and certification.	Inspection of foster homes	State Agency	Department of Social Services
State Fire - Code Enforcement	Performs fire and life safety inspections for	Provides fire marshal training and certification	Association	Fire Marshals Association (SC)
State Fire - Engineering	Provides technical assistance and consultation	Chief engineer serves on Building Codes Council	State Agency	Building Codes Council (SC)
State Fire - Academy	Provide statewide training for South Carolina fire service personnel: paid, volunteer, airport crash rescue firefighters, industrial fire brigade, and other emergency response personnel.	Academy is accredited by IFSAC in 18 fire service occupational levels	Industry	International Fire Service Accreditation Congress (IFSAC)
State Fire - Academy	Provide statewide training for South Carolina fire service personnel: paid, volunteer, airport crash rescue firefighters, industrial fire brigade, and other emergency response personnel.	Academy is accredited by the Pro Board in 16 levels Fire Service Professional Qualifications.	Industry	National Board on Fire Service Professional Qualifications (Pro Board)
State Fire -ERTF	Provide initial and long-term responses to natural and man-made disasters	Partner with the S.C. National Guard to offer a statewide helicopter rescue program.	Federal Government	National Guard (SC)

State Fire - Code Enforcement	Performs fire and life safety inspections for state buildings, public schools, fire equipment dealers, outdoor and indoor firework displays, Liquefied Petroleum gas, explosive magazines, contractual obligations, and local	Bring together resource parents, agency representatives and community members to promote mutual coordination, cooperation and communication among foster families	Association	State Foster Parent Association
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Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Objective(s)
Department of Employment and Workforce	State Government	DEW provides OSHA and other departments within the Division of Labor information to assist with employer identification and contact.	1.1.2, 1.1.3, 1.1.4
OSHA	Federal Government	OSHA promulgates applicable safety standards and regulations that SC OSHA utilizes to assist in both providing health and safety consultations and trainings to employers statewide as well as enforcing such standards as necessary.	1.1.1, 1.1.2, 1.1.3,, 1.1.4, 1.1.5
VPP Sites and Facilities	Private Business Organization	Assists with providing the "OSHA 10" Classes to high school students; serve as trainers.	1.1.1
EMS Association	Association	The purpose of this organization is to study, discuss and recommend improvements in EMS as well as to cooperate with other organizations and to effect more efficient administration of EMS. They also have representation on the EMS Working Group that meets quarterly.	1.2.1
Fire and Life Safety Education Association (SC)	Association	Mission is to promote fire and life safety education for the general public and to encourage fire and life safety organizations to be proactive in the preventive measures in safety education, thereby reducing the number of preventable injuries and/or deaths in our state.	1.3.2
Fire Chiefs' Association (SC)	Association	To provide leadership to career and volunteer fire service leaders, managers of emergency services organizations, persons interested in: saving life, protecting property, mitigating, and responding to all hazards that threaten the well being of our neighbors throughout the State of South Carolina through vision, information, services and representation to enhance their professionalism and capabilities.	1.2.2, 1.3.2
Fire Marshals Association (SC)	Association	To unite for mutual benefit those public officials and private persons engaged in fire inspection and prevention of fires. To provide for exchange of technical information and developments. To cooperate with other inspection agencies and associations to further fire prevention, fire inspections and life safety protection. To encourage a high professional standard of conduct among fire inspectors and to continually strive to eliminate all factors which interfere with administration of fire prevention, inspections, and life safety protection.	1.2.1, 1.2.2, 1.3.1, 1.3.2, 2.5.1
Firefighters' Association (SC)	Association	To enhance professionalism and increase capabilities within our state's fire service organizations and by doing so, help them to better respond to emergencies involving fire, rescue, hazardous materials, acts of terrorism and natural disasters.	1.2.1, 1.2.5
International Society of Fire Service Instructors	Association	ISFSI leads fire and EMS instructors in their efforts to reduce firefighter fatalities and injuries, increase firefighter safety, and improve the profession through education and training.	1.2.1
Propane Gas Association (SC)	Association	To maintain high standards of practice within the industry, and in so doing, protect and expand the ability of its members to compete in the marketplace.	2.6.1
Sprinkler Association (SC)	Association	Seeks to promote the fire sprinkler industry in South Carolina and improve life safety for all citizens of the state through the proper installation of fire sprinklers.	1.2.4

SCDAODAS	State Government	LLR and DAODAS collaborate in furtherance of special initiatives relating to addiction and overdose prevention, including the development of the Joint Naloxone Protocol, pursuant to S.C. Code Ann. § 44-130-40, and other efforts in furtherance of the work of the South Carolina Prescription Drug Abuse Prevention Council authorized by Executive Order 2014-22.	4.1.4, 4.2.1, 4.3.2, and 4.5.2
SCDHEC	State Government	LLR and DHEC partner to protect the public from environmental and health-related concerns. LLR and DHEC have overlapping regulatory authority over a number of professionals and/or facilities.	4.1.1, 4.1.2, 4.1.3, 4.3.2, and 4.5.1
SC Recovering Professional Program (RPP)	Private Business Organization	Pursuant to a contractual relationship with LLR, RPP coordinates the evaluation and monitoring of impaired professionals licensed by the following boards: Chiropractic Examiners; Counselors, Marriage and Family Therapists and Psycho-Educational Specialist; Dentistry; Engineers/Surveyors; Long Term Health Care Administrators; Medical Examiners; Nursing; Occupational Therapy; Optometry; Pharmacy; Physical Therapy Examiners; Podiatry Examiners; Psychology; Social Work Examiners; Speech-Language Pathology and Audiology; and Veterinary Medical Examiners. RPP's services may be initiated pursuant to a board's order or a licensee's voluntary enrollment.	4.1.1, 4.2.1, and 4.4.1
Professional Associations	Professional Association	Professional and Occupational Licensing (POL) boards often collaborate with their respective professional association to provide feedback, including the identification of potential regulatory burdens, regarding proposed legislation and/or regulations.	5.1.1, 5.1.2, 5.2.1, and 5.2.2
Continuing Education Providers	Private Business Organization	Various POL boards must approve courses offered by vendors for continuing education credits for licensed professionals.	2.5, 4.1.2, 4.1.3, 4.1.6, 4.2.1, 4.3.1, and 5.1.1
PSI	Private Business Organization	LLR contracts with PSI to administer professional licensing exams for various POL boards.	2.0 and 2.5
Federal Bureau of Investigations	Federal Government	LLR submits criminal national background requests for initial and renewal licensure applicants when specifically authorized by the applicable practice act and/or regulations.	2
SC Law Enforcement Division	State Government	LLR submits South Carolina criminal background requests for initial and renewal licensure applicants when specifically authorized by the applicable practice act and/or regulations.	2
National Practitioner Data Bank	Federal Government	LLR submits reports of disciplinary actions involving certain professionals to the NPDB as required by federal law.	2
Wells Fargo	Private Business Organization	LLR utilizes Wells Fargo for electronic ACH processing.	2
First Data Merchant Services	Private Business Organization	LLR utilizes First Data Merchant Services for credit card processing.	2
DEA	Federal Government	LLR and DEA collaborate regarding licensure and possible violations involving controlled substances.	2, 4.1, 4.1.2, 4.1.4, 4.1.5, 4.2.1, 4.3, and 4.4
FDA	Federal Government	LLR and FDA collaborate regarding the regulation of certain aspects of the practice of pharmacy in South Carolina.	2
DHHS	Federal Government	LLR and DHHS collaborate regarding multiple regulatory issues relating to the delivery of healthcare services and associated billing practices.	2, 4.1, 4.1.3, 4.2.1, 4.3.1, 4.3.2, and 4.5

SC Attorney General's Office	State Government	LLR occasionally seeks advisory opinions from the S.C. Attorney General's office and cooperates in cases within its jurisdiction, as appropriate.	2
US Attorney's Office	Federal Government	LLR partners with the U.S. Attorney's Offices in cases involving the investigation and prosecution of federal crimes involving licensees or permitted facilities.	2

Item	Report Name	Name of Entity Requesting the Report	Type of Entity	Reporting Frequency	Submission Date (MM/DD/YYYY)	Summary of Information Requested in the Report	Method to Access the Report
1	5- Year Strategic Management Plan - Annual Performance Plan	OSHA	Federal	Annually	August 12, 2016	Sets out goals and strategies for a five year period, with progress on these goals and strategies being assessed and reported annually.	http://www.scosha.llronline.com/pdfs/SC-SOAR-FY-2http://www.scosha.llronline.com/pdfs/SC-SOAR-FY-2015.pdf015.pdf
2	Corrective Action Plan	OSHA	Federal	Annually	August 26, 2016	Lists SC OSHA's plan to correct any issues or concerns in the annual FAME (Federal Annual Monitoring and Evaluation) Report.	www.osha.gov
3	Restructuring Report	House Legislative Oversight Committee	State	Annually	2/12/2016	Increased efficiency.	http://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee.php
4	Accountability Report	Executive Budget Office	State	Annually	9/15/2015	To state the agency's mission, objectives to accomplish the mission, and performance measures that show the degree to which the objectives are being met.	http://www.admin.sc.gov/budget/agency-accountability-reports
5	5 Year Regulation Review	General Assembly - Codes Commissioner	State	5 Years	5/5/2013	Each state agency, which promulgates regulations or to which the responsibility for administering regulations has been transferred, shall conduct a formal review of all regulations which it has promulgated or for which it has been transferred the responsibility of administering.	http://scommerce.com/agency-regulatory-review-reports
6	Travel Report	Comptroller General, Senate Finance Committee, the House Ways and Means Committee, and the Statehouse Press Room	State	Annually	10/30/2015	Requires state agencies to report at a minimum the top 10% of employees for whom travel expenses and registration fees were paid within each agency, not to exceed 25 employees per agency.	http://www.cg.sc.gov/publicationsandreports/Pages/travelreports.aspx
7	Base Budget Analysis	General Assembly	State	Annually	9/15/2015	Requires state agencies to make public their Annual Accountability Report and sets guidelines for the report.	http://www.scstatehouse.gov/reports/reports.php
8	Debt Collection Reports	Chairman of Senate Finance Committee and Chairman of House Ways & Means Committee	State	Annually	By 2/29/2016	Requires state agencies to provide a report detailing the amount of its outstanding debt and all methods it has used to collect that debt. For purposes of this provision, outstanding debt means a sum remaining due and owed to a state agency by a non-governmental entity for more than sixty (60) calendar days.	http://www.llronline.com/AboutUs/MediaCenter/pidocs/2015%20Agency%20Debt%20Collection%20Report%20Proviso%20117%2034.pdf
9	Fines and Fees Report	Chairman of Senate Finance Committee and Chairman of House Ways & Means Committee	State	Annually	By 2/1/2016	Requires state agencies to provide and release to the public via the agency's website a report of all aggregate amounts of fines and fees that were charged and collected by that state agency in the prior fiscal year.	http://www.llronline.com/AboutUs/MediaCenter/pidocs/117.74FinancialInfo.pdf

10	Immigration Bill Funding Report	President Pro Tempore of the Senate, Chairman of the Senate Finance Committee, Chairman of the Senate Natural Resources and Economic Development Subcommittee, Speaker of the House of Representatives, Chairman of the House Ways and Means Committee, Chairman of the House Ways and Means Transportation and Regulatory Subcommittee	State	Annually	8/5/2015	Requires the agency to retain \$250,000 to fund the agency's responsibilities under the South Carolina Illegal Immigration Reform Act prior to any funds carried forward from the prior fiscal year in subfund 3135 being transferred to fund any other purpose. Requires the agency to compile an accountability report outlining expenditures of the funding.	http://www.llr.state.sc.us/AboutUs/MediaCenter/pidocs/Proviso%2081%208%20Immigration%20Bill%20Funding%20Report.pdf
11	South Carolina/ National Fire Incident Reporting System	NFIRS	National	Monthly	End of month	Data collection is accomplished through the National Fire Incident Reporting System (NFIRS) and used by South Carolina fire departments. After a fire department responds to an incident, a statistical report is completed. These statistics are analyzed by county, cause, presence of a smoke alarm, age of fire death victim, and type of structure. This statistical information represents information provided by more than 400 participating fire departments through the Fire Incident Reporting System.	NFIRS database
12	Voluntary Incentive Program (VIP)	SC Dept of Revenue	State	Annual	June 1, 2016	Names and Social Security numbers of volunteer firefighters, rescue squad workers, and volunteer hazardous material HAZMAT team members who meet deduction qualifications.	To allow for safekeeping of information received, the State Fire Marshal's office works in conjunction with the DOR for protected delivery of this private information in a secure format.

Item	Name of Entity Conducted Oversight Review	Type of Entity	Oversight Review Timeline (MM/DD/YYYY to MM/DD/YYYY)	Method to Access the Oversight Review Report
1	OSHA	Federal	10/01/2014 to 09/30/2015	FAME (Federal Annual Monitoring and Evaluation) Report found on www.osha.gov
2	Restructuring Report	House Legislative Oversight Committee	7/1/2015 to 6/30/2016	http://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee.php
3	5 Year Regulation Review	General Assembly - Codes Commissioner	2018	http://sccommerce.com/agency-regulatory-review-reports
4	Accountability Report	Executive Budget Office	7/1/2015 to 6/30/2016	http://www.admin.sc.gov/budget/agency-accountability-reports
5	Travel Report	Comptroller General, Senate Finance Committee, the House Ways and Means Committee, and the Statehouse Press Room	7/1/2015 to 6/30/2016	http://www.cg.sc.gov/publicationsandreports/Pages/travelreports.aspx
6	Base Budget Analysis	General Assembly	7/1/2015 to 6/30/2016	http://www.scstatehouse.gov/reports/reports.php
7	Debt Collection Reports	Chairman of Senate Finance Committee and Chairman of House Ways & Means Committee	7/1/2015 to 6/30/2016	http://www.llr.state.sc.us/AboutUs/MediaCenter/pidocs/2015%20Agency%20Debt%20Collection%20Report%20Proviso%20117%20034.pdf
8	Fines and Fees Report	Chairman of Senate Finance Committee and Chairman of House Ways & Means Committee	7/1/2015 to 6/30/2016	http://www.llronline.com/AboutUs/MediaCenter/pidocs/117.74FinancialInfo.pdf
9	Immigration Bill Funding	President Pro Tempore of the Senate, Chairman of the Senate Finance Committee, Chairman of the Senate Natural Resources and Economic Development Subcommittee, Speaker of the House of Representatives, Chairman of the House Ways and Means Committee, Chairman of the House Ways and Means Transportation and Regulatory Subcommittee	7/1/2015 to 6/30/2016	http://www.llr.state.sc.us/AboutUs/MediaCenter/pidocs/Proviso%2081%208%20Immigration%20Bill%20Funding%20Report.pdf