

HEALTHCARE AND REGULATORY SUBCOMMITTEE

South Carolina Vocational Rehabilitation Department

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# AGENDA



SOUTH CAROLINA  
HOUSE OF REPRESENTATIVES  
GOVERNMENT EFFICIENCY &  
LEGISLATIVE OVERSIGHT COMMITTEE

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Healthcare and Regulatory  
Subcommittee

Chairman John R. McCravy, III

The Honorable Lucas Atkinson

The Honorable Kathy Landing

The Honorable Annie E. McDaniel

The Honorable Marvin “Mark” Smith

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AGENDA

Wednesday, June 24, 2026

10:30 AM

Room 110 – Blatt Building

- I. Approval of Minutes of April 14, 2026 meeting
- II. Discussion of the study of SC Vocational Rehabilitation Department
- III. Adjournment

# MINUTES



**SOUTH CAROLINA  
HOUSE OF REPRESENTATIVES  
GOVERNMENT EFFICIENCY &  
LEGISLATIVE OVERSIGHT COMMITTEE**

Chair Jeffrey E. “Jeff” Johnson

Vice-Chair Chris Wooten

Lucas Atkinson	Wendell K. Jones	Scott Montgomery
William H. Bailey	Kathy Landing	Michael Rivers
Phillip Bowers	John R. McCravy III	Richard B. “Blake” Sanders
Gary S. Brewer Jr.	Annie E. McDaniel	Marvin “Mark” Smith
Kambrell H. Garvin	Timothy A. “Tim” McGinnis	Robert Williams
Leon Douglas “Doug” Gilliam	Travis A. Moore	Paul B. Wickensimer
Lewis Carter Research Director	Cathy Greer Administrative Coordinator	Roland Franklin General Counsel
Charlie LaRosa Research Analyst	Riley McCullough Research Analyst	

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Room 228 Blatt Building

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## MEETING MINUTES

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Tuesday, April 14, 2026

Upon adjournment

Room 108 – Blatt Building

### Archived Video Available

- I. Pursuant to House Legislative Oversight Committee Rule 6.7, South Carolina ETV was allowed access for streaming the meeting. You may access an archived video of this meeting by visiting the South Carolina General Assembly’s website (<http://www.scstatehouse.gov>) and clicking on Committee Postings and Reports, then under House Standing Committees click on Legislative Oversight. Then, click on Video Archives for a listing of archived videos for the Committee.

### Attendance

- I. The Healthcare and Regulatory Subcommittee meeting was called to order by Chair John R. McCravy III on Tuesday, April 14, 2026, in Room 108 of the Blatt Building. All subcommittee members (Chair McCravy; Representative Lucas Atkinson; Representative Marvin “Mark” Smith; Representative Annie E. McDaniel, Representative Kathy Landing) were present for all or a portion of the meeting.

### Minutes

- I. House Rule 4.5 requires standing committees to prepare and make available to the public the minutes of committee meetings, but the minutes do not have to be verbatim accounts of meetings.

## Approval of Minutes

- I. Representative Smith made a motion to approve the meeting minutes from the prior meeting; February 12, 2026. A roll call vote was held, and the motion passed.

Rep. Smith's motion to approve meeting minutes.	Yea	Nay	Not Voting
Rep. Atkinson	✓.		
Rep. Landing	✓.		
Rep. McCravy	✓.		
Rep. McDaniel			✓.
Rep. Smith	✓.		

## Discussion of the SC Vocational Rehabilitation Department

- I. Prior to beginning, Chair McCravy swears in all those who will present or speak during the meeting.
- II. Commissioner Felicia Johnson presents her overview of the agency. Members ask her questions and she responds accordingly.

## Adjournment

- I. There being no further business, the meeting is adjourned.

# AGENCY OVERVIEW



# SOUTH CAROLINA VOCATIONAL REHABILITATION DEPARTMENT OVERVIEW

## MISSION

To prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment.

## VISION

We will be the leader in quality employment outcomes for our consumers and business partners through our people, partnerships, and performance.

## AGENCY VALUES

- Persons with disabilities who strive to achieve competitive employment
- A consumer-focused culture
- Quality service provision
- Highly qualified and committed employees
- Mutually beneficial partnerships with business and industry
- Professional, coordinated, results-driven relationships with other government agencies and organizations
- An environment of continuous improvement and learning
- Accountability to tax-payers

## HISTORY

Vocational Rehabilitation (VR) has a long history of helping individuals with disabilities achieve and maintain employment. Established in 1927, it was one of the first agencies in the United States to deliver services under the federal Vocational Rehabilitation Act of 1920. The department was housed within the SC Department of Education.

The program initially focused on serving veterans with disabilities but quickly expanded to include civilians. It provides job training, placement, and support to help individuals with disabilities enter and remain in the workforce

In 1957, South Carolina Vocational Rehabilitation (SCVRD) became a stand-alone agency under Act No. 114 of the 1957 legislative session.

## EMPLOYEES

FY 25-26

**1,371** AUTHORIZED FTE'S

## TOTAL FUNDING

FY 25-26

**\$169,342,546**

GENERAL FUNDING: \$20,157,088

## COMMISSIONER

**Felicia W. Johnson**

27 years of service

- MA in Rehabilitation Counseling
- Licensed Professional Counselor (LPC)
- Licensed Alcohol and Drug Counselor (LADC)
- Immediate Past National President, Council of State Administrators of Vocational Rehabilitation (CSAVR)
- Member, Coordinating Council for Workforce Development (CCWD)

## BOARD

The members are appointed by the governor and confirmed by the Senate and serve seven-year terms.

**Dr. Roxzanne Breland**  
Board Chair  
Greenville 4<sup>th</sup> District

**Timothy W. Evatt**  
Anderson 3<sup>rd</sup> District

**Rhonda J. Presha**  
Board Vice Chair  
Elgin 2<sup>nd</sup> District

**Lori Bell**  
Walterboro 6<sup>th</sup> District

**Ira L. Banks**  
North Charleston 1<sup>st</sup> District

**Felicia W. Johnson**  
Board Secretary  
VR Commissioner

# AGENCY PRESENTATION

# Vocational Rehabilitation Grants & Funds Management

## Safeguarding VR's Financial Resources



**Presented by Sabrina Walker**  
**Director of Grants & Funds Management**

30 years of Governmental Accounting Experience  
Certified Government Finance Officer (CGFO)  
15 years at SCVRD

***Fun Fact: Has stepped out into Chicago's 103-story glass Skydeck***



## Staff

### Presenters:

#### **Cynthia Johnson**

##### **Administrative Coordinator II – Accounts Receivable**

*25 years with VR*

*28 years total with the state*

*Fun Fact: Met her husband “Wade” at VR.*



#### **Olivia Perez**

##### **Administrative Coordinator II – Accounts Payable**

*3 years with VR*

*8 years total with the state*

*Fun Fact: Grew up raising chickens and loves embroidery.*





## MISSION

To manage and accurately report the financial position of the agency; direct all financial transactions recorded in the accounting system; and support department-level conduct of operations in accordance with policies and procedures, generally accepted accounting principles, grant regulations, and applicable laws.



## CORE SERVICES

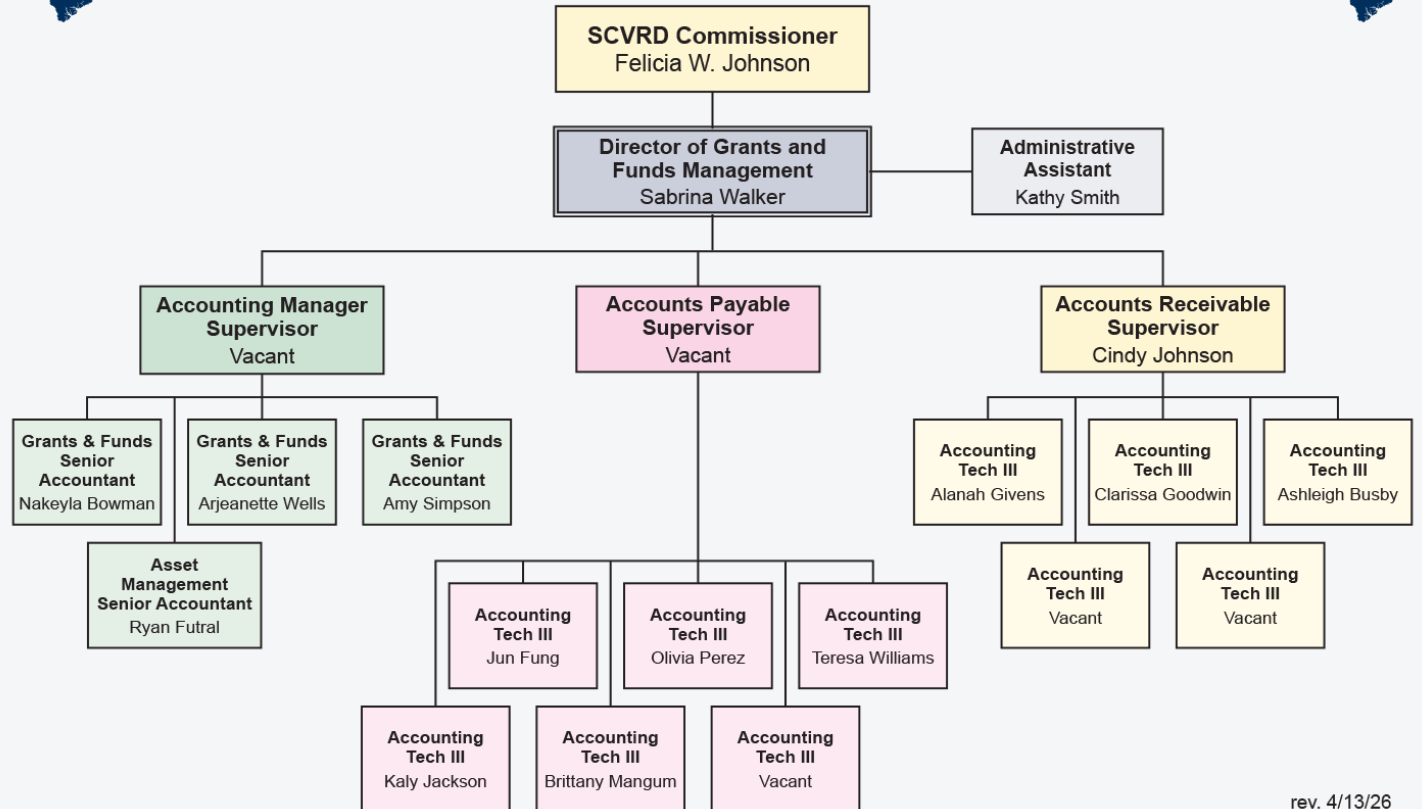
- Budget and Financial Management
- Grant Monitoring and Performance Tracking
- Compliance and Reporting
- Accounts Receivable
- Accounts Payable

## TEAM COMPOSITION

Our **20-member** Grants and Funds Management team works to secure, manage, and safeguard resources that keep the program running strong.



### Finance Organizational Chart



# Funding Sources for Vocational Rehabilitation

## \$\$\$ Federal Grants

- US Department of Education (Rehabilitation Services Administration)
- Social Security Administration



U.S. Department  
Education



**\$\$\$ Program Income** (income received that is directly generated by a supported activity of the grant)

- Ticket to Work
- Job Readiness Training Center agreements with Business Partners

## \$\$\$ State Funds

Recurring state funding is used to meet the **21.3%** match requirements set by the federal government.

## \$\$\$ Contracts with other State Agencies

- Juvenile Justice, Corrections, Mental Health
- PEBA, Health & Human Services



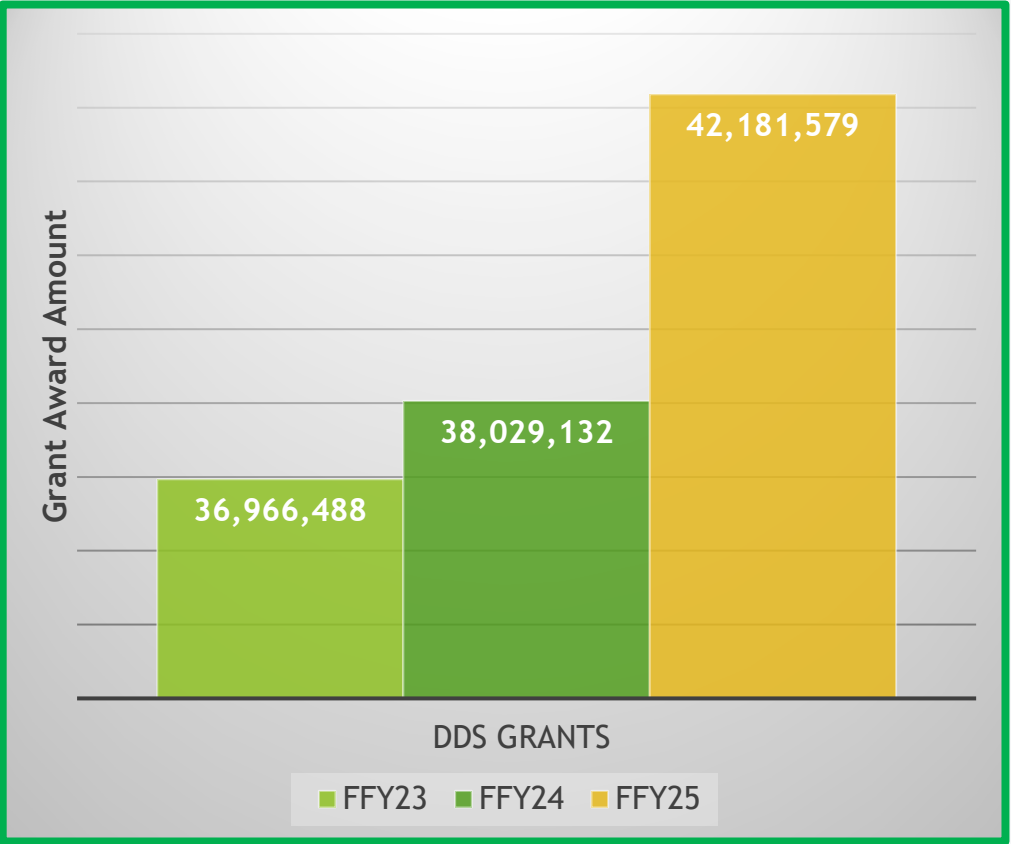
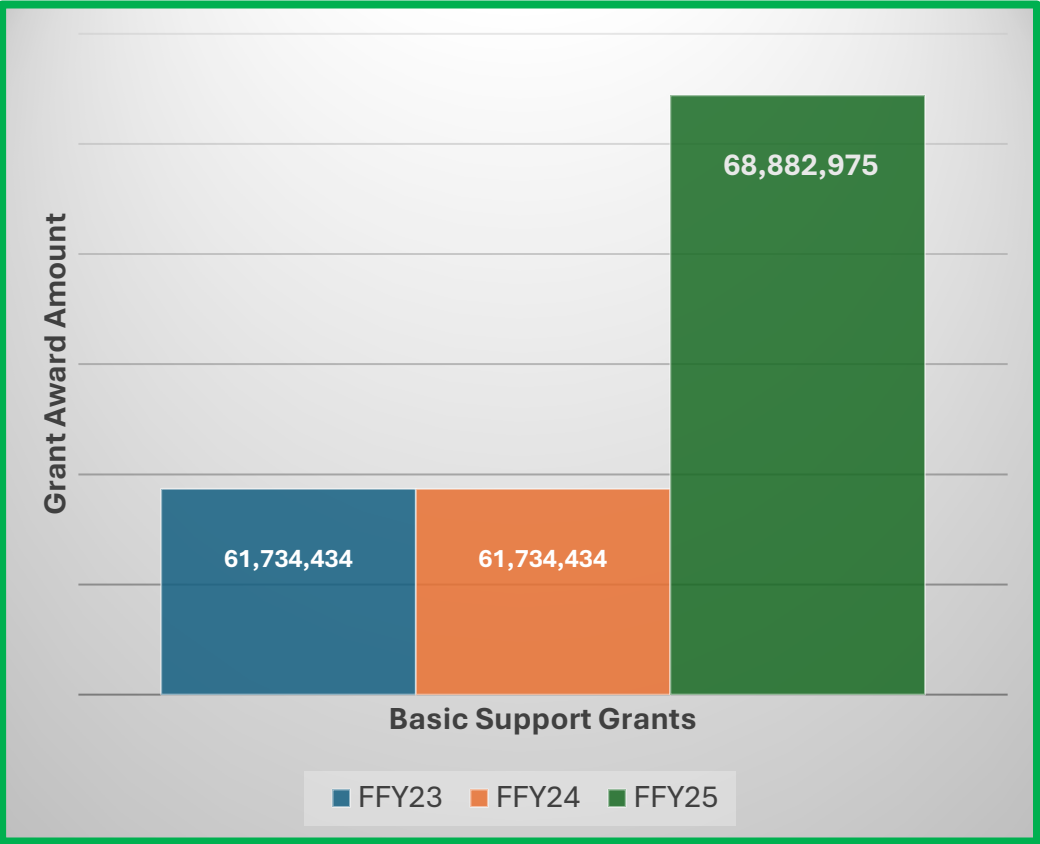
**These diverse funding sources enhance SCVRD's capacity to serve specialized populations.**

## Applicable Laws, Regulations, and Policies

- Must consider both federal and state regulations when administering the federal grants.
  - **Uniform Guidance (2 CFR Part 200) applies to all federal grants.**
    - Establishes uniform administrative requirements, cost principles, and audit requirements for federal awards
      - Allowable, Allocable, Reasonable and Necessary
      - Compliance requirements (Period of Performance and RSA Prior Approval)
  - **The Rehabilitation Act of 1973**
    - Authorizes grants to states to assist them in meeting the costs of providing vocational rehabilitation services.
    - The Workforce Innovation and Opportunity Act (WIOA), which amended the Rehabilitation Act in 2014, governs how federal funds are allocated and expended for workforce development programs.
      - WIOA requires VR agencies to set aside at least 15% of their federal funds to provide services to students with disabilities.
      - Resource Sharing Agreements with required partners and Combined State Plan
  - **Code of Federal Regulations (CFR)**
    - 34 CFR Part 361 outlines regulations specific to the Vocational Rehabilitation program, including:
      - Eligibility determinations
      - Reporting obligations (RSA-17, RSA-911)
  - **State Policies and Procedures**
    - Comptroller General and State Treasurer's Office
    - Procurement Code



# Current Grant Awards (SFY2025)



## State Funds

- \$ Vocational Rehabilitation receives recurring state funding that is used to meet the Match and Maintenance of Effort requirements for our VR Basic Support (21.3%) and Supported Employment (10%) grants. If available, we can use additional match dollars to seek reallocation on the grants; however, **15%** must be spent on **Pre-Employment Transition** services (Pre-ETS).
- \$ When needed, we request non-recurring dollars for capital projects, mainly for maintaining our facilities at the State Office complex and area offices around the state.

State Fiscal Year	Recurring State Funds
2024	\$19,299,293
2025	\$20,157,088
2026	\$20,501,326

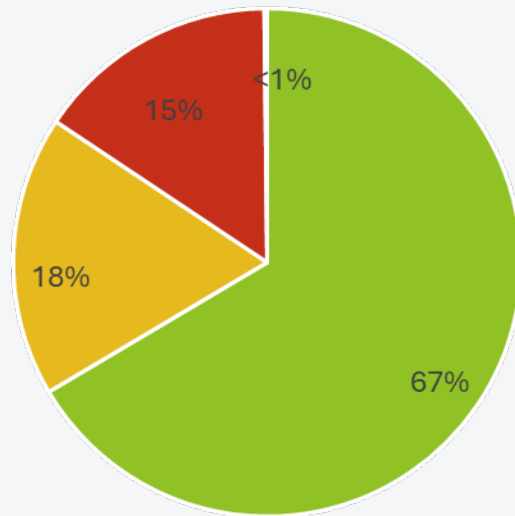


A **3%** reduction in **state dollars (\$604,713)** could result in **\$2,234,315** in unmatched federal dollars, potentially reducing total program funding by **\$2,839,028**.

# Final FFY2024 VR Basic Support Grant

## Expenditure Categories – **Costs to administer VR Services to consumers**

- **Federal (\$61,734,434)**
  - Salaries & Fringes of staff
  - Operating (supplies, travel, etc.)
  - Case Services for consumers
  - Capital Projects
- **State (16,834,016)**
  - Salary & Fringes of staff
  - Case Services for consumers
  - Capital Projects (non-recurring state appropriations)
- **Program Income (\$13,592,570)**
  - Job Readiness Training Center Salaries and Fringes
  - Case Services and Stipends for consumers
  - Other operating costs allowable per grant regulations
- **Contracts (\$179,941)**
  - SC Department of Juvenile Justice
  - SC Department of Corrections



■ Federal   ■ State   ■ Program Income   ■ Contracts

# **BUDGETS**

## Budgeting at the State Legislative Level — Step-by-Step Process

**The Commissioner and members of VR Executive staff meet** to discuss the upcoming budgetary needs of the agency for our **Executive Budget request** that is submitted to the **Governor's Office** and **Executive Budget Office (EBO)**.

**The Director of GFM enters the request** into the EBO's **Budget Development System (BDS)** using the proper forms for each type of request.

During the budget process, our **Federal Project Reviews (FPR)** and **Other Funds Survey** are also entered into this system in accordance with the provisions of the **South Carolina Federal and Other Funds Oversight Act**.

**The FPR shows** all the continuing and new federal grants that need to be incorporated into the **Appropriations Act**.

**The Other Funds Survey shows** actual cash and revenue projections along with the statute or proviso that authorizes the collection of that revenue by the agency.

**Manages legislative budget authority by fund within each grant.**

We are required to manage our spending within state appropriated levels. Even though we receive most of our funding from a federal grant, we must have the authority in **SCEIS** to spend those federal funds.

We do not receive additional federal funding for state legislative increases (ex. general pay increases, bonuses or increases in employer contributions). We only receive additional state funds for our state funded positions only.

After meeting with the Governor's Office and EBO to discuss our request, we also prepare presentations for the **House Ways and Means Committee** and the **Senate Finance Committee**.

# Budgeting Functions of the Agency

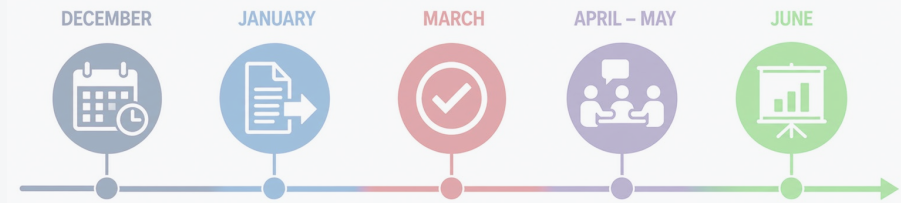
## Budgeting at the Agency Departmental Level

The VR Board approved a formal departmental budget process at its December 2020 meeting to:

- Ensure expenditures do not exceed revenues.
- Align fiscal resources with financial policies and strategic plans.
- Help measure performance using allocated resources.
- Improve program efficiency and effectiveness.
- Serve as a tool for long-range financial planning.



## VR Departmental Budget Process and Timeline



### December

Director of GFM develops forms and instructions (Budget Packets). These budget packets are used by Supervisors as a guide to produce their requested budgets.

### January

Budget Packets are sent out to Supervisors and budget training sessions are conducted by Director of GFM.

### March

Completed Requested Budget Packets are submitted and the requests are compiled.

### April-May

Director of GFM will meet with supervisors to discuss their budget requests. Meetings will be set up with other State Office staff to develop a recommended budget that will be presented to the Commissioner for approval.

### June

The Agency's State Fiscal Year Departmental Budget will be presented to the Board for final approval and implementation on July 1<sup>st</sup> of the new State Fiscal Year.

## Completed Requested Budget Packets

### **Salaries: Listing of Positions/Organizational Charts:**

Review payroll information with the appropriate State Office staff to develop staffing levels for each department. If a department is requesting additional positions or reclassifications, those will require detailed justifications from the Supervisors.

### **Operating Expenditures:**

Departments show their line-item narrative justifications and calculations for items such as Office Supplies, Contractual Services, and Maintenance.

### **Case Services:**

Consumer Services Departments establishes budget levels based on Counselor Caseloads.

### **Capital Projects/Deferred Maintenance/Equipment:**

Work with the appropriate State Office Staff to incorporate our Capital Project Improvement Plan (CPIP) into our overall Agency budget.

Prioritize other maintenance projects and capital equipment requests with our Facilities management staff.

## Monthly Budget Reports

- Supervisors receive a monthly email containing (3) Budget Reports that assist them with monitoring spending.
  - Budget vs. Actual
    - shows current Budget, Year to Date Actual Expenditures, Open Encumbrances and Remaining Budget Balances
  - Funds Management Expense Report
    - shows the details of the Expenditures by General Ledger Account
  - Open Encumbrance Report
    - shows all current outstanding purchase orders that consumer budget
- Budget Transfers
  - Form used to move budget to cover deficit budget balances in General Ledger Accounts during the State Fiscal Year.



# Monthly Budget Reports

## Budget Vs Actual - Vocational Rehabilitation

FY 2026 PP: 6 (December)

Last Run Date: 1/6/26

Cost Center	Cost Center Name	Major CI - Key	Major CI Name	Commitment Items Key	Commitment Item Name	Original Budget	Budget Adjustments	Current Budget	YTD Actual Expense	Current Commitments	Remaining Balance
H730FAD010	Aiken AO	501000	PERS SVC	5010580000	CLASSIFIED POSITIONS	992,299.00	-	992,299.00	479,589.87	-	512,709.13
	Aiken AO	501000		5010710000	TEMPORARY POSITIONS	51,301.00	-	51,301.00	22,495.86	-	28,805.14
<b>PERS SVC TOTAL:</b>						<b>1,043,600.00</b>	<b>-</b>	<b>1,043,600.00</b>	<b>502,085.73</b>	<b>-</b>	<b>541,514.27</b>
	Aiken AO	502000	CONTRACTUAL SVC	5020010000	OFFICE EQUIP SERVICE	2,500.00	-	2,500.00	798.60	1,701.40	-
	Aiken AO	502000		5020077112	NCV- DATA NET	5,072.00	-	5,072.00	955.41	1,206.45	2,910.14
	Aiken AO	502000		5020077220	SERVICES- VOICENET	500.00	-	500.00	-	-	500.00
	Aiken AO	502000		5020077222	NCV- VOICENET	883.00	6,486.00	7,369.00	1,851.81	3,013.44	2,503.75
	Aiken AO	502000		5020077240	DP SERVICES – STATE	200.00	-	200.00	-	-	200.00
	Aiken AO	502000		5020080000	FREIGHT EXPRESS DELV	208.00	-	208.00	-	-	208.00
	Aiken AO	502000		5020120000	CELLULAR PHONE SVCS	4,500.00	-	4,500.00	1,024.18	2,193.02	1,282.80

# Accounts Receivable



**Presented by:**

**Cynthia Shinsky Johnson**

**Administrative Coordinator II – Accounts Receivable**

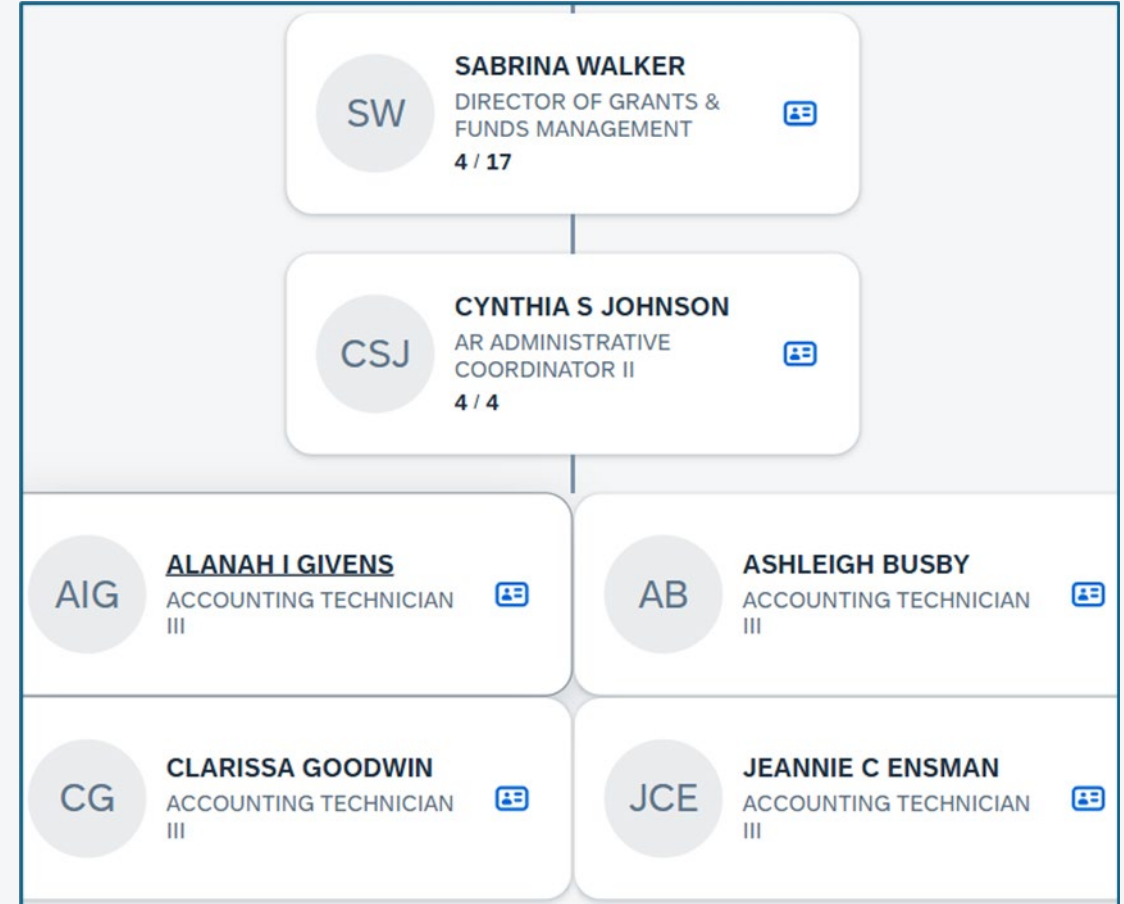
**25 years at SCVRD**

**28 years total with the state**

***Fun Fact: Met her husband “Wade” at VR.***

## Accounts Receivable Staff Structure

- The Accounts Receivable team consists of **four (4) Accounting Technician III staff** with **1 to 22+ years of VR experience**, supported by an **AR Administrative Coordinator II** with **25+ years of experience**, and overseen by the **Director of Grants & Funds Management** with **15+ years of VR experience**.
- The team works collaboratively to ensure all duties are completed **accurately, timely, and professionally**, while meeting the needs of internal and external customers.
- Team strengths include **advanced Excel, organization, customer service, collections, leadership, and attention to detail**, supporting consistent reporting, strong internal controls, audit accuracy, and fiscal accountability for **Job Readiness Training accounts**.



## Accounts Receivable's Role in the Mission of the Agency

Although Accounts Receivable (AR) may not have front-line consumer interactions, the team builds trust and strong working relationships with business partners by assisting with questions, invoice discrepancies, and concerns.

AR provides exceptional customer service that supports the retention of business partnerships. In turn, these partners provide our consumers with hands-on skills and learning experiences through work-based projects.

Accounts Receivable staff actively follow up on due receivables and accurately and timely complete their duties, ensuring Job Readiness Training Centers have the available monies to operate while continuing to provide VR services to consumers.

### Why It Matters

Reliable and timely Accounts Receivable processes ensure Job Readiness Training Centers remain operational, strengthen business partnerships that provide hands-on training opportunities for consumers, and protect public funds so VR services continue without interruption.



## Accounts Receivable (AR)

The Accounts Receivable (AR) process maintains and manages customer accounting data to ensure accurate billing, timely collections, and proper financial controls. AR captures and retains customer-specific transactional data, processes invoices, debits, and credit memos, records payments and deposits, and maintains complete payment histories. This oversight supports accurate account balances, financial accountability, and compliance with state and audit requirements.

### AR Process Workflow



Each phase of the Accounts Receivable (AR) process is contingent upon the successful completion of the preceding phase, as each step directly impacts the subsequent one. Incomplete tasks can halt the entire process. Therefore, it is imperative to achieve comprehensive coverage of all workflow responsibilities to ensure the seamless operation of the AR department and to maintain the integrity of auditing practices.

# Accounts Receivable Invoicing

- Business Partner contract invoices are generated for services rendered by consumers or **Job Readiness Training Centers (JRTs)** and are printed from **SCEIS** each morning and afternoon. When required, signed **Proof of Delivery (POD)** documentation is printed and sent with the invoice. Invoices are issued the same day or once POD documentation is attached in SCEIS.
- Accounts Receivable also invoices **SourceAmerica**, which partners with the government to provide employment opportunities for individuals with disabilities through federal contracts for goods and services.
- AR verifies that all invoice documentation is accurate, complete, and properly authorized, ensuring totals match invoiced amounts. Any discrepancies, missing signatures, or potential duplicates are resolved through follow-up with the originating Job Readiness Training Center.
- Multiple customer accounts utilize individual online billing portals. Accounting Technicians are cross-trained to navigate these systems, enter invoices, and manage required follow-up.
- AR maintains a **Customer Billing List (CBL)** containing customer-specific billing requirements and contact information, which is routinely followed and regularly updated.
- Although one staff member is designated for invoicing, **three additional Accounting Technicians and the supervisor are trained to provide backup support**, ensuring continuity of operations.
- In SFY 2025, AR printed and processed **10,109** customer invoices.

## Why It Matters

Accurate and timely invoicing ensures the agency collects revenue owed for services provided, maintains compliance with state and federal requirements, and supports uninterrupted operations at Job Readiness Training Centers. Strong invoicing controls, documentation review, and cross-trained staff reduce financial risk, support audit accuracy, and protect public funds while sustaining employment opportunities for individuals with disabilities.



# Accounts Receivable Receipting

## Purpose and Scope

The AR Receipting process includes payments that correspond with customer invoices, as well as non-invoice related payments. AR receipts include all revenue payments received in the form of:

- Customer payments
- Grant drawdowns
- Refunds
- Stipends
- Revolving funds
- IDTs (Inter-Departmental Transfers)

## Receipting Controls

- Checks are deposited daily as received through TD Bank remote capture or electronically through the customer's bank
- Ongoing follow-up by Accounting Technicians occurs with the customer, Job Readiness Training Center, or JRT department when documentation is missing or discrepancies are identified
- All deposits are receipted in the system within **5 working days** of payment receipt
- Once receipted, the open receivable is cleared from the customer's account

## Refund Processing

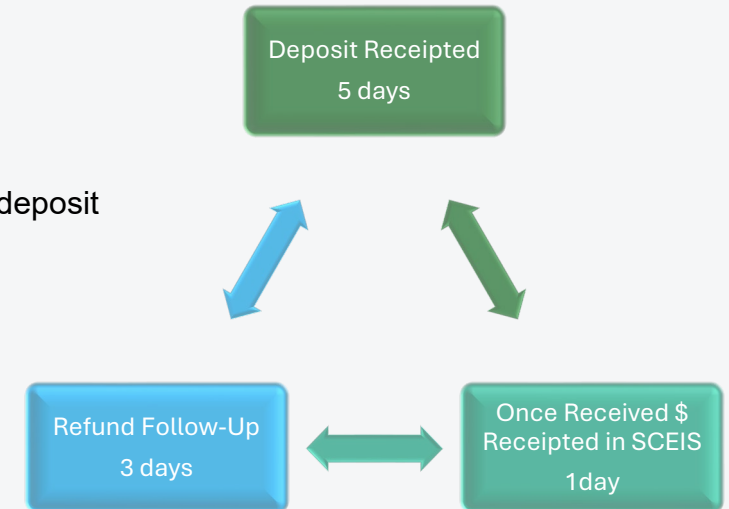
- Refund deposits requiring funding information are routed to Grants & Funds Management the **same day** as deposit
- Follow-up occurs if documentation is not returned within **3 working days**
- Once received, refunds are receipted in SCEIS within **1 working day**

## Examples of Refunds

- Medical records
- Medical office overpayments
- Unclaimed property
- University refunds

## Staffing Coverage

Although there is a designated staff member for receipting, **two Accounting Technicians and the supervisor** provide backup coverage.



# Accounts Receivable Posting

## Posting Process

Posting of deposits in SCEIS follows receipting. The receipting document number is retrieved from the SCEIS workflow and used to:

- Enter correct cash accounts
- Clear deposits from undeposited cash accounts
- Generate the posting document number as proof of payment

## Timeliness and Review

- Posting issues or questions are resolved within **3 working days** of deposit receipt
- Once posted, the document workflows to an Approver for review prior to deposit with the State Treasurer's Office

## Documentation Controls

- Completed deposit documentation is attached in SCEIS **the same day** it is posted

## Staffing Coverage

Although there is a designated staff member for posting, **two Accounting Technicians and the supervisor** provide backup coverage.

# Accounts Receivable Approvals & Check Purging

## Approval Workflow

- After posting, SCEIS document numbers workflow for approval and are completed within **24 hours**
- Approval verifies funds, documentation, and account numbers are correct for the payment type

## State Treasurer Review

- Approved documents workflow to the State Treasurer's Office (STO)
- Rejections include a documented reason and are returned to the initiator
- The system automatically reverses rejected deposits

## Rejection Tracking

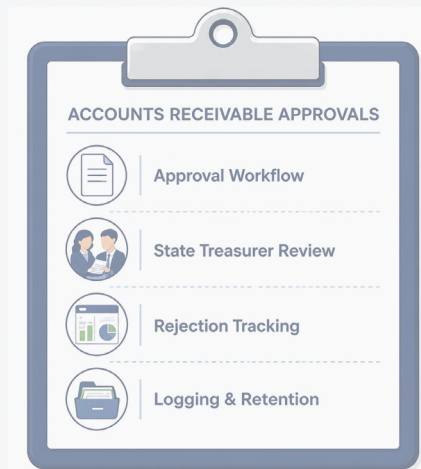
- Rejections are logged on AR's Excel Rejection Spreadsheet
- Returned to AR staff the **same day** for reprocessing
- Re-entry and resubmission occur within **24 hours**

## Logging and Retention

- Completed AR deposits are logged within **24 hours** in the Excel Cash Receipts Spreadsheet under the appropriate category:
  - Such as: Receipts, Grant Drawdowns, IDTs, Revolving Funds, Stipends, Refunds
- Stored checks over **3 months old** are purged monthly and logged

## Staffing Coverage

Although there is a designated staff member, **three Accounting Technicians and the supervisor** provide backup coverage.



## Inter-Departmental Transfers (IDTs)

Inter-Departmental Transfers (IDT) invoices are Contract Billings prepared by Grants and Funds Management to request the transfer of funds from another state agency (interagency) to support collaborative programs ensuring VR is reimbursed for services that benefit consumers and the functions of the agency.

The AR supervisor enters the received IDT documentation in SCEIS for the agencies shown below:

- **DHHS** = Department of Health and Human Services
- **DJJ** = Department of Juvenile Justice
- **DMH** = Department of Mental Health
- **IRF** = Insurance Reserve Fund
- **PEBA** = Public Employee Benefit Authority
- **SPICE-SCDC** = Self-Paced In-Class Education
- **SURPLUS SALES** = Surplus Property



# Accounts Receivable Aging & Monitoring

## Scope of Monitoring

- In SFY 2025, AR technicians managed aging accounts for **194 business partners**.
- At least **12 accounts** required shared management across more than **10 Job Readiness Training Centers**.

**North American Rescue (NAR)** is an example:

Accounts include international partners in **Canada, India, and Mexico**, creating language and time-zone challenges.

## Account Follow-Up Process

### Monthly Monitoring

On the **1st of each month**, aging reports are emailed to VR staff for accounts **60 days or more past due**

### Customer Statements

- Statements are created showing account balances and open items
- Sent to Job Readiness Training Center customers for:
  - Invoice review
  - Documentation requests
  - Payment follow-up

### Ongoing Follow-Up

Follow-up occurs **at least twice per month** for:

- Invoices nearing net terms
- Invoices over 60 days past due

Contact includes customers, Center Managers, and JRT staff

### Supervisor Reporting

On the **20th of each month**, Accounting Technicians submit aging follow-up reports to the AR Supervisor for invoices over **31 days past due**, documenting collection efforts.

# Work Training Centers (WTC) AR Tech Monitoring

WTC AR TECH BREAKDOWN		
Alanah	Clarissa	Ashleigh
Aiken	Anderson	Gaffney
Bryant Center	Berkley-Dor	Greenwood
Conway	Charleston	Greenville
Florence	Greer	Orangeburg
Oconee-Pic	Laurens	Lancaster
Sumter	Marlboro	Lexington
Beaufort	Spartanburg	Rock Hill
Walterboro	Williamsburg	GAFFNEY ANNEX
	HARTSVILLE	RICHLAND
		CAMDEN

Center	Fund	Cost Center	Area Director	Area Supervisor	Center Manager	Other	Fiscal Specialist	FS Back-Up/AAA
Aiken	33710000	H730FAD020	George Pullie	Jeanette Murray	Shayla Backmon	Felicia Glover	Jennifer Warchol	Keya Perin
Anderson	33710000	H730FAAA20	Cole Gallman	Lisa Gillespie	Steve Ackerman	(VACANT)	(Libby Holliday)	Wendy Johnson AAA
Beaufort	33710000	H730FCE020	George Pullie	Greg Gilbert	Richard Dupre	Raymond Glover	Latoshia Manigo	
Berkley-Dor	33710000	H730FCG020	George Pullie	Patricia Gilliard	Loleta Ravenell	Sofia Berry	Kelly Gay	
Bryant Center	33710000	H730FAHA20	Cole Gallman	Jennie D. Thomas	Hannah Cheeks	Samuel Owens	Permonica Grant	Kalani Smith
Camden	33710000	H730FBE020	George Pullie	Summer Rigby	Gerald Smalls	Tiffany Cavanaugh	Dana Kinney	
Charleston	33710000	H730FCA020	George Pullie	Wanda Murray	James Rodgers	Chenita Frierson	Elizabeth Alessandro	
Conway	33710000	H730FCBA20	George Pullie	Courtney McCulloch	Phil Davis	Crystal Brantley	Grethen Emmets	
Florence	33710000	H730FCCA20	George Pullie	Shainna Williams	Mark Kieffer	Kenyatta Shaw	Shandela Wallace	
Gaffney	33710000	H730FAEB20	Cole Gallman	(VACANT)	Donna Scoggins	Stephen Phillips	April Crawford	
Gaffney Annex	33710000	H730FAEB25	Cole Gallman	(VACANT)	Christian Sessions	Jerry McCraw	April Crawford	
Greenville	33710000	H730FACA20	Cole Gallman	Tammy Galindo	Vincent Bryant	Stephanie Dailey	Nina Nicholson	Sarah Nesbitt
Greenwood	33710000	H730FABA20	Cole Gallman	Raweewan Ross	Tommy Manibusan	Marcus Holloway	Melinda Baylor	
Greer	33710000	H730FACB20	Cole Gallman	Tammy Galindo	Tina Stevens	Larry Murray	Nina Nicholson	
Hartsville	33710000	H730FCFB20	George Pullie	Jimmy Bennet	Jorrell Johnson	Tena Forte	Melody Woodle AAA	
Lancaster	33710000	H730FBAB20	Cole Gallman	Pamela Harris	Bernard Salley	Kristi Morgan	Laura Evans	
Laurens	33710000	H730FAFA20	Cole Gallman	J. "CHAD" Ulmer	Timothy Gary	TC Speaks	M "KATIE" Kennemore-Alexander	
Lexington	33710000	H730FBB020	Cole Gallman	Freddie Boan	Tim Jones	Brandon Gulledege	Wanda Derrick	
Marlboro	33710000	H730FCFA20	George Pullie	Jimmy Bennet	Steven Douglas	Judy Fullard	Melody Woodle AAA	
Oconee-Pic	33710000	H730FAAB20	Cole Gallman	Jeffrey Martin	Randall "EUGENE" Blassingame	Stephanice Whitlock	Angela Allen	M. Jane Emerson ATS
Orangeburg	33710000	H730FBC020	George Pullie	(Freddie Boan)	Cynthia Parks	Sharain Houser	Shannon Shuler	
Richland	33710000	H730FBF020	Cole Gallman	(VACANT)	Willie Tisdale	Clayton Jones	Joyce Mullen	Eleanora Robinson
Rock Hill	33710000	H730FBAA20	Cole Gallman	Shannon Reed	Jon Robinson	Elizabeth Brazell	Laura Evans	
Spartanburg	33710000	H730FAEA20	Cole Gallman	Barbara Rhodes	Cicely Smith	Christy Kitchens	John Webber	
Sumter	33710000	H730FBD020	George Pullie	John Hornsby	Tonya Barkley	Barry Lee/Shawn Grant	Timothy Hawkins	Tonya Barkley AAA
Walterboro	33710000	H730FCD020	George Pullie	Joycestan Pringle	Carolee Dunn	George Curry	Patricia Tuten	

# Accounts Receivable Verifications & New Customer Numbers

## Verification Controls

- Twice per month, AR staff verifies:
  - Banking and credit card portals
  - Document numbers in Excel spreadsheets (Cash Receipts, Rejections, Clearing Documents)
- Missing entries or attachments are completed as needed

## Fiscal Year-End Verification

- Accounting Technicians run SCEIS reports following set procedures
- Verify placement and accuracy of invoice attachments for defined timeframes
- Follow-up occurs with JRT or Job Readiness Training Centers for missing documentation

## New Customer Setup

- New customer requests from Job Readiness Training Centers are entered into SCEIS within **24 hours** of approved JRT requests.

Enables:

- Contract work for consumers
- Entry of sales orders and invoices in SCEIS
- Customer numbers are sent to requesters and logged in AR's Customer Master Excel spreadsheet

## Staffing Coverage

Although there are designated staff members, **three Accounting Technicians and the supervisor** provide backup coverage.



# Fiscal Year-End Accounts Receivable Reporting

## Year-End Responsibilities

Running reports, maintaining spreadsheets, and monitoring all open AR items supports preparation of the **Comptroller General's closing packages**, which are the AR Supervisor's responsibility.

## Reconciliation and Accuracy

- Year-end balances must be verified
- Balances must agree with the SCEIS General Ledger

## Guidance and Training

- SCEIS provides annual year-end finance process guidelines
- Department of Administration (DOA) year-end trainings are utilized

## Internal Controls

- VR establishes internal deadlines typically **two days earlier** than Comptroller General deadlines
- Internal coordination meetings are held to complete required packages

## AR Deliverables

- AR completes:
  - Interfund Receivables closing package
  - Other Receivables closing package
- AR contributes documentation for the **Subsequent Events Package**

# Accounts Payable



**Presented by:**  
**Olivia Perez**  
**Administrative Coordinator II – Accounts Payable**

***3 years with VR***

***8 years total with the state***

***Fun Fact: Grew up raising chickens and loves embroidery.***

## **Accounts Payable Job Functions**

The Accounts Payable Supervisor oversees the daily operations of several Accounting Technicians to ensure payments are properly approved and processed in a timely manner. The Accounts Payable team consists of five Accounting Technician III staff with 1 to 35+ years of VR experience.

Each Accounting Technician completes SCEIS training and on-the-job training to efficiently perform the tasks and duties required for their position. Staff provide customer service to the Comptroller General's Office, State Treasurer's Office, vendors, and other VR staff to resolve issues related to bill payments and reimbursement requests.

Accounting Technicians resolve payment and reimbursement issues in a professional and timely manner. They also provide vendors with required consumer information so checks received for medical records requests can be applied correctly, which represents the majority of incoming calls received daily.

In addition, Accounts Payable staff assist the Procurement and Grants and Funds departments in resolving funding issues and purchase order discrepancies or changes needed to process invoices for payment.

## Invoice Processing in SCEIS



Invoices are scanned and processed in **SCEIS (South Carolina Enterprise Information System)**. SCEIS invoices are paid using a **purchase order, direct payment, or one-time vendor payment**.

The Comptroller General requires a **3-way match** for approval of payment. The **invoice, purchase order, and goods receipt** must match in **quantity, price, and item details**. In addition, the vendor number must match **character for character** for vendor name, remit address, and Federal ID number. The amount must match the invoice and the goods receipt.

Once invoices are audited, reviewed, approved, and goods receipted by VR staff, they are scanned into the SCEIS Accounts Payable workflow using the **OnBase scanner system** or submitted through the **AP mailbox**.

This 3-way match process **prevents duplicate payments**, flags discrepancies before payment, provides accurate inventory costs, and assists with **year-end reporting**. If required items do not match, the Comptroller General rejects the entry, returns it to the initiator for correction, and the transaction is **automatically reversed** in the SCEIS accounting system.

During **SFY 2025**, Accounts Payable processed approximately **67,723 bill payments** in SCEIS, with a **monthly average of 5,644 payments**.

## Consumer Invoice Processing through VR's Case Management System (CMS)

Purchase orders for consumers requiring goods or services, following an extensive eligibility determination process, are entered and processed through VR's **Case Management System (CMS)**.

VR Fiscal Quality Assurance team members audit, approve, and goods receipt invoices for consumer purchases in accordance with **state and federal laws and regulations**. The CMS system then automates invoice processing by batching items into the Accounts Payable workflow. This system was created **exclusively for SCVRD** by the agency's Information Technology department.

During **SFY 2025**, Accounts Payable processed approximately **13,670 bill payments** in SCEIS through CMS, with a **monthly average of 1,139 payments**.

South Carolina Vocational Rehabilitation Department



**Case Management System**

## Travel Reimbursement Processing for SCVRD Staff

SCVRD utilizes an in-house agency-specific travel software system that allows employees to submit travel reimbursement requests using digital tools to automate tracking, support policy compliance, and provide faster direct deposit reimbursements.



In **March 2025**, SCVRD implemented the new digital travel reimbursement forms and processes required by the **Comptroller General**. The agency's Information Technology staff integrated these new forms and requirements into the existing SCVRD travel system.

Once employees' monthly travel reimbursement forms are entered, approved by supervisors, and audited by Accounts Payable staff, they are scanned into the **SCEIS Accounts Payable workflow** using the **OnBase scanner system**. After Accounts Payable approval, items flow to the **Comptroller General** for final approval and then to the **State Treasurer's Office** for electronic reimbursement. This automated process improves efficiency, strengthens approval tracking, supports policy compliance, and allows changes to be monitored for each submission.

During **SFY 2025**, Accounts Payable processed approximately **3,379 travel reimbursements** in SCEIS, with a monthly average of **282 travel reimbursement requests**.



## Invoice Processing Timeframes, Payments, and Rejections

Invoice processing can take up to **two weeks** from the time an invoice is received in the Accounts Payable Office to the time payment is released by the **State Treasurer's Office**. However, Accounts Payable processes **most invoices within 24 hours** of receipt.

Once invoices are processed by Accounts Payable, they workflow to the **Comptroller General** for final approval and then to the **State Treasurer's Office** for payment to the vendor. Payment timing is determined by net terms, generally **NET-30**, and by payment method.

- **Check payments** are released at **NET-22**
- **ACH payments** are released immediately



## Rejections and Reversals

As required, Accounts Payable staff reject or reverse documents when inaccuracies or discrepancies are identified.

As invoices are paid and audited, if issues are discovered, Accounts Payable staff request the Supervisor or designated staff to reject the document **before it is sent to the Comptroller General**. This allows for an immediate in-house audit to ensure accuracy.

All rejections are logged on a spreadsheet, and the assigned SCEIS document numbers are edited. A “**NOTE**” is placed on the document as a permanent record for reviews and audits explaining the reason for the reversal or rejection.

- Common reasons for rejection include:
- Paid wrong vendor
- Paid wrong amount
- Approved in error
- Remit not established in SCEIS
- Incorrect General Ledger Account entered
- Agency request for duplicate payment
- Keying error
- No invoice attached



If the Comptroller General rejects a document due to an incorrect General Ledger account, Accounts Payable works closely with **Grants and Funds Management** to determine the correct account code and then re-keys and resubmits the document for approval.

During **SFY 2025**, the Comptroller General rejected approximately **70 documents** for correction.

## Revolving Fund

The Revolving Fund is a composite reservoir checking account approved by the **State Treasurer's Office** that allows SCVRD to provide timely payment of approved consumer expenditures when normal payment channels cannot ensure delivery of a check by a required date. Checks may be issued to a business and/or consumer and **cannot exceed \$400**.

The **Consumer Services department** ensures appropriate use of the Revolving Fund by reviewing all requests for compliance with agency policies and **federal regulations**. Approved requests are submitted through **SCEIS** via electronic file submission.

Revolving Fund approvals are uploaded into SCEIS in **batch files twice daily**. Revolving Fund checks and logs are printed, signed, and distributed by area office staff **the day after printing**.

A final reimbursement report is submitted **daily** to **TD Bank** through the **Positive Pay Program**.

Process exceptions identified by **TD Bank**, addressing check discrepancies and determining whether to pay or deny the transaction.

**Stop Payments** – Requests are made when checks are lost in the mail, believed to have been fraudulently altered, or for other applicable reasons as they arise.

Update **TD Bank Signature Cards** for Revolving Fund check signers

During **SFY 2025**, Revolving Fund checks disbursed in SCEIS totaled **15,693 payments to consumers**, with a **monthly average of 1,308 payments**.



## State Treasurer's Office Check Requests

Daily, or as required, Accounts Payable staff process the following State Treasurer's Office (STO) check-related requests:

- **Check Pulls** – For urgent payment needs, once the STO releases a payment, Accounts Payable may request a check pull to be sent via **overnight delivery** to prevent the check from being mailed to the vendor or requestor.
  - **SFY 2025 total: 32** check pull requests
- **Check Copy Requests** – If a vendor does not receive a mailed check, a copy may be requested to verify payment.
- **Verification of Payment Requests** – Vendors may request verification when auditing their records to confirm payments that have been requested but not yet received.
- **Check Replacement Requests** – Issued when original checks are lost, stolen, or otherwise not received.
  - **SFY 2025 total: 97** check replacement requests
- **Void Check Requests** – Requests to void issued checks when payment is no longer valid or required.
  - **SFY 2025 total: 69** void check requests

## Other Accounts Payable Duties

Daily, or as required, Accounts Payable staff perform the following duties:

- Send **South Carolina Department of Revenue (SC DOR)** tax levy notices to vendors
- Interface documents are batched and emailed daily from Disability Determination Services (DDS) and are reviewed, approved, and verified for payment. DDS interface batch payments run daily, with SFY 2025 payments totaling 124,750, averaging 10,396 payments per month.
- The Annual Energy Report is maintained with weekly and monthly updates to track annual energy consumption costs and support statewide energy planning efforts.
- Preparing the Comptroller General's State Fiscal Year-End Accounts Payable closing packages is a critical responsibility of the Accounts Payable Supervisor. A Subsequent Events closing package is also required for items not yet reported or reconciled to prevent audit findings.
- Accounts Payable tracks Prior Year Payables (invoices with dates of service prior to July 1 of the current SFY) from July 1 through mid-September in the SCEIS system for required reporting.

# Grants & Funds Management



**Presented by Sabrina Walker  
Director of Grants & Funds Management**

# Grants & Funds Management Routine Functions (Funding Expenditures)

Funding expenditures is a critical process to ensure costs are coded correctly to the proper **accounts and grants**, confirming that funds are used as intended and that financial data supports accurate **state and federal reporting**.

This work is performed in accordance with **Uniform Guidance** (Code of Federal Regulations), which establishes administrative requirements, cost principles, and audit requirements for federal awards to promote efficiency and transparency. GFM considers these guidelines when funding transactions, particularly in determining whether expenditures are **allowable** under each grant.

## Funding Review and Coding

GFM reviews attachments and supporting documentation provided by the creator or requestor to determine appropriate funding, including:

- General ledger account
- Cost center
- Functional area
- Grant
- Internal order, employee vendor number, and **WBS element**, when applicable

## Transaction Types and Volumes (SFY 2025)

- **Shopping Carts:** approximately **3,700**
- **Interdepartmental Transfers (IDTs):** approximately **170**
- **Direct Pays:** approximately **700**



## Transaction Definitions

- **Shopping Carts** – Purchase requests routed between GFM and Procurement to create purchase orders. Shopping carts are initiated by agency personnel (fiscal specialists, supervisors, IT staff, etc.) and must be approved and converted by Procurement before goods and services can be ordered.
- **Interdepartmental Transfers (IDTs)** – Used to transfer costs between state agencies.
- **Direct Pays** – Payments made directly to vendors without a purchase order when permitted under the **Procurement Code**.

## Grants & Funds Management Routine Functions (Reporting)

### Federal Reporting Oversight

Grants & Funds Management (GFM) prepares and submits required **federal reports** in accordance with grant terms and conditions. These reports demonstrate South Carolina's ability to administer Vocational Rehabilitation (VR) programs, promote accountability, support continued federal funding, and reflect services provided to VR consumers.

### RSA-17 Reports (Semi-Annual Submission)

#### Basic Support Grant

Reports expenditures, obligations, program income, match, and **Maintenance of Effort (MOE)** for the reporting period  
GFM prepares **semi-annual RSA-17 reports** for Basic Support grants issued after **10/01/2023** in accordance with instructions provided by **Rehabilitation Services Administration (RSA)**

### SF-425 Reports (Annual Submission)

#### Supported Employment Grants

Includes federal and non-federal expenditures, obligations, and remaining balances  
Demonstrates compliance with funding, matching, and **period-of-performance** requirements  
GFM prepares **SF-425 reports** in accordance with RSA instructions

### WIOA Annual Performance Report

Reports participant outcomes, services provided, and overall program effectiveness  
GFM provides required **fiscal information**, including expenditures related to consumer services, to the **IT department** for inclusion in the annual WIOA report.



# Grants & Funds Management Routine Functions (Reporting)



Rehabilitation Services Administration

## RSA-911 Reports

Captures detailed consumer information, services received, and related expenditures for VR participants

GFM prepares required **monthly reports** supporting RSA-911 reporting

Uses **SCEIS Business Objects** to compile case service expenditures, including:

- Direct Pays

- Interdepartmental Transfers

- Pre-ETS

Reconciles variances between **SCEIS Business Objects** and **SCEIS ZGLA (GL Account Variation Report)** before submitting verified information to IT

## Pre-Employment Transition Services (Pre-ETS) Billings

Pre-ETS focuses on services provided to students. **WIOA requires states to expend at least 15% of federal VR funds** on Pre-ETS activities.

## GFM Responsibilities

Verify Pre-ETS expenditure data provided by program staff and service providers

Review all Pre-ETS billings for invoices with goods receipts and direct bills requiring funding information

Ensure documentation is complete and accurate for billing to the **Basic Support Grant**

Provide necessary funding for direct bills

Prepare documentation for submission to **Accounts Payable** or upload through the **SCEIS workflow**

Maintain a tracking system for all monthly Pre-ETS activity and supporting documentation

Update the **Contract Tracking workbook** for each submitted payment

After notification of the overall **RSA-911 Upload Report**, submit **Pre-ETS monthly 911 Upload Reports** to IT for submission to RSA

# Grants & Funds Management Routine Functions (Payroll Processing)

## Payroll Oversight

Grants & Funds Management (GFM) ensures payroll costs for approximately **1,100 employees** are charged to the correct grants and accounts. **Human Resources** relies on GFM-provided funding information to adjust employee funding data when employees are hired, terminated, or change position locations.

## HRPAY Oversight

### GFM Responsibilities

Perform **HRPAY research** and prepare journal entries as needed to clear balances

Review the **1018 Report** before every payroll to identify incorrect employee funding

Update employee funding based on **Payroll Action Forms** received from Human Resources using **SCEIS transaction PO13D**

Use a template to update **1018 Report** information in SCEIS when changes impact multiple employees (e.g., percent, grant, or fund changes)

*The 1018 Report is an HR report that provides current payroll funding information in SCEIS.*

## Terminal Leave Processing

Terminal leave requires journal entries after each payroll to properly allocate leave payouts and correct funding sources. Terminal leave expenditures are also treated as **administrative costs** in the **Cost Allocation Plan (CAP)**.

### GFM Responsibilities

Review terminal leave postings for each pay period

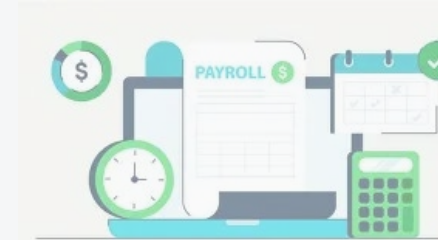
Prepare documentation to identify and track individual terminal leave payments

Log terminal leave activity in the **fiscal year workbook**

Prepare uploads for posting into **SCEIS**

Maintain documentation in the **Terminal Leave Recap** folder on the shared drive

These journal entries support proper allocation of administrative costs among the **Basic Support, Disability Determination Services (DDS), DDS Health and Human Services (HHS), and Supported Employment** grants.



# Grants & Funds Management Routine Functions (Payroll Processing)

## Personnel Activity Reports (PARS)

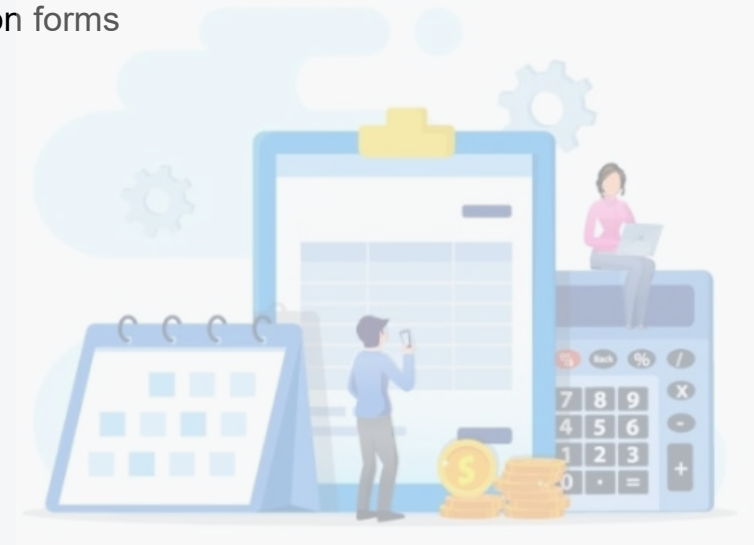
Prepare and post **PARS-related journal entries** that are not automatically posted in SCEIS  
Ensure time worked on each program is allocated to the **correct grant**

## Time Certification

Time certification verifies that employee time is charged to the correct grant and is a collaborative effort between **GFM and agency supervisors**.

## GFM Responsibilities

Perform **Time Certification reviews**, including review of organizational charts and certification forms  
Coordinate with field staff and supervisors to obtain clarification and justification as needed  
Reduce funding issues requiring correction through proactive review and communication



# Grants & Funds Management Routine Functions (Grant Processing)



## Grant Drawdowns

Grants & Funds Management (GFM) manages **timely and accurate federal grant reimbursements** to maintain cash flow and ensure the agency can continue paying for expenditures necessary to provide services to consumers. This work is required for compliance with the **Cash Management Improvement Act (CMIA)**, which governs efficient federal funding transfers between the federal government and states.

## GFM Responsibilities

Prepare and request grant drawdowns for the **Basic Support** and **Supported Employment** grants

Prepare complete and accurate documentation for **RSA-17 reporting** (Basic Support) and **SF-425 reporting** (Supported Employment)

Ensure RSA-17 reporting accurately reflects the amount of funding received from the **U.S. Department of Education**

## Period of Performance Oversight

Each grant has a defined **period of performance** that determines when funds may be expended. GFM tracks expenditures to ensure costs are charged to the correct grant based on when expenses are incurred and obligated, preventing **Single Audit findings**.

## GFM Responsibilities

Run and review **monthly period-of-performance reports** for all open Basic Support grants after month-end

Make necessary adjustments to move expenditures to another open grant or to **State Funds / Not Relevant** if not chargeable

Perform a **final review prior to grant closeout** to ensure all expenditures, including payroll, fall within the grant's allowable period.

## Grants & Funds Management Routine Functions (Grant Processing)

### Match and Maintenance of Effort (MOE)

GFM monitors spending to ensure **Match** and **Maintenance of Effort (MOE)** requirements are met. Over- or under-spending can significantly impact future federal award amounts. The **U.S. Department of Education** expects accurate and timely tracking of these requirements.

### GFM Responsibilities

Monitor and manage Match and MOE for the **Basic Support** and **Supported Employment** grants in accordance with federal regulations  
Ensure MOE compliance, which requires states to maintain qualifying non-federal (state) expenditures at least every **two years**

*Example: MOE for FFY 2026 must equal or exceed FFY 2024*

Update reports **monthly** to confirm Match and MOE requirements are tracked and met

**Program Income** is income generated by grant programs and must be spent on **allowable expenditures** within the grant period.

Program Income earned under the **Basic Support grant** is tracked separately

Managed in accordance with grant awards and **federal regulations**.

### GFM Responsibilities

Monitor program deposits to ensure they posted to the correct grant

Monitor expenditures to ensure we are following the same regulations as federal funds

All Program Income is spent before the grant is closed and final report submitted to RSA

## Grants & Funds Management Routine Functions (Disability Determination Services (DDS) Financial Oversight)

VR's **Disability Determination Services (DDS)** unit processes **Social Security Disability Insurance (SSDI)** and **Supplemental Security Income (SSI)** claims on behalf of the **Social Security Administration (SSA)**. Grants & Funds Management (GFM) supports DDS by providing ongoing **accounting and financial oversight**.



### GFM Responsibilities

Monitor **DDS grant activity weekly** and alert the supervisor and DDS accountant of any anticipated issues.

Review **drawdown workpapers** prepared by the DDS accountant and perform drawdowns of federal funds from the **ASAP system**, in accordance with **Cash Management Act** requirements.

Assist DDS accountants with oversight of **SCRS** (South Carolina Reporting System for federal grants), **Homestead**, and **HHS** contractual billings and payments.

Ensure **drawdowns, expenditures, and remaining award balances** reconcile to the total award each month and report any reconciling items.

Communicate regularly with **DDS fiscal contacts** and provide requested financial information.

Serve as **backup** to the DDS accountant for preparation of required **monthly and quarterly reports** submitted to SSA and attend related trainings.

## Grants & Funds Management Routine Functions (Contractual Billings)

### Contract Billings

VR relies on partnerships with other state agencies to administer VR services. GFM processes **interagency contract billings** to support collaborative programs and ensure VR is reimbursed for services that benefit consumers.

### GFM Responsibilities

Prepare and submit billings to **Accounts Receivable** in accordance with interagency agreements.

Monitor billings related to vendors, providers, and partner agencies, including the **Department of Mental Health** and the **Department of Juvenile Justice**, that collaborate with VR to deliver programmatic services.



## Grants & Funds Management Routine Functions (Asset Management)

Grants & Funds Management (GFM) is responsible for tracking approximately **4,900 assets**. This includes ensuring assets are properly coded in the **general ledger**, maintaining budgets throughout capital projects, and projecting maintenance needs for agency assets.

### Fixed Asset Inventory and Controls

- Manage the agency's **fixed asset inventory control system**
- Assign **identification tags and asset IDs** to all equipment
- Manage **surplus property dispositions**
- Record all **accounting entries** related to property dispositions
- Manage all related **SCEIS fixed asset requirements**

### Capital Projects Management

GFM manages the **Capital Project system in SCEIS** to ensure compliance with federal and state requirements.

- Prepare **monthly reconciliations** with **BOBJ Reports (SAP Business Objects)**
- Monitor and manage **capital project expenditures**
- Prepare **capital asset cash transfers** monthly or annually, as needed

### Prior Approval Oversight

- Maintains the **Prior Approval tracking worksheet**
- Prior Approval is required from the **U.S. Department of Education** before incurring certain costs or making programmatic changes, including costs associated with, **Equipment over \$5,000, HVAC Units, Renovation Projects and Capital Projects**

# Grants & Funds Management Routine Functions (Lease Management)

## Lease Oversight

Leases are ongoing agreements that allow the agency to use office space, equipment, or other assets in exchange for periodic payments. GFM monitors leases to ensure they are properly funded, recorded, and reported.

- Ensure appropriate costing and reporting in accordance with **GASB Statement No. 87** and **GASB Statement No. 96 (SBITAs)**
- Monitor all **rental and lease general ledger accounts** on the trial balance throughout the year



# Grants & Funds Management Routine Functions (Composite Reservoir Accounts)

## Composite Reservoir Accounts

Grants & Funds Management (GFM) reconciles composite reservoir bank account activity to ensure cash balances align with accounting records and funding sources. This supports accurate cash management and ensures funds are available to support **Vocational Rehabilitation services**.

GFM assists with Finance Department activities for the agency's **two composite accounts**:

- **Revolving Fund**
- **Client Stipends**

## Key Responsibilities

- Perform **weekly outstanding check reconciliations** and **monthly bank reconciliations** for both composite accounts
- Identify and follow up on **reconciling items** until resolved
- Prepare and post **necessary accounting adjustments**
- Submit the **Bank Account Transparency and Accountability Report** for both composite accounts in accordance with **SC Proviso 117.78**

## Grants & Funds Management Routine Functions (P-Card Processing and Prepaid Expenditures)

### Bank of America – Purchasing Card (P-Card) Oversight

GFM reviews, codes, and monitors **p-card transactions** to ensure purchases are appropriate, properly documented, and charged to the correct funding sources. This allows agency staff to obtain needed supplies and small purchases while remaining compliant with **state p-card policy**.

### Monthly Activities

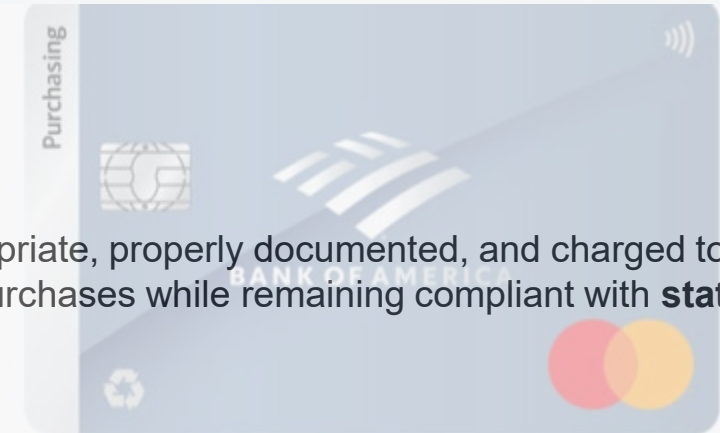
- Process the **monthly transaction download** from Bank of America as provided by Procurement
- Allocate charges against **program income** as cash is available and apply **use tax** as required
- Complete funding and submit invoice and funding information to **Procurement** for review, approval, and submission to **Accounts Payable**

### Prepaid Expenditures

GFM tracks **prepaid expenditures** to ensure costs are recognized in the correct **state fiscal year**, supporting accurate financial reporting as required by the **State Comptroller General's Office**.

### Key Responsibilities

- Review and maintain a **monthly listing of prepaid expenditures** in preparation for fiscal year-end close
- Review **general ledger transactions** to identify monthly prepaid expenses, tag applicable transactions, and identify new prepaid costs.



## Grants & Funds Management Routine Functions (Cost Allocation Plan (CAP))

The **Cost Allocation Plan (CAP)** ensures administrative, and program costs are shared appropriately and distributed fairly across federal grants and applicable units.

GFM uses the following **allocation bases** to allocate costs:

- **Full-Time Equivalent (FTEs)** – number of personnel assigned to each program
- **Square Footage** – amount of space occupied by each program
- **Purchase Orders** – percentage of total purchase orders processed
- **Bills Paid** – total number of bills paid by each program

### GFM Responsibilities

- Perform the **quarterly CAP analysis**
- Determine and prepare the **journal entry** to allocate costs each quarter
- Perform the **annual Statewide Cost Allocation analysis** and prepare the required journal entry
- Review and define the **annual administrative salary funding split** between Federal and State
- Assist in the **annual review of the Cost Allocation Plan** and propose changes as needed

# Grants & Funds Management Routine Functions (Comptroller General's Checklist)

## Comptroller General's (CG) Monthly Checklist

The **Comptroller General's Monthly Checklist** is used by GFM as an internal control tool to monitor routine accounting functions required for grant administration. This process increases accountability and reduces the risk of error.

### Monthly Controls

- CG checklist is completed **monthly by each accountant and reviewed by Accounting Manager**
- Any identified issues are documented and resolved in a timely manner
- Checklist is updated to incorporate **internal control mitigations** identified through assessments of **Basic Support grant internal control gaps**
- **Trial Balance Variance Report** is completed and analyzed as part of the checklist process
- **Closed grants** are monitored for activity
- **Prior-year refunds on closed grants** are tracked monthly and returned to the **U.S. Department of Education** before the end of the State Fiscal Year

## Grants & Funds Management Routine Functions (Insurance Allocation)



Grants & Funds Management (GFM) processes **Inter-Departmental Transfer (IDT)** payments to the **State Fiscal Accountability Authority (SFAA)** to accurately allocate insurance costs, supporting workforce stability and compliance with statewide benefit and funding requirements.

- Prepares allocations of **annual insurance expenditures** and **quarterly workers' compensation expenditures**
- Processes insurance payments through the **SCEIS IDT system**

### Journal Entries

Journal Entries support accurate financial reporting by recording accounting adjustments that occur throughout the fiscal year.

- Approximately **440 journal entries** were processed in **SFY 2025**
- GFM assists with journal entries as requested
- Reviews and resolves questions with supervisors or requestors when corrections are needed
- Gathers supporting documentation and prepares journal entries in **SCEIS** (via **FV50** or **JE Upload**)
- Attaches required documentation in SCEIS to support each entry

## Grants & Funds Management Routine Functions (Cash Receipts)



### Cash Receipts (Collaborative Process)

Cash receipts include funds from multiple sources such as **program income, credits and refunds**. While **Accounts Receivable** manages the primary cash receipting process, GFM supports processing by ensuring funding information is accurate and properly accounted for.

GFM's responsibilities include:

- Completing funding information forms for all **non-Training Center** cash receipts
- Adding funding information for refunds to be posted
- Returning funding information to **TCAR** for data entry into SCEIS in a timely manner
- Preparing **surplus sales transactions** and advising Accounts Receivable of the correct funding and grant information to assign
  
- Approximately **160 check refunds** were processed in **SFY 2025**
- This process requires coordination between **GFM and Accounts Receivable** and cannot be completed independently

## **Grants & Funds Management Routine Functions (Schedule of Expenditures of Federal Awards (SEFA))**

Grants & Funds Management (GFM) prepares the **Schedule of Expenditures of Federal Awards (SEFA)** to support statewide audits of federal programs. GFM compiles VR information accordance with the **State Auditor's** guidelines and instructions. The State Auditor's Office uses this information to determine which federal programs will be selected for a **Single Audit**.

### **South Carolina Annual Reporting Packages**

The **South Carolina Comptroller General's Office** compiles agency financial information statewide for the **Annual Comprehensive Financial Report (ACFR)**, which is also audited by the Office of the State Auditor.

GFM is responsible for the annual preparation, review, and/or submission of required closing and reporting packages, including:

- **GAAP Contact Forms** – agency contact listings
- **Master Reporting Package Checklist** – determines required submissions
- **Subsequent Events Package** – post-fiscal year activity impacting the prior year
- **Cash and Investments Reporting Forms** – cash and investments not under State Treasurer control
- **Leases Reporting Forms** – leased assets (buildings, vehicles, etc.)
- **Litigation Reporting Forms** – legal expenditures incurred or anticipated
- **Inventory Reporting Forms** – physical inventory owned by the agency
- **Prepaid Expense Reporting Forms** – expenditures spanning multiple fiscal years
- **Fund Classification Reporting Forms** – funds used in the agency's general ledger
- **Grant/Contribution Revenues Reporting Forms** – federal grant award activity
- **Capital Assets Reporting Forms** – assets and historical costs

## Challenges

**Systems Updates:** Implementing necessary updates within the SCEIS state accounting system.

**Regulatory Compliance:** Navigating complex federal requirements, particularly the RSA Prior Approval processes for purchases.

## Priorities

**Audit Excellence:** Maintain zero audit findings in Agreed Upon Procedures and Single Audits.

**Process Improvement:** Update all fiscal policies and procedures to reflect current regulations and best practices.

**System Leadership:** Active participation in the SCEIS Super User Group to improve statewide financial systems.

## Accomplishments

### **Maximized Federal Funding**

Met or exceeded match requirements in the first year of the VR Basic Support Grant, allowing carryover of funds into a second federal fiscal year.

### **Clean Audit**

Received no audit findings during the Agreed Upon Procedures Audit for SFY25 and the Single Audit of the DDS program for SFY25, demonstrating strong financial controls.

### **WIOA Compliance**

Successfully met the 15% set-aside requirement for Pre-Employment Transition Services (Pre-ETS), ensuring continued support for students with disabilities.

### **Fiscal Responsibility**

Maximized the utilization of federal grant awards while staying under the approved budgets of the agency's departments.

These accomplishments reflect the agency's strong fiscal stewardship and dedication to advancing Vocational Rehabilitation services. By maintaining **financial integrity** and **efficiency**, we ensure that resources are effectively directed toward empowering our **consumers** to achieve meaningful **employment and independence**.

**Thank you!**

# Vocational Rehabilitation Field Operations

## Local Support, Statewide Impact



**Presented by Rita Rhett**  
**Chief of Staff**

16 years at SCVRD

Member, Veterans Subcommittee Coordinating Council for Workforce Development (CCWD)

***Fun Fact: Is a military brat.***

***Has lived on Ft Bragg, NC, Aberdeen Proving Ground, MD, and in Vicenza, Italy.***



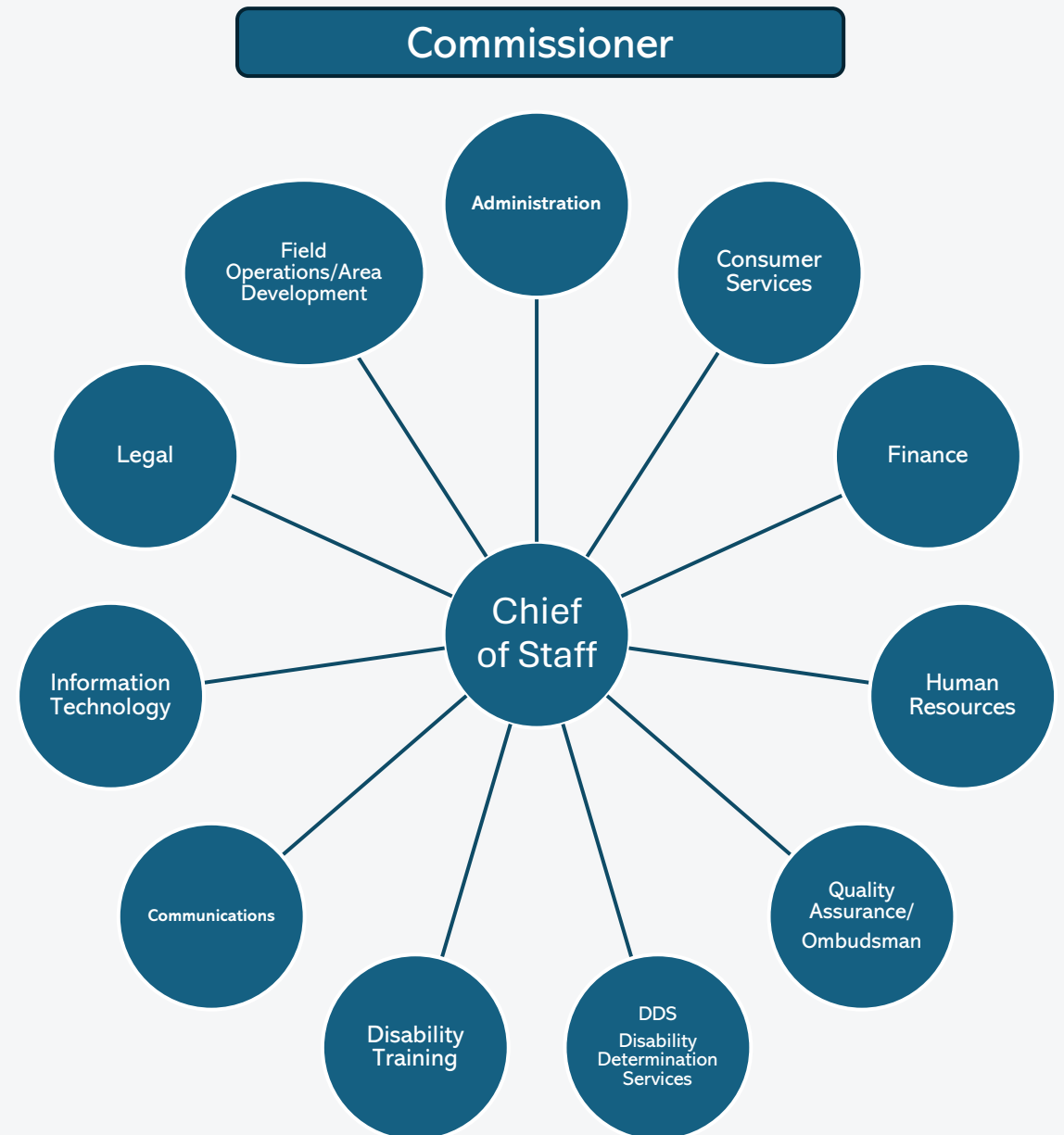
## Role of the Chief of Staff

Serving as a trusted advisor to the Commissioner, this role acts as a **strategic partner** and **operational leader** across divisions.

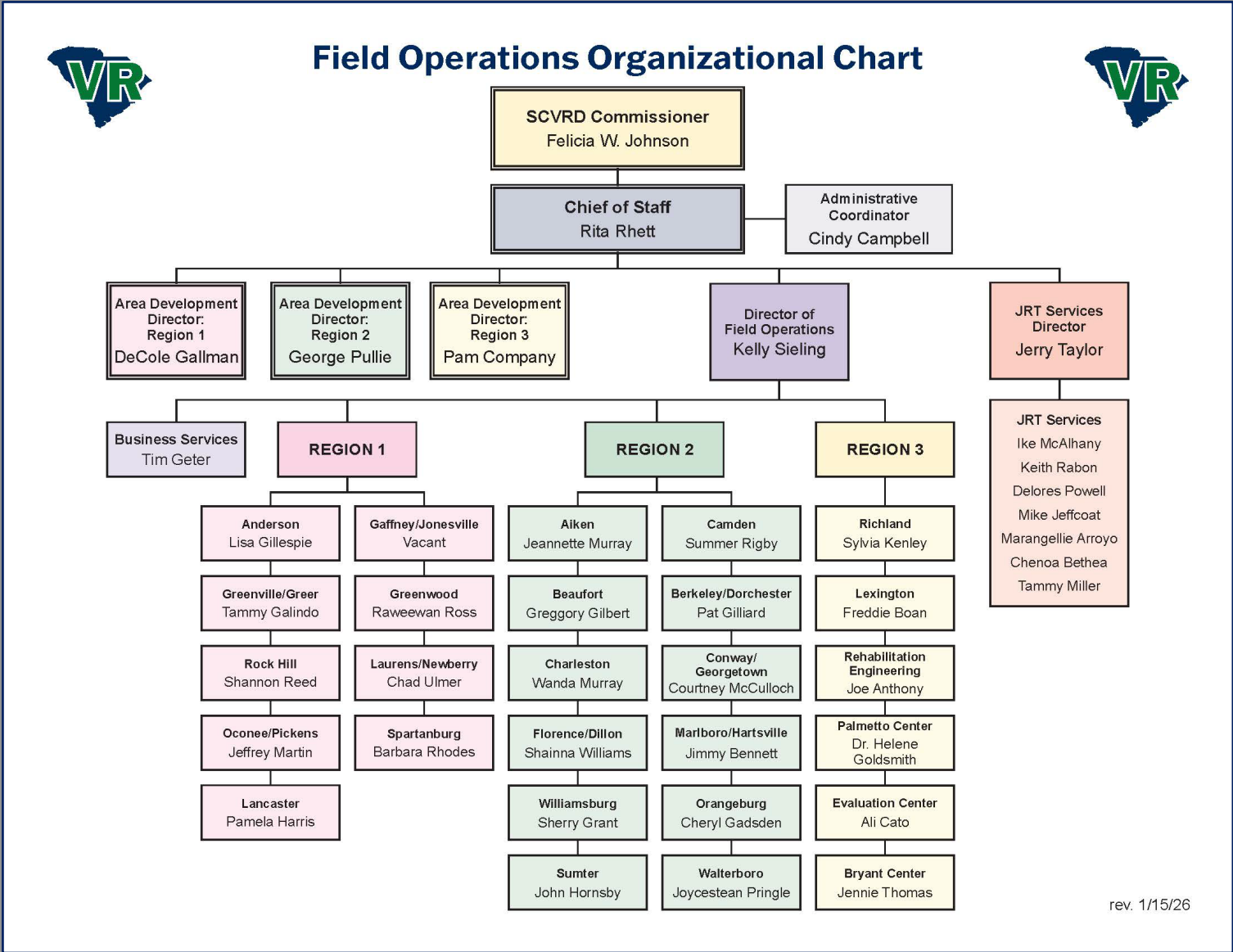
By centrally coordinating priorities and performance, the role ensures alignment of policy, programs, and performance with legislative directives and organizational goals.

In addition to advising the Commissioner and serving as a strategic leader, this role provides direction to professional staff, tracks and monitors major programs and projects, and co-leads strategic planning and transformation initiatives for the agency.

By ensuring agency-wide coordination and accountability, the role drives continuous improvement and effective execution of organizational priorities through collaboration at all levels.



**By fostering coordination across all department and field offices, I mitigate silos, anticipate risks, and strengthen organizational effectiveness.**



## **Field Operations Director**

Oversee the day-to-day delivery of vocational rehabilitation services across all state offices. She ensures that VR services are consistent, compliant, effective, and aligned with the federal and state requirements, while meeting the needs of individuals with disabilities.

### **Key Responsibilities:**

1. Service delivery oversight
2. Policy implementation and compliance
3. Staff leadership and performance management
4. Performance monitoring and Data Use
5. Stakeholder and Partner Engagement

## **Area Development Directors**

Central point of coordination and support for area offices, providing leadership, mentoring, and strategic directions to supervisors and staff.

### Key Responsibilities:

1. Provide mentor, coaching, and ongoing guidance statewide
2. Provide regular training to new supervisors
3. Routine site visits, observation, and performance reviews
4. Ensure quality service delivery and continuous improvement
5. Assist with oversight and monitoring of area budgets and spending practices
6. Assist with developing coaching strategies and professional development plans

## **Consumer Services Director**

Provides statewide leadership and oversight of VR programs to ensure individuals with disabilities received effective, high-quality services that support consumers in achieving competitive, integrated employment and independence.

### **Key Responsibilities:**

1. Develop and implement policies, ensuring compliance with federal and state regulations, and monitoring program performance and outcomes.
2. Supervisor service delivery staff, manages resources and budgets, and promotes continuous improvement through data-driven decision-making.
3. Build partnerships with workforce, education, and community organizations while advocating for consumer-centered services and positive employment outcomes.

## **Job Readiness Training Services Director**

Provides strategic and operational leadership for JRT Services. Ensures consumers receive high-quality, outcome-driven training that prepares individuals with disabilities for competitive integrated employment and aligns with employer and labor market needs.

### **Key Responsibilities:**

1. Manages the State Office JRT Services Unit to ensure that the unit provides appropriate training and support to the local Job Readiness Training Center staff.
2. Oversee and manage statewide reporting for the JRT Services financial and programmatic services.
3. Directs, manages, and oversees the implementation of all training curriculum and materials for all the JRT Centers.
4. Direct and manage the coordination of all training center regulatory compliance.

## **Administrative Coordinator**

Serves as the key administrative and operational support professional who helps ensure the Chief of Staff's office functions efficiently and effectively.

Coordinates executive-level activities, manages communications, support strategic initiatives, and facilitates collaborations across agency departments, offices, and programs.

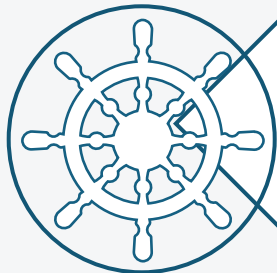
## Functional Responsibilities of the Chief of Staff



**Executive Liaison to  
State Partners**



**Administrative**



**Operational**



**Executive Liaison to  
State Partners**

The **Chief of Staff for the South Carolina Vocational Rehabilitation Department** serves as the executive liaison to state partners by providing a single, accountable point of coordination for interagency communication and collaborations.

The **Chief of Staff for the South Carolina Vocational Rehabilitation Department** ensures alignment with statewide priorities, timely issues resolution, and informed choice decision-making on behalf of the agency leadership.



**Executive Liaison to  
State Partners**



South Carolina Department of  
**Employment and Workforce**



SC DEPARTMENT OF VETERANS' AFFAIRS



LEAD ★ SERVE ★ REMEMBER



**FIND YOUR  
FUTURE**  
SOUTH CAROLINA

**SC WORKS**



## Executive Liaison to State Partners

### SCDEW Coordinating Council for Workforce Development

The South Carolina Vocational Rehabilitation Department works in close partnership with the **Department of Employment and Workforce (DEW) – Coordinating Council for Workforce Development** to ensure a coordinated, statewide workforce system.

Through this relationship, SC Vocational Rehabilitation contributes expertise on disability employment, aligns programs with statewide workforce priorities, and helps ensure that individuals with disabilities are fully integrated into workforce planning, training, and employment initiatives.





## Executive Liaison to State Partners

### **SCDEW Coordinating Council for Workforce Development Veterans Subcommittee**

#### **Purpose**

Coordinate with the S.C. Department of Veterans Affairs (SCDVA) to develop and implement procedures that connect active-duty military spouses, family members, veterans, and military retirees to job opportunities and career support. -S.C. Code Section 41-30-540(B)(13)

#### **Membership**

Representatives from any CCWD member organization and the SC Department of Veterans' Affairs (**SCDVA**) Workforce Development group that interacts with active-duty military spouses, family, veterans, and military retirees.

#### **Objectives**

- Gain visibility of transitioning service member populations
- Recruit transitioning service members into the S.C. workforce
- Optimize the employment of Veterans to maximize benefits to Veterans and the economy
- Increase Veteran participation in entrepreneurial initiatives



## Executive Liaison to State Partners

## SCDEW Coordinating Council for Workforce Development Veterans Subcommittee

### Veterans Committee Membership

Organization	Member	Organization	Member	Organization	Member
AnMed, Anderson	Kaye Brewer	LLR	Susan Boone; Theresa Brown	SC EMS Assoc.	Austin Mandeville
CTE director appointed by State Superintendent of Education (Anderson)	Hollie Harrell; Travis Guthrie	Lander University	Brent Delgado; Lloyd Willis; McKenzie Stone	SC Hospital Assoc.	Lara Hewitt
Central Carolina Technical College	Ken Bernard; Wesley C. Pelletier	Midlands Technical College	Jeremy Catoe	State Workforce Development Board	Thomas Freeland
Charleston Chamber	Darryl Brown	The Rez Rev, LLC	Jaclyn Kohlhepp	Syracuse Institute for Veterans & Military Families	Moniek James
Columbia Chamber	Susan McPherson	SC Charter Public School District	Perry Mills, Sr.	Tri-County Technical College	Travis Durham; Dan Cooper
Department of Administration	Karen Wingo; Stacy Lanham	SC CHE	Alfie Mincy	Upstate Warrior Solution	Shannon Sports
Department of Agriculture	Cristina Key; Kyle Player	SC Competes	Susie Shannon; Stephen Astemborski	US VA Compensated Work Therapy	Howard Wilkerson; Lacesha Brumfield
Department of Commerce	Kim Mann	SC DEW	Marlin Bodison; Nina Stagers; Bryan Grady; Pamela Jones; Carol Hayman	US VA Veterans Readiness & Employment Program	Donna Glazer; Donta Trapps; Elizabeth McCallum
DMV	Kevin Shwedo; Steven Farrell	SCDVA	Erika Jones; Jade Berkley; Jelani Edwards; Paulette Dunn; Steven Lowry	USC Darla Moore School of Business	Russell Klauman
Department of Labor	Brian Washington	SCETV	Thomas Mayer; Dr. Stephanie Cook	VBA OTED	Jon France
Department of Revenue	Jonte Colclough; Sarah Todd; Tara Bradshaw	SC House of Representatives	Rep. Doug Gilliam; Rep. Harriet Holman	Veterans Business Outreach Center (Citadel)	Christopher Williams
Goodwill Upstate/ Midlands	Jason Jackson	SC Research Authority	Mitch Smith; Laura Terry	Vocational Rehabilitation Department	Rita Rhett
Hilton Head & Bluffton Chamber	Tom Henz	SC Technical College System	Jim Shrift; Karmen Smith	York Chamber	Celeste Tiller
Hire Our Heroes USA	Ross Dickman	Small Business Administration	Frank Anderson	ZF Group	Michael Morris

FIND YOUR FUTURE SOUTH CAROLINA

■ Federal
 ■ State
 ■ Private
 ■ Public
 ■ Community



Source: Find Your Future, 2026

# Committee Objectives and Initiatives

## Objective 1

### Gain full visibility of transitioning service member population

- Number of returning or remaining service members in South Carolina by age, branch, gender, ethnicity
- Number of transitioning service members
  - who participate in Virtual Transition Assistance Program (VTAP)
  - exposed to information campaign to raise awareness of VTAP
  - ✓ who participate in Pays or STAYS program

## Objective 2

### Recruit transitioning service members into the South Carolina workforce

- ✓ Number of Veterans in South Carolina workforce
- Number of transitioning service members
  - who participate in pre-separation employment programs and stay in South Carolina at end of service
  - utilizing available career support services (e.g., resume assistance)

## Initiatives\*

- ✓ Create and maintain Information on Veteran Resources.
- Collaborate with applicable parties to determine transitioning service member.
- Collaborate with state agencies, CHE, and organizations to create a Veterans need survey.

## Initiatives\*

- ✓ Collaborate with CCWD Portal Steering Committee, CHE, and others to translate military resumes to skills that civilian employers recognize.
- ✓ Develop Career Services workshops focused on transitioning service members and Veterans entering or returning to the workforce.

\*See details and deadlines for each under Milestones

SCDVA Focus Area 4 - Assist Transitioning Veterans (1 July, 2025 – 30 June, 2026)



# Committee Objectives and Initiatives

## Objective 3

### Optimize the employment of Veterans to maximize benefits to Veterans and economy

- Number of civilian licenses and certifications awarded for military training
- Number of Veterans in the workforce who use educational/certification programs to upskill their employment opportunities

## Initiatives\*

- Prepare an economic impact study to highlight economic impact of the military and Veterans on the South Carolina Economy.
- Inform employers on the value of hiring Veterans through quarterly information sessions. (tentative start date January 2026)

## Objective 4

### Increase Veteran participation in entrepreneurial initiatives

- Number of Veteran-owned businesses recognized by state government
- Number of transitioning service members who participate in entrepreneurship training
- Number of legislated state incentives for Veteran-owned businesses

## Initiatives\*

- Create a Veteran entrepreneurial workshop to assist transitioning service members and Veterans start their own business.
- ✓ Depict map of Veteran owned businesses in South Carolina using Census Bureau data.

\*See details and deadlines for each under Milestones

SCDVA Focus Area 4 - Assist Transitioning Veterans (1 July, 2025 – 30 June, 2026)





**Executive Liaison to  
State Partners**

## **SCDEW SC Works Online System (SCWOS) Modernization Project**

The **Chief of Staff for the South Carolina Vocational Rehabilitation Department** is working closely with the agency's IT team and workforce partners to ensure SCVRD's needs are fully represented in the **SC Works Online System (SCWOS) Modernization Project**, led by the **South Carolina Department of Employment and Workforce**.

Ultimately, the **SCWOS** platform carries **VR consumer** information. This includes ensuring alignment with **WIOA requirements**, supporting the use of common intake and shared data systems, and safeguarding how system changes affect VR consumers and service delivery.



### **The Case for Modernization**

- The Workforce Innovation and Opportunity Act (WIOA) envisions a customer-centered workforce system that provides efficient access to education and training programs and services using a one-stop model.
- Partners are encouraged to use common intake applications, co-enrollment strategies, and referral procedures that make it easier for individuals to access the network of partners and services represented in the SC Works system.
- Additionally, partners are encouraged to share data for service delivery and reporting purposes.
- Implementation of a modern, integrated case management system will help ensure that individuals and employers have a seamless customer experience and receive the full range of services available through SC Works.

**SC WORKS**



**Executive Liaison to  
State Partners**

The **Chief of Staff and the Communications Department for the South Carolina Vocational Rehabilitation Department** is working closely with the **South Carolina Department of Employment and Workforce** to ensure SC Voc Rehabilitation is fully represented in the **Find Your Future website as a workforce partner serving the citizens of South Carolina.**



**SC WORKS**



## Administrative

The **Chief of Staff for the South Carolina Vocational Rehabilitation Department** serves as the central coordinator for the agency's required state and federal reporting, ensuring accuracy, timeliness, and accountability.

This role manages and aligns the development of the **Comprehensive Statewide Needs Assessment (CSNA)** (federal requirement), the **Workforce Innovation and Opportunity Act (WIOA) Combined State Plan and Annual Report**, and the agency's **Annual Accountability Reports**.

By overseeing cross-division data collection, narrative development, and executive review, the Chief of Staff ensures these reports reflect agency performance, compliance with federal and state requirements, and progress toward workforce and employment outcomes for individuals with disabilities.



## Administrative

### **Comprehensive Statewide Needs Assessment (CSNA)** (federal requirement)

The **CSNA** is a crucial component of the **Workforce Innovation and Opportunity Act (WIOA)** and is required by **federal law** to be completed every three years.

It is a study of the **vocational rehabilitation** needs of individuals with disabilities statewide.

The CSNA informs the goals and priorities of VR's State Plan and the departments understanding of its consumers and their service needs.





## Administrative

### 34 CFR 361.29(a)

(a) **Comprehensive statewide assessment.**

(1) The vocational rehabilitation services portion of the Unified or Combined State Plan must include—

(i) The results of a comprehensive, statewide assessment, jointly conducted by the designated State unit and the State Rehabilitation Council (if the State unit has a Council) every three years. Results of the assessment are to be included in the vocational rehabilitation portion of the Unified or Combined State Plan, submitted in accordance with the requirements of [§ 361.10\(a\)](#) and the joint regulations of this part. The comprehensive needs assessment must describe the rehabilitation needs of individuals with disabilities residing within the State, particularly the vocational rehabilitation services needs of—

(A) Individuals with the most significant disabilities, including their need for supported employment services;

(B) Individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this part;

(C) Individuals with disabilities served through other components of the statewide workforce development system as identified by those individuals and personnel assisting those individuals through the components of the system; and

(D) Youth with disabilities, and students with disabilities, including

(1) Their need for pre-employment transition services or other transition services; and

(2) An assessment of the needs of individuals with disabilities for transition services and pre-employment transition services, and the extent to which such services provided under this part are coordinated with transition services provided under the Individuals with Disabilities Education Act ([20 U.S.C. 1400 et seq.](#)) in order to meet the needs of individuals with disabilities.

(ii) An assessment of the need to establish, develop, or improve community rehabilitation programs within the State.

report containing information regarding updates to the assessments under [paragraph \(a\)](#) of this section for any year in which the State updates the assessments

(2) The vocational rehabilitation services portion of the Unified or Combined State Plan must assure that the State will submit to the Secretary a at such time and in such manner as the Secretary determines appropriate.





## Administrative

### **Comprehensive Statewide Needs Assessment (CSNA) Summary**

The environmental scan and accompanying qualitative and quantitative data identified clear priorities for the SCVRD's strategic planning thorough at least 2025.

Key actions focus on improving consumer access, timeliness, consistency, and quality of services; strengthening staff capacity through professional development and best practice training; expanding equitable access statewide; and ensuring services lead to meaningful, competitive integrated employment.

For employers, priorities include improving job candidate matching, expanding customized and industry-aligned training, supporting workforce planning, and increasing repeat employer engagement through high quality employer services.

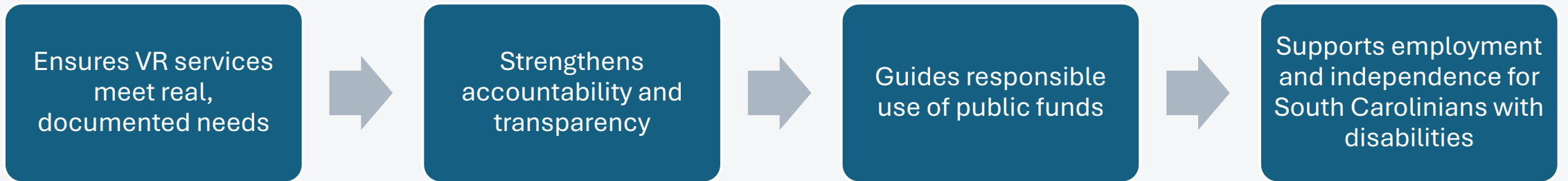
Across other stakeholders, SCVRD should strengthen education on the full continuum of services, deepen collaboration with workforce and community partners to address systematic barriers, and leverage external expertise to enhance service delivery.





**Administrative**

## Why the CSNA Matters





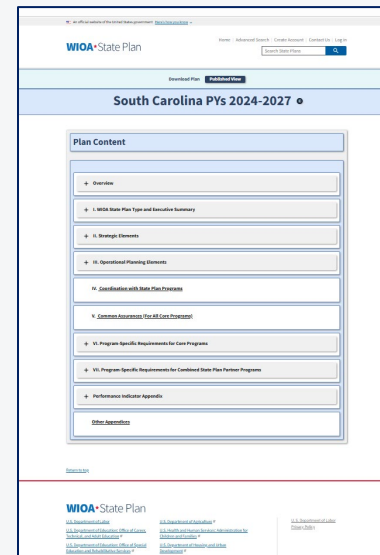
## Administrative

### Workforce Innovation and Opportunity Act (WIOA) Combined State Plan and Annual Report

The **WIOA Combined State Plan** outlines a strategic vision and goals for the state's workforce development system, serving as a four-year action plan to develop, align, and integrate the state's systems. It includes the Unified or Combined State Plan and Plan modifications, which are required for states to receive funding for core programs. The plan aims to align Federal investments in job training, integrate service delivery across programs, and ensure that the workforce system is job-driven and matches employers with skilled individuals.

[South Carolina PYs 2024-2027](#)

[South Carolina WIOA Combined State Plan PYs 2024-2027\\_One Pager \(1\).pdf](#)





## Administrative

# WIOA Combined State Plan

### **Four WIOA Core Programs:**

Workforce Development Program (Title I of WIOA)

Adult Education and Family Literacy Act program (Title II)

Wagner-Peyser Act Program (Title III), and

Vocational Rehabilitation Program (Title IV)

### **Strategic Goals of the State Plan:**

Increase competitive, integrated employment outcomes

Improve transition outcomes for students with disabilities

Expand employer engagement and partnerships statewide

Improve access and service quality



## Administrative

### WIOA Combined State Plan Primary Performance Indicators

Measurable Skills Gain Rate (MSGs)

Credential Attainment Rate (CAs)

Employed 2<sup>nd</sup> Quarter after Exit Rate

Employed 4<sup>th</sup> Quarter after Exit Rate

Median Earnings 2<sup>nd</sup> Quarter after Exit

Effectiveness in Serving Employers (Retention with the Same Employer 2<sup>nd</sup> and 4<sup>th</sup> Quarter after Exit)



## Administrative

### Why the VR portion of the State Plan Matters

Expand workforce participation for individuals with disabilities

Support economic self-sufficiency and independence

Strengthens South Carolian's labor force

Ensures responsible stewardship of public funds



## Administrative

# Annual Accountability Report

Required by the **SC Department of Administration**, the purpose of the South Carolina Annual Accountability Report is to ensure transparency and accountability for state agencies. Each agency must submit a report that includes its mission, objectives, and performance measures to the Governor and General Assembly.

State law requires each state agency to submit an annual accountability report to the Governor and General Assembly that must contain the agency's mission, objectives to accomplish the mission and performance measures that show the degree to which objectives are being met. The information contained in each agency's report is used to aid decision-makers in their analysis of each agency's budget.

[View the Accountability Reports.](#)

Contact Admin





## Administrative



Department of Administration Program Manager provides report instructions (updated annually), training materials, and report template/format requirements (subject to change annually) sometime in June or July (i.e., when ready)



Some data available immediately, others not until source reports completed throughout July & August



Commissioner & Board Chair review, revise/approve, and sign submission form



Work begins July 1 after end of a fiscal year



Some data retrieved from I.T. applications or internal reports available on Reports Hub, others via request from specific departments



Report due by September 15 to Executive Budget Office in SC Department of Administration



## Administrative

# Annual Accountability Report Components

Discussion and analysis narrative describing performance for the year and the context in which that performance occurred, as well as emphasizing major accomplishments

Reorganization plans and compliance assurances

Significant events affecting performance

Strategic Plan Results – actual performance on success measures compared to goal levels set for completed year

Strategic Development template – goals, objectives, measures, baseline values and target values for next year

Legal data – listing and descriptions of all legislation affecting the Agency, what is required, and any changes since the previous year's report

Services data – for each service category, descriptions of direct customers, others impacted, division/organizational unit providing services, potential negative effects of not providing services, and any changes since previous year's report

Partnerships data – listing of each Agency partner and descriptions of the type of entity, nature of the partnership, and any changes since previous year's report

Budget data – Listing and descriptions of state funded programs, as well as actual and projected expenditures

Reports data - listing and descriptions of all reports the Agency is required to complete/submit, any legislation that requires the report, date of most recent submission, reporting frequency, type of entity, method to access the report and direct hyperlink or point of contact information, and any changes since previous year's report

Organizational chart

Submission form



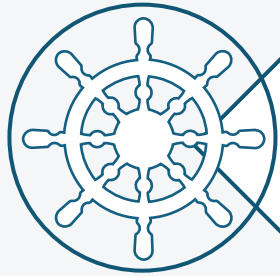
**Administrative**

[H730.pdf](#)

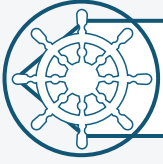


## **2025 Annual Accountability Report**

**Vocational Rehabilitation Department  
Agency Code: H730**



**Operational**



## Operational

### **Administrative Support and Oversight**

#### **Purpose**

Support core administrative functions to ensure effective agency operations and accountability.

#### **Primary Functions**

Assist the Commissioner with oversight of administrative functions

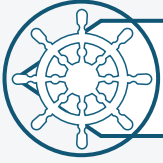
Support staffing decisions, approvals, and issue resolution

Review budget requests, expenditures, and procurement activities

#### **Impact & Accountability**

Ensures timely completion of audits, procurement actions, and required reporting

Strengthens oversight of hiring, staffing, and procurement processes



## Operational

### **Field Operations and Performance Oversight**

#### **Purpose**

Ensure field offices deliver effective, responsive services and meet statewide performance expectations.

#### **Primary Functions**

Support Field Operations and Area Development Directors in managing area offices and program operations

Identify operational challenges and resource needs across the state

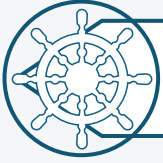
Coordinate cross-department solutions involving Fiscal, HR, IT, and Training

#### **Impact & Accountability**

Ensures services are responsive to consumer and business partner needs

Establishes and monitors performance goals across programs

Reviews field performance data to drive continuous improvement



## Operational

### **Executive Issue Resolution and Rapid Response**

#### **Purpose**

Serve as the primary point of contact for complex issues requiring executive-level attention and timely resolution.

#### **Primary Functions**

Triage and manage escalated consumer, staff, and field concerns

Facilitate cross-unit problem solving and decision-making

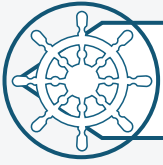
Coordinate immediate responses to urgent operational issues and directives

#### **Impact & Accountability**

Ensures rapid, coordinated responses to statewide operational disruptions

Provides clear guidance to managers during time-sensitive situations

Strengthens organizational responsiveness and continuity of operations



## Operational

### **Staff Engagement and Development**

#### **Purpose**

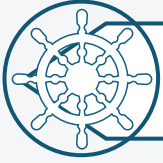
Build and sustain a strong VR program through engaged, supported, and well-developed staff.  
Promote an organizational culture focused on service and compliance.

#### **Primary Functions**

Promote a culture of service, compliance, and continuous employee development  
Collaborate with HR and Training Unit to assess and address staff development needs  
Communicate appreciation, celebrate successes, and reinforce agency values

#### **Impact & Accountability**

Drives professional development planning and employee engagement strategies  
Support a formal recognition program to motivate and retain staff  
Build trust and transparency by facilitation two-way communication, elevating staff feedback to leadership, and helping leaders translate vision into meaningful, day-to-day impact for employees



## Operational

### **Internal Communication and Culture**

#### **Leadership Messaging**

Serves as central connector between executive leadership and staff aligning messages, reinforcing priorities, and ensuring consistent, timely communication across the agency.

#### **Change Management**

Coordinates and supports organizational change by preparing leaders, communicating expectations, and addressing resistance to ensure smooth and sustainable transitions.

## *Why The Chief of Staff Role Matters*

- Strengthens **oversight and accountability** for taxpayer-funded programs
- Improves **return on investment** through coordinated execution and reduced inefficiencies
- Ensures legislative priorities are **implemented, monitored, and reported consistently**
- Supports a mission driven agency focused on **responsible stewardship** of public resources and **measurable outcomes**

# Thank you!

**Rita Rhett**

Chief of Staff

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# Vocational Rehabilitation Field Operations

## Local Support, Statewide Impact



**Presented by Kelly Sieling**  
**Director of Field Operations**

26 years with SCVRD

***Fun Fact: Avid runner and ran a marathon in Bermuda***



## Purpose

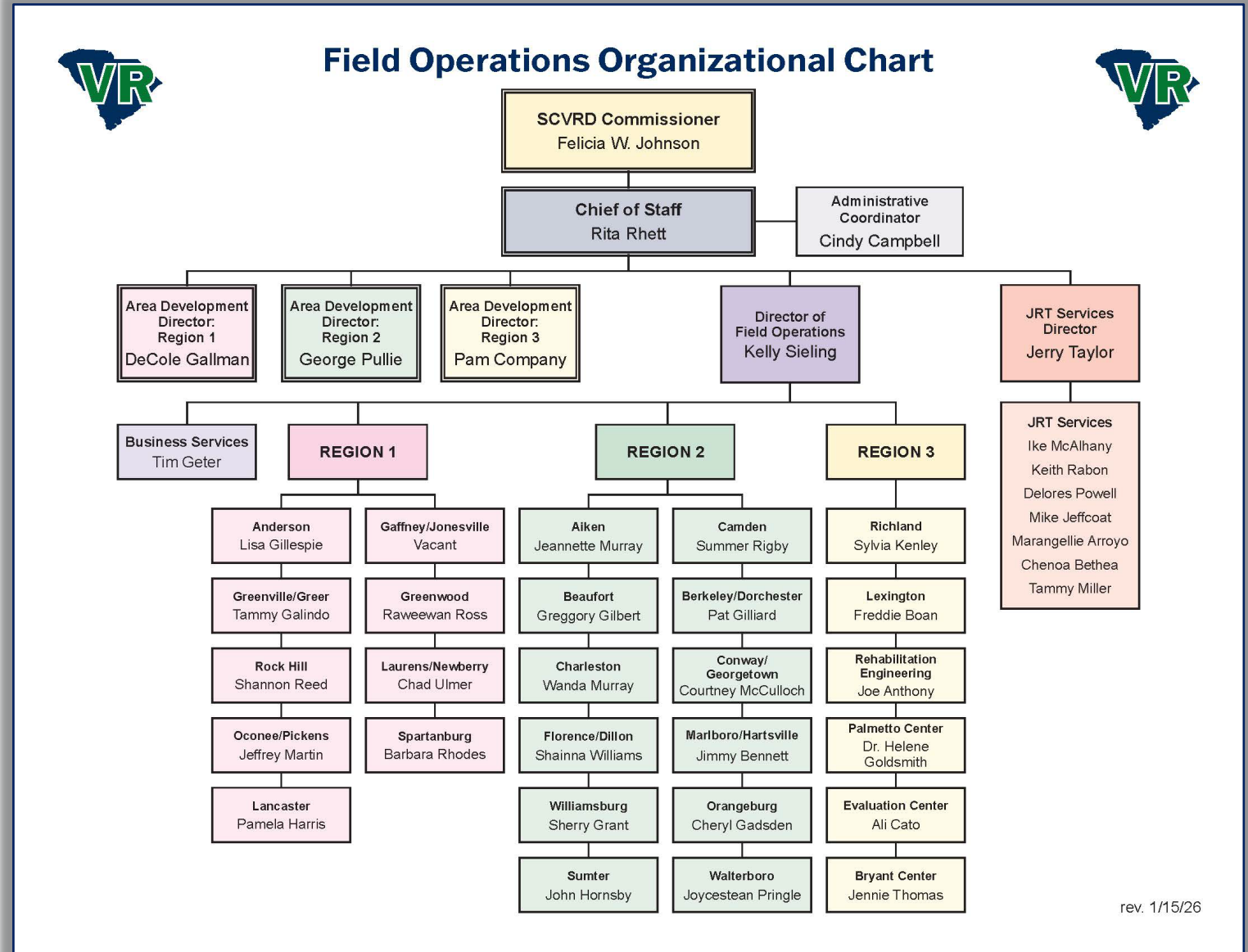
Field Operations empowers SCVRD's 31 Area Offices and Comprehensive Program Teams have the knowledge, resources, and support to deliver quality services.

The division ensures alignment with the Agency's Mission and Program Integrity, drives implementation of initiatives, strengthens program performance, and monitors progress to achieve meaningful outcomes for consumers and business partners.



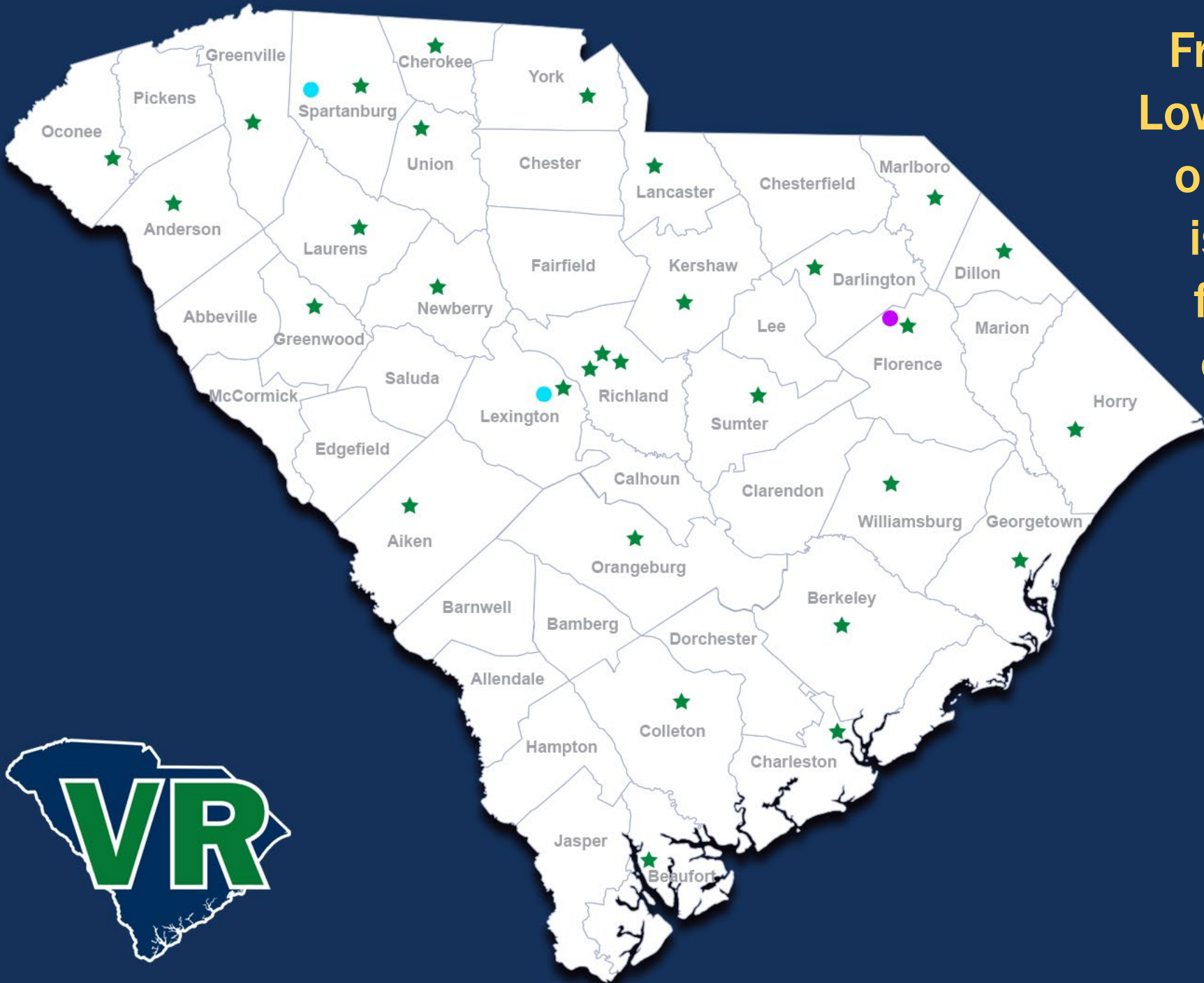
## TEAM COMPOSITION

A committed team of 42 is structured to support collaboration, accountability, and strategic alignment across all functions.

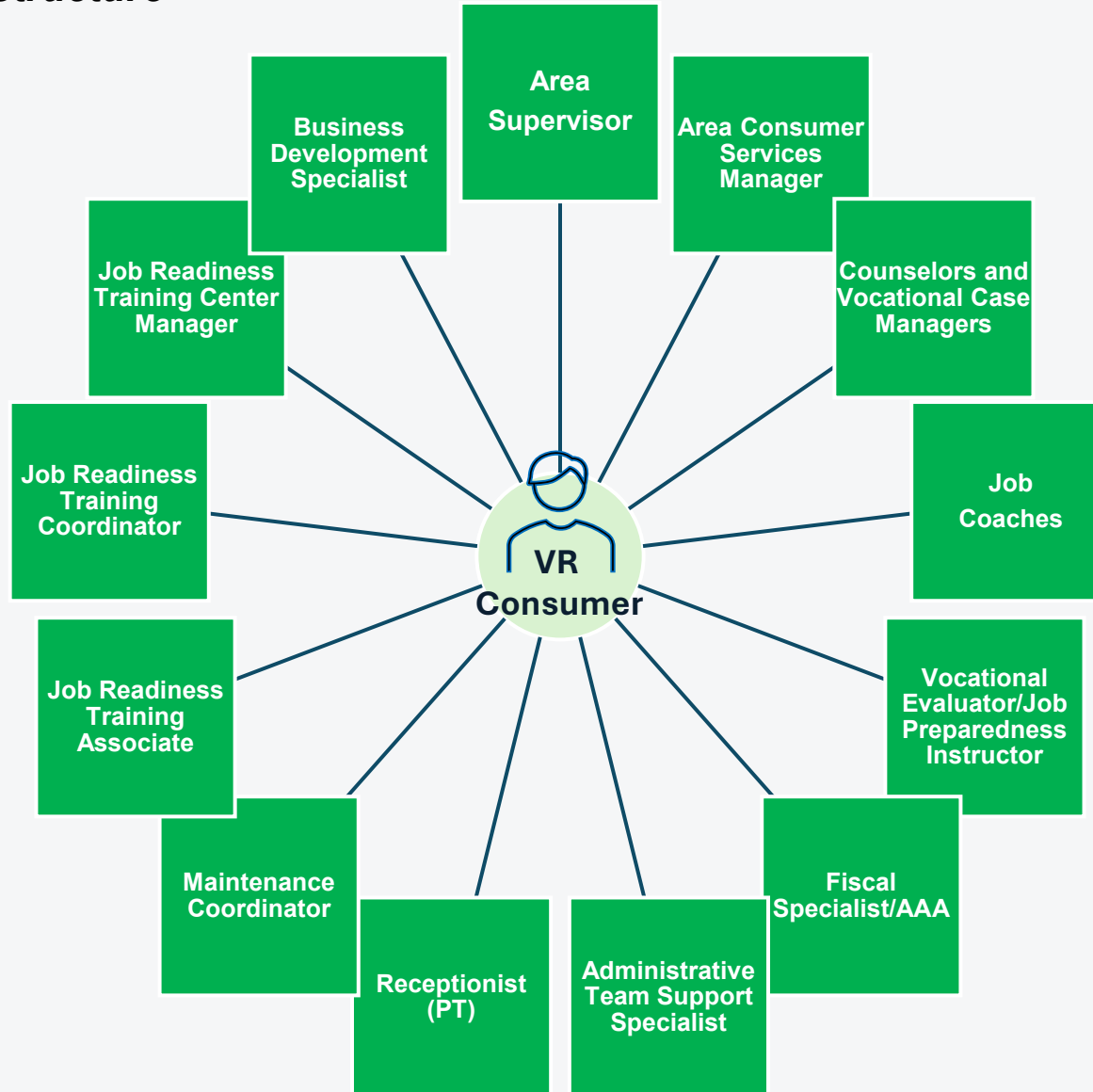


From the Upstate to the Lowcountry, and all across our great State, SCVRD is a valuable resource for changing the lives of South Carolinians.

- 31 Offices Across SC
- 27 Training Centers
- 2 Evaluation Centers
- 1 Recovery Center



## SCVRD Area Office Staffing Structure

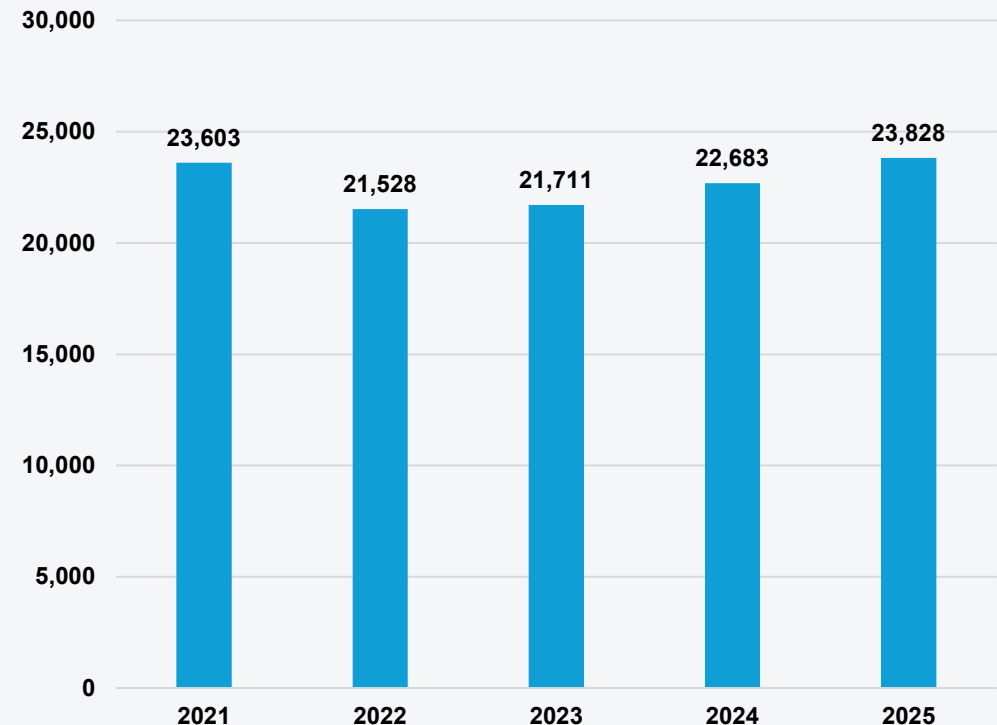


## Role of the Area Supervisor

- Ensure training and area balance in Compliance Assurance, Quality Customer Service, Productivity, and Workforce Innovation and Opportunity Act (WIOA) performance measures.
- Recruit, hire, and retain employees; train, trust, and verify employee performance in core duty areas. Lead, supervise, coach, and mentor all area personnel.
- Ensure all staff are actively engaged and achieve monthly/yearly assigned agency standards/goals.
- Complete performance appraisals and planning documents appropriately.
- Oversee Job Readiness Training (JRT) services through efforts of the Center Manager.
- Develop and maintain positive relationships with agency partners and service entities.
- Manage all area spending practices to ensure adherence to assigned budget and spending limits.

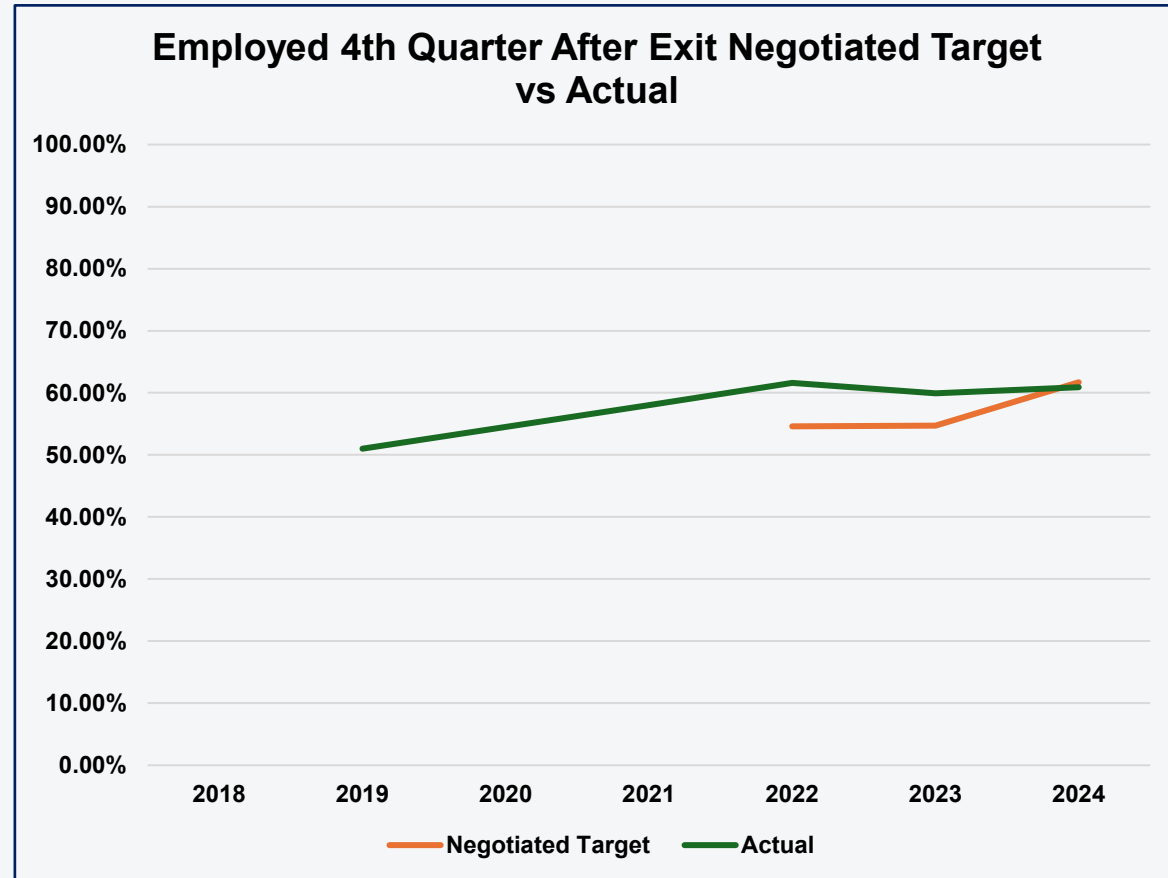
**Area Supervisors manage between 14 and 52 staff members, depending on the areas size and needs.**

**Consumers Served during SFY 2021 to 2025**

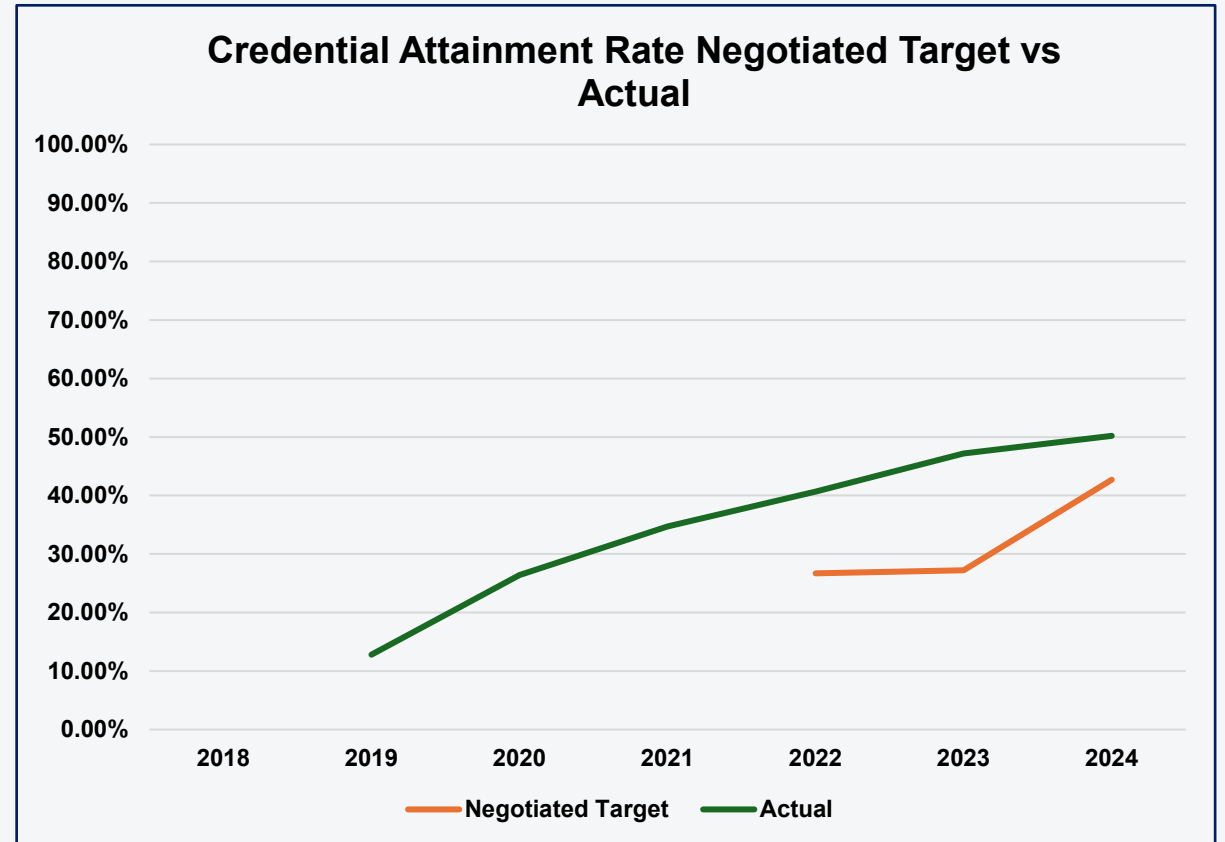
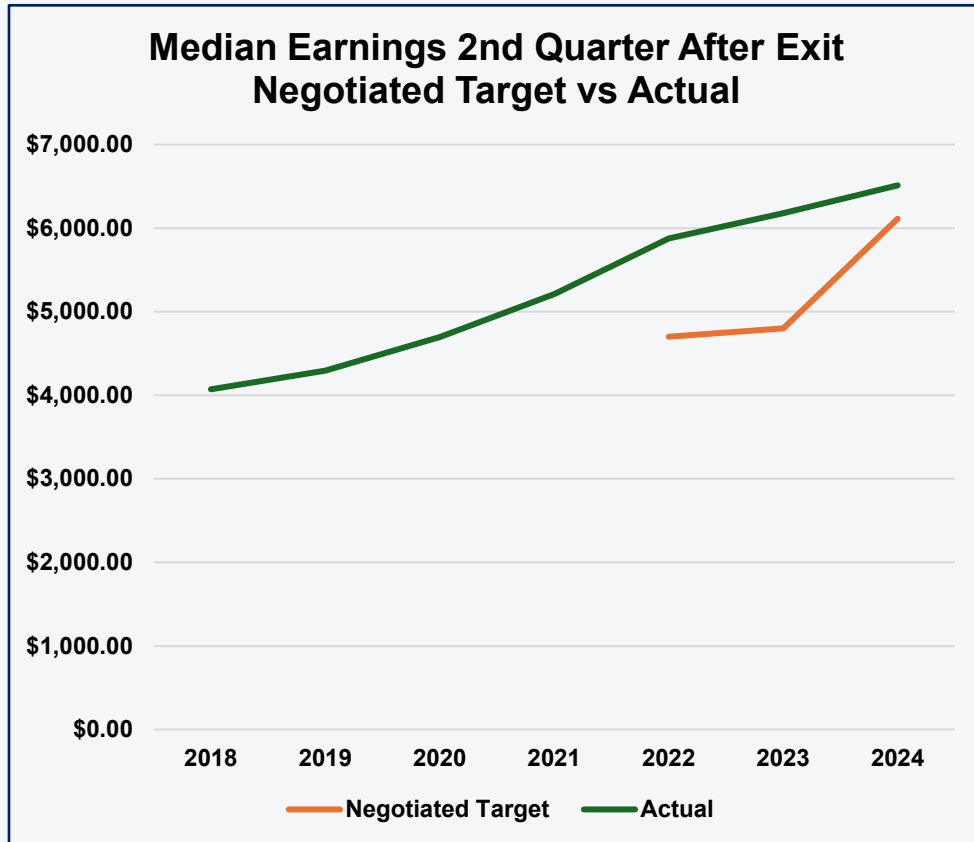


## Role of the Area Consumer Services Manager

- Provide and facilitate local training for all staff that promotes quality employment outcomes that contribute to the achievement of the Workforce Innovation and Opportunity Act (WIOA) performance measures.
- Coordinate, conduct, and facilitate training for new staff.
- Lead, coach, and train the local compliance team.
- Direct the management of vacant caseloads and successfully carry a caseload with assigned referrals and goals.
- Serve as a member of the area management team.



## WIOA Performance Trends

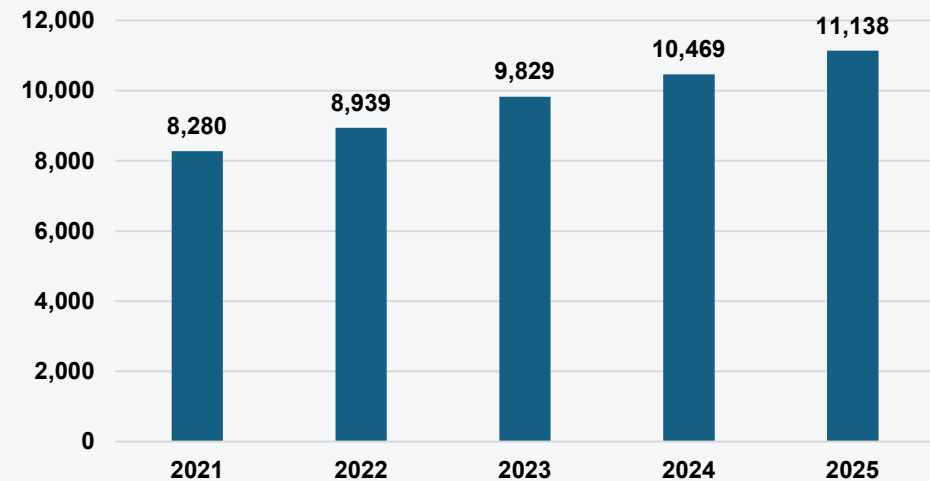


Performance trends show steady improvement and alignment with negotiated WIOA targets.

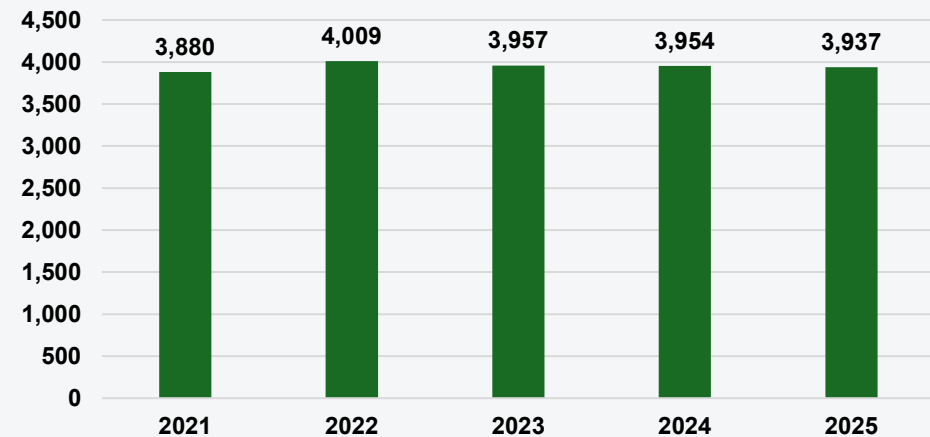
## Role of Counselors and Vocational Case Managers

- Develop and maintain community relationships that result in referrals.
- Complete application surveys and determine eligibility for applicants.
- Conduct and document informal vocational assessments and career exploration; develop Individualized Plans for Employment (IPE).
- Provide & document rehabilitation counseling and guidance that support consumers' efforts to prepare for, achieve, and maintain competitive, integrated employment.
- Complete case management activities weekly.
- Achieve the assigned successful Employment Outcome goal on a monthly pro-rated basis.
- Provide direct placement opportunities and follow-up for all consumers who require assistance with employment.

### Referrals from SFY 2021 to 2025



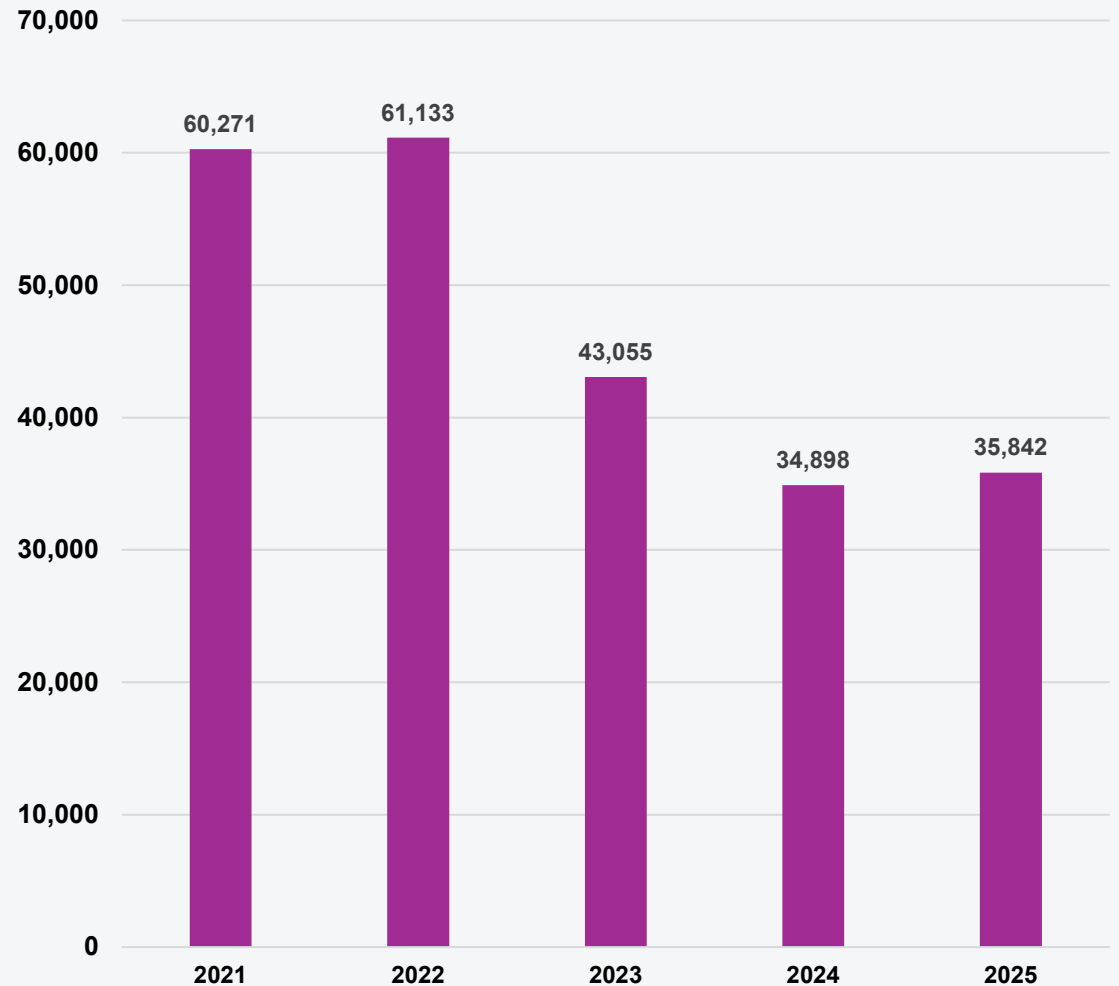
### Successful Employment Outcomes from SFY 2021 to 2025



## Role of Transition Counselors

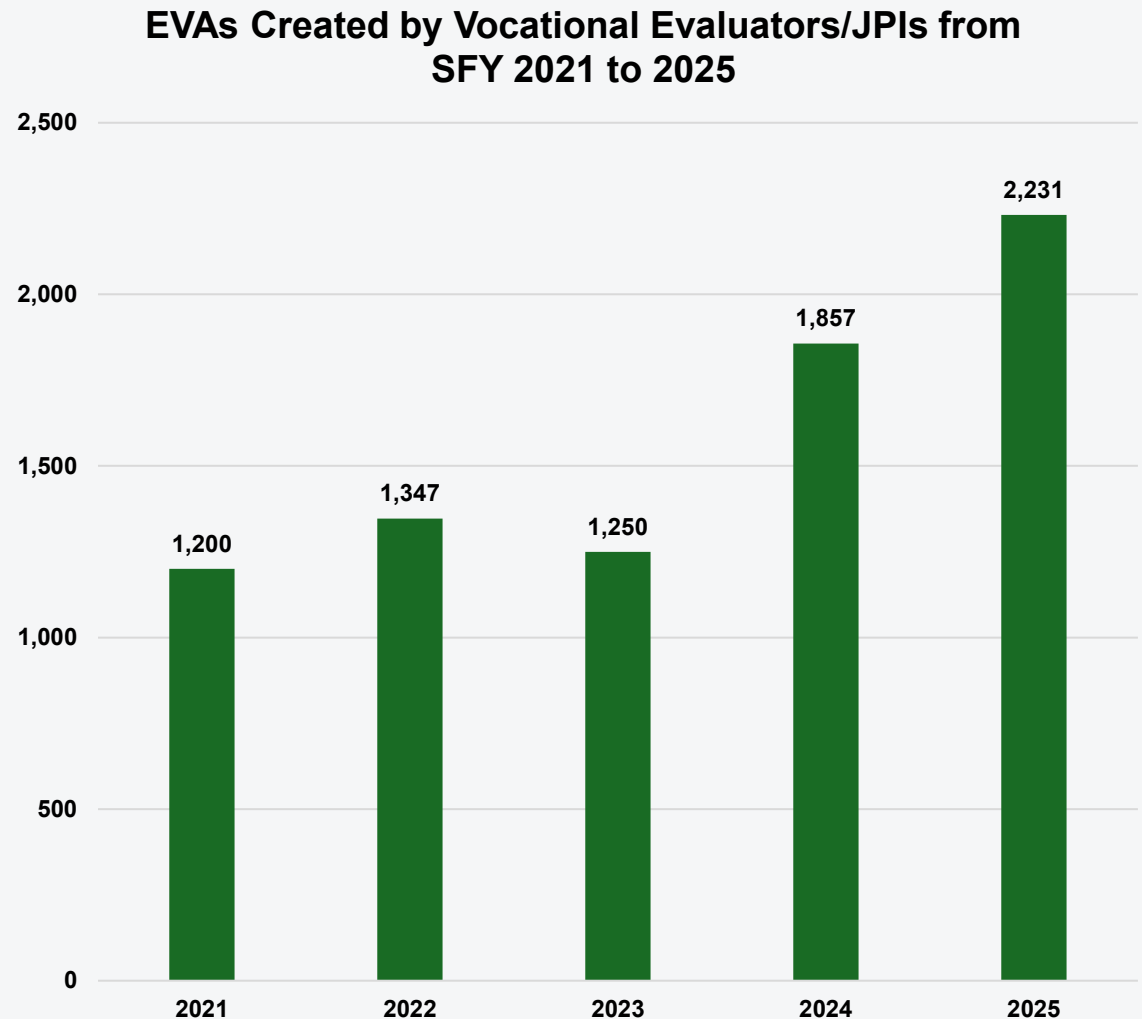
- Provide quality Pre-Employment Transition Services (Pre-ETS) to students enrolled in an educational setting.
- Develop and maintain community and school partner relationships that will result in student engagement in Pre-ETS and Transition Services.
- Provide consistent counseling and guidance to students to improve the transition of students from school to postsecondary education or employment outcomes.
- Complete caseload management activities weekly and plan caseload activities at least one week in advance. Ensure accurate, consistent, and uniform compliance with SCVRD Consumer Services Policy.
- Identify and provide direct job placement and follow-up for all consumers who require assistance. Achieve the assigned successful Employment Outcome goal.

**Total Pre-Employment Transition Services Activities from SFY 2021 to 2025**



## Role of Vocational Evaluators/Job Preparedness Instructors

- Schedule, initiate, and complete an Extensive Vocational Assessment (EVA) to recommend an appropriate vocational objective (VO) that is based on the consumer's strengths, interests, abilities, and informed choice.
- Develop and coordinate the schedule of Job Preparedness Instruction (JPI) classes. Provide instruction in classes or an individual setting, utilizing the agency's JPI curriculum.
- Serve as facilitator for the SCVRD Career Network.
- Coordinate, manage, and facilitate Consumer Centered Updates (CCU) utilizing the JRT Seven Standards and document progress.
- Review all local recommendations for post-secondary training requests and provide necessary feedback.



## Role of Job Coaches

- Provide Job Search and Job Placement assistance to consumers requiring Supported Employment Services; develop new employer contacts and maintain existing employer contacts, resulting in job opportunities for consumers who require supported employment services.
- Provide Supported Employment services in keeping with the consumers' vocational objectives to include job matching, job analysis, intensive and systematic on-the-job training, social skills training, and identification of natural supports.
- Provide job coach assistance for consumers requiring supported employment services while attending Job Readiness Training (JRT).
- Provide job coaching for applicants participating in Trial Work Experiences.

### Types of Job Coaches

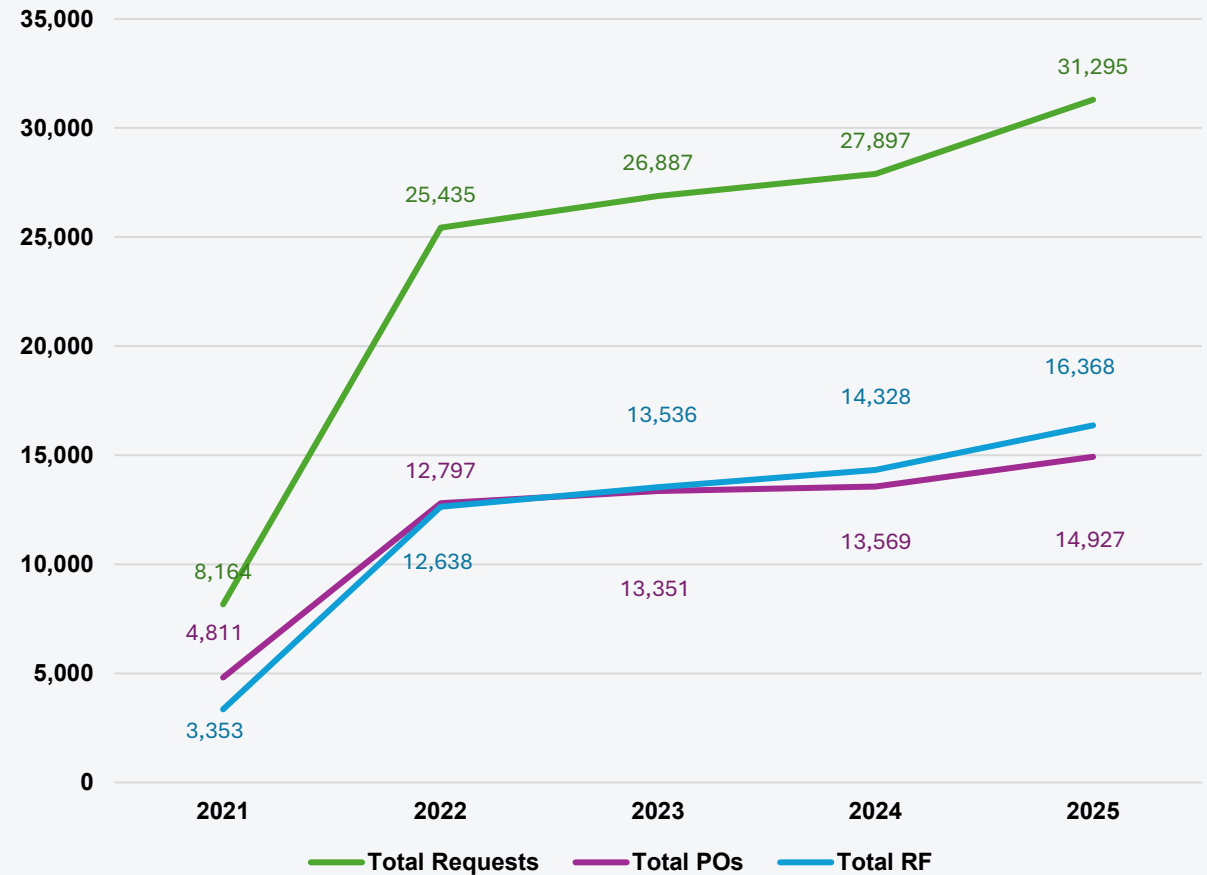
- General
- Transition
- IPS/Mental Health
- Project Search

**In FY '25, VR Job Coaches provided services to 1,117 supported employment consumers.**

## Role of Administrative Team Support Specialists

- Effectively and efficiently complete all administrative duties associated with assigned caseloads.
- Through effective weekly caseload management sessions, ensure all assigned cases maintain active engagement in rehabilitation services.
- Ensure all assigned cases meet federal compliance guidelines for eligibility determination and Individualized Plan for Employment (IPE) development.
- Using the procurement compliance checklist, verify that the procurement request meets compliance requirements before submitting procurement requests for approval.
- Actively manage the open encumbrance reports.
- **NOTE:** Total pending cases at the end of FY'25 = **12,161** consumers.

Revolving Fund and Purchase Orders from SFY 2021 to 2025



## Role of Business Development Specialists

- Provide quality business services resulting in employment outcomes for consumers. Provide direct job placement opportunities for career-ready consumers.
- Facilitate the Placement Team meeting, ensure the Career Ready list is up to date and accurate, and coordinate and assist the area office team with preparing consumers for employment.
- Market SCVRD services to business partners by educating them about the range of services available through VR and other workforce development partners.
- Assist transition staff in the provision of Pre-Employment Transition Services (Pre-ETS) focused on preparing students for their transition from high school to their identified employment goal or post-secondary opportunity.



**In Fiscal Year 2025,  
1769 businesses  
received services from  
SCVRD**



### **Repeat Business Count**

**854 business partners  
received multiple VR services**

## Role of Fiscal Specialists & Area Administrative Assistants

- Accurate completion of I-9 and W-4's, to include verification of supporting documents, prior to starting the JRT program and into consumer information into the Timekeeping, Reporting, and Accounting Console (TRAC) program.
- Maintain and order adequate supplies for the Job Readiness Training Center and Area Office and serve as contact person for service and repair calls.
- Serve as area liaison for Area's P-Cards, reviewing signed purchase receipts for compliance with State Contract and Procurement regulations.
- Provide administrative support to the Area Supervisor and assists with the office hiring process by managing applicant information, scheduling interviews, conducting reference checks, etc.
- Print consumer stipend and revolving fund checks weekly.

**In FY '25,  
completed I-9  
and W-4's for  
over 2000  
consumers in  
JRT**

**Printed over  
16,000 checks for  
revolving funds  
and 33,470  
checks for JRT  
consumers**

## Role of Job Readiness Training Center Managers

- Lead, supervise, coach and mentor all Training Center staff.
- Ensure Training Center stability in Compliance Assurance, Quality Customer Service, and Productivity.
- Provide job readiness training (JRT) to consumers.
- Maintain a balance of diversified contracts and training opportunities for all consumers.
- Manage Training Center operations in a clean, neat, and safe environment.
- Assist the Area Supervisor with the proper upkeep of the area building and grounds.
- Effectively manage sales orders and center inventory.
- Serve as a member of the area management team.

**27 JRT  
programs  
around the  
state**

**2040 Consumers  
Participated in  
JRT during FY25**

**From FY 21 to the  
present, statewide  
there were 236  
Business Partners  
providing training  
opportunities for JRT  
Centers that equate to  
3,817 projects**

## Role of Job Readiness Training Coordinators & Associates

- Provides supportive training and feedback to modify/improve worker traits and increase work tolerance and stamina which will lead to a successful employment outcome for the consumer.
- Instruct consumers in the achievement of meeting deadlines, and meeting employers' quality/quantity requirements.
- Provides appropriate level of supervision for consumers, to include susceptible consumers.
- In coordination with counselor, meets with the consumer monthly to evaluate progress and determine needed improvements for the consumer to become job-ready.
- Assists in determining job readiness and provide appropriate level of placement assistance.
- Assists in ensuring compliance with all SCVRD, DOL, and OSHA regulations to provide a safe and clean training environment.
- Completes all transactions assigned by Center Manager regarding materials, inventory, and deliveries within the SCEIS system.

**In FY '25, 541 consumers we successfully employed following JRT services.**

**Our part-time Truck Drivers assist with picking up raw materials and delivering finished products for the JRT Centers.**

### **Desired Worker Traits**

1. Attendance/Punctuality
2. Communication
3. Problem Solving
4. Professionalism
5. Teamwork
6. Time Management
7. Digital Literacy

## Role of the Receptionist

- Answer incoming calls to the area office using the standard VR greeting.
- Perform all administrative duties to include, but not limited to: scheduling appointments, assembling case files following survey, scanning required documents into CMS, processing mail, updating case files, stuffing and labeling envelopes, and receptionist duties.
- Identify cases to be placed in the shred bin following the Agency's Records Retention Schedule of three years.

## Role of the Maintenance Coordinator

- Maintain the grounds.
- Performs janitorial and maintenance tasks according to agency guidelines and expectations. Clean restrooms, offices, lobby, entrances, classrooms and breakrooms by sweeping, mopping, wiping, sanitizing, dusting floors and common areas, vacuuming and scrubbing.
- Maintain and monitor inventory of all cleaning and maintenance supplies.
- Performs minor repairs and upgrades on building and grounds equipment, HVAC systems, electrical systems, and performs minor carpentry/drywall work to repair.
- Review maintenance schedules and ensure agency vehicles receive timely service and repairs.
- Initiate and oversee preventive maintenance tasks to ensure equipment, facilities, and vehicles remain in optimal working conditions.



## Vocational Rehabilitation Roadmap

### Vocational Assessment

Interest Assessment Job Shadow  
On-site Work Assessment  
Work Evaluation  
Vocational Testing  
Aptitude/Achievement Testing  
Career Exploration  
WIN Ready to Work Assessment

### Consumer Service Provision

Diagnosis and Treatment of Impairment  
Vocational Counseling and Guidance  
Occupational/Vocational Training  
Job Readiness Training  
Post Secondary Education  
Job Search and Placement

### Application

Eligibility Assessment  
Benefits Counseling  
Medical / Psychological Assessment  
Records Review  
Trial Work Experience  
Comprehensive Evaluation  
Rehabilitation Technology Assistance  
Job Coach Assistance

### Individualized Plan for Employment (IPE)

Individualized Services  
Vocational Goal

### Successful Employment Outcome



Valley Forge Flags Partnership, Williamsburg



## Return on Investment

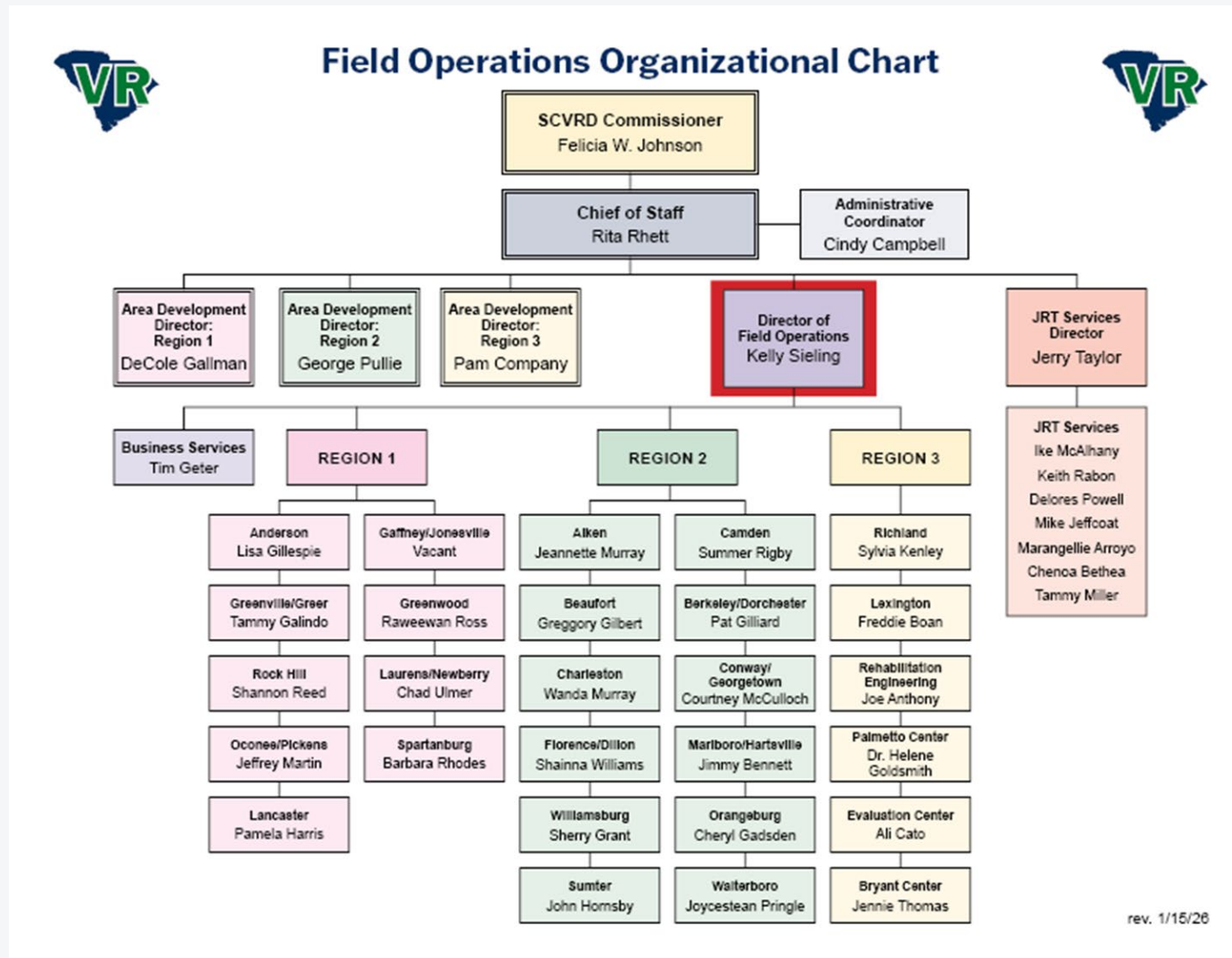
### SFY2024-2025

- 23,828 Total Consumers Served\*
- 3,937 Successfully Employed
- \$3.40 Paid Back for Every \$1 Spent on Rehabilitation
- Consumers' rehabilitation costs will be repaid in an average of 4 years.



**\*Given that rehabilitation is an ongoing process that typically spans several years, the SCVRD provides services to some of the same consumers in consecutive years.**

# Role of the Field Operations Director



## Role of the Field Operations Director

**Provide supervision for the Area/Comprehensive Services Supervisors while directly managing area operations to ensure consistency, accountability, and high performance.**

- Foster strong positive leadership,
- Set clear expectations and measurable goals;
- Maintain consistent and effective consistent staffing patterns
- Advocate for Field Office Staff

## Role of the Field Operations Director

**Work with supervisors to address issues with staff performance. Attend and actively participate in weekly HR staffing meetings to ensure recommendations are fair and consistent.**

- Behavioral Issues
- Performance Concerns
- Safety Audits Findings
- Field Audit Findings

## Role of the Field Operations Director

**Ensure achievement of assigned prorated and yearly goals and objectives for each area/program are met.**

- Coordination with Chief of Staff and Area Development Directors to ensure agency Program Integrity, **WIOA** Common Performance Measures, and annual goals are met.

## Role of the Field Operations Director

**Review feedback from the Area/Comprehensive Supervisors and sign all performance appraisals and planning documents for all field staff to ensure statewide consistency.**

- Conduct position focused workgroups to gather feedback and recommendations for potential planning document updates
- Make recommendations to maintain updated planning documents.
- Complete supervisors' performance appraisals
- Review all field staff performance appraisals (610 evaluations/year).

## Role of the Field Operations Director

### Serve as the Memorandum of Understanding and Infrastructure Funding Agreement (MOU/IFA) Manager.

- Facilitate and coordinate all communication regarding MOU/IFAs with our twelve workforce development areas in South Carolina.
- Review and process quarterly SC Works cost sharing invoices.
- Share updates to VR staffing at SC Works.

### WIOA required workforce partners:

- Adult Education & Literacy Programs
- Wagner-Peyser Employment Services (DEW)
- Rehab Programs for Individuals w/ Disabilities
- TANF Programs (DSS)
- Second Chance Programs
- Veterans Employment Programs
- Post Secondary Training Programs

## Role of the Field Operations Director

### **Oversee and supervise the Business Services Unit**

- Bi-weekly meetings with the Business Services Coordinator.
- Provide mentoring and guidance to Business Services Coordinator.
- Attend conferences & events related to Business Services.

## **Business Services**

**As a workforce development partner, VR can help your business achieve its competitive advantage by developing qualified candidates trained in various skills and offering valuable work habits.**

**Planning**

**Preparation & Training**

**Workforce  
Recruitment**

**Work Opportunity Tax  
Credit (WOTC)**

**When employed, VR consumers become taxpayers instead of relying on government disability benefits and other aid programs.**

## Core Business Services

### Planning

- Employer site visits
- Informational presentations
- Educational training sessions
- VR Office and Training Center tours
- Community resource referrals

### Preparation & Training

- Occupational/vocational training
- Customized training
- Work-based learning experiences
- Internships
- On-the-job training
- Apprenticeships


Agencywide in FY 2025, VR had 825 interactions with employers for the purpose of educating them on VR services.

In FY 2025, our staff partnered with 221 employers to provide training opportunities for consumers.

## Core Business Services

### Recruitment

- Task analysis
- Pre-screening
- Candidate referral
- Interview scheduling



In FY 2025, our staff participated in over 3,100 recruitment activities with employers to include 800 candidate referrals, 596 interviews scheduled, and staff facilitated 92 VR job fairs.

WORKFORCE DEVELOPMENT

# SC Works Trident highlights inclusion at job fair

Event draws employers, job seekers for National Disability Employment Awareness Month

BY MATT BISE - MBISE@BERKELEYIND.COM  
OCT 13, 2025

[+] ADD POST AND COURIER NEWS ON GOOGLE



An employer representative speaks with an attendee during the Disability Employment Resource Expo & Job Fair Oct. 8 at the Vocational Rehabilitation Center in Moncks Corner. The event, organized by SC Works Trident and state workforce agencies, connected job seekers of all abilities with local employers.

MATT BISE/INDEPENDENT



SC WORKS

WACCAMAW

A proud partner of the  
americanjobcenter  
network

VR Vocational  
Rehabilitation  
Let's go to work

JOIN SOUTH CAROLINA  
VOCATIONAL REHABILITATION FOR

# JOB FAIR

We're putting employers  
and job seekers together!



Date

Wednesday, November 19



Time

9:00 a.m. - 12:00 p.m.



Location

SCVRD Conway Office  
3009 Fourth Ave. Conway, SC 29527



For more information

Jacquelyn Ford *Business Development Specialist*  
JFord@scvrd.net

Participating in the event:

Kelly Education

City of Myrtle Beach

Comfort Keepers

Tidelands Health

Black's Tires

Goodwill

HGTC

Olsten Staffing

SC Works/WIOA

Spherion

Hire Quest Inc

The Key

Hilton Double Tree

Zaxby's

Heartful Hearts

Henry County

## Core Business Services

### Work Opportunity Tax Credit (WOTC)

Tax credits empower businesses to invest in training, orientation, and accommodation, unlocking opportunities for those who have faced significant barriers to employment.

**A few of the VR Business Partners who took advantage of the WOTC in FY '25:**



Business Partner Highlights Videos  
(these are located on YouTube 10/31/25):

- Sissy's Sweets

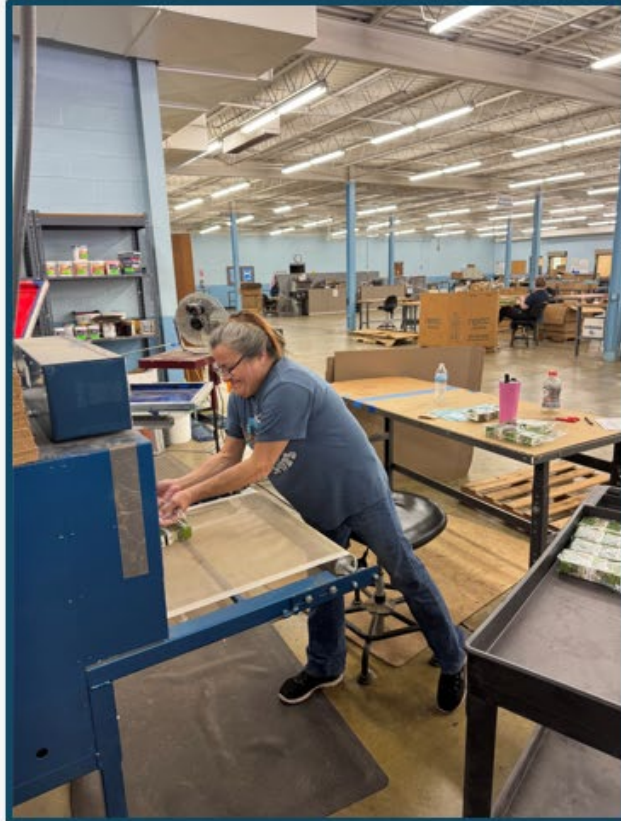
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- BPO American

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# Job Readiness Training Centers

## Job Readiness Training Centers



- ✓ Prepare and support South Carolinians with disabilities to achieve competitive, integrated employment through hands-on training and support.
- ✓ Provides structured, real-world training that builds practical skills aligned with today's workforce needs.
- ✓ Create clear pathways to sustainable employment, career success, and long-term independence.
- ✓ Strengthens South Carolina's workforce while supporting local employers and economic growth.
- ✓ Ensure accountability, funding stability, and measurable value for taxpayers.

# Job Readiness Training Centers

## Who We Serve

- Students transitioning from school to work.
- Individuals seeking skill development or career re-entry.
- Vocational Rehabilitation (VR) consumers preparing for employment.

## Core Services

- Work readiness and soft skills training.
- Career exploration and vocational assessments.
- Job search preparation and placement support.
- Work-based learning and employer engagement.

## Training and Instruction

- Workplace communication and professionalism.
- Time management, teamwork, and problem-solving.
- Foundational and industry-specific skill development.

## Supportive Rehabilitation

- Assistive technology training and accommodations by our Rehab Technology department.
- Disability-related skill development and self-advocacy.
- Coordination with VR counselors and case management.

# Intake and Referral Process to JRT Centers

## I. Eligibility and Referral Process

Consumer eligibility for VR services is determined by their Counselor at case opening. If deemed beneficial, the Counselor refers the Consumer to Job Readiness Training (JRT), a voluntary service requiring mutual agreement.

## II. Planning and Documentation

Before recommending JRT, the Counselor and Consumer develop an individualized employment plan. If JRT is included, a **“My Action Plan”** (MAP) is created to outline the Consumer’s goals. The MAP may be updated during training to address additional needs or classes.

## III. Referral Review and Orientation

Upon receiving a referral, the Training Center Manager reviews the packet, which includes the MAP, informed choice forms, and relevant disability or medication information. Based on this, the Manager assigns an appropriate training project and informs JRT staff. The Consumer is then scheduled for Orientation, which covers program details, facility tour, safety rules, behavioral expectations, and completion of required work authorization and tax forms.

## IV. Training and Scheduling

The Consumer and JRT staff may develop a customized schedule to accommodate individual needs. Job leads and placement opportunities are provided throughout training, often resulting in employment before program completion.

## V. Completion and Duration

Once MAP goals are met, the Consumer, Counselor, and JRT staff set an exit date and plan for continued job search. The program duration can range from two weeks to eleven months, depending on Consumer training needs. Consumers are not considered employees of SCVRD or the Training Center.



## Key Staff Roles: JRT Services Unit

- Director
- Regional JRT Coordinators
- Training Center Payroll Supervisor
- Accountant I
- JRT Program Coordinator
- Instructional Design Manager
- Administrative and Support Staff

## Director

- Oversees the State Office JRT Services Unit to ensure effective training and support for local Job Readiness Training Centers.
- Manages statewide financial and programmatic reporting for JRT Services.
- Directs the development and implementation of training curricula and materials for all JRT Centers.
- Ensures regulatory compliance across all training centers.

## Regional JRT Coordinators

- Provide programmatic support through site visits, coaching, and mentoring of JRT staff within assigned regions.
- Guide and mentor Center Managers to achieve or exceed agency performance goals.
- Deliver training on agency initiatives, regulatory compliance, subcontract costing, sales and distribution, material management, and inventory control.
- Ensure training projects are diverse and meet the needs of all referred trainees.
- Assist with center operations and consumer supervision when coverage is required.

### **JRT Program Coordinator**

- Maintains and updates the Material Master Portal in SAP (SCEIS).
- Serves as liaison between training centers and SCEIS for production inventory and supply items.
- Conducts cost accounting for training center projects.
- Performs process improvement initiatives, including method enhancements and time studies.

### **Instructional Design Manager**

- Designs, develops, and implements training materials for JRT consumers and personnel.
- Supports agency efforts to streamline and enhance consumer experiences with SCVRD's training programs.
- Provides training and coaching to agency staff delivering instruction.
- Collaborates with SCVRD business partners to develop consumer training curricula aligned with business needs.

### **Administrative and Support Staff**

- Provides daily support to JRT staff in creating and processing sales orders and invoices.
- Reviews invoices for accuracy and assists in correcting discrepancies.
- Converts purchase requisitions into purchase orders.
- Creates and updates pricing conditions for new materials related to JRT training projects.
- Offers direct assistance to JRT personnel in resolving issues with sales order creation.

## **Training Center Payroll Supervisor**

- Manages weekly payroll for 27 Job Readiness Training Centers.
- Oversees year-end payroll processes, including W-2 preparation and distribution to program participants.
- Ensures compliance with state and federal regulations regarding payroll, garnishments, and taxes.
- Provides statewide supervision and training on payroll policies and procedures to local JRT staff.

## **Accountant I**

- Assists the Payroll Supervisor with weekly payroll processing.
- Reviews new JRT entry documentation for accuracy and regulatory compliance.
- Serves as backup for the Payroll Supervisor.
- Trains local JRT personnel on payroll policies and procedures.

## Daily Operations at JRT Centers

Training typically begins at 8:30 a.m. at most centers, with customized schedules available based on individual needs.

Upon arrival, Consumers clock in and are assigned training projects, which may be recurring and can change daily based on Business Partner requirements.

Throughout the day, Consumers may attend Job Preparedness classes to strengthen job readiness skills. These classes are led by a VR Job Preparedness Instructor (JPI) and completion is recorded in the Consumer's MAP.

Training includes hands-on, individualized instruction using projects sourced from local business partners. Consumers are compensated at the federal minimum wage for this training. Standard breaks include two 15-minute periods and one 30-minute lunch. The training day generally concludes at 3:30 p.m. but may extend to meet Business Partner needs.

JRT staff document observations and information exchanges and conduct monthly progress meetings with each Consumer to review progress and outline next steps.

## Financial Processes – Statements of Work

All new JRT Customers' credit worthiness is verified using **Dun and Bradstreet's** Finance Analytics. This information is also used to set credit terms.

All JRT Customers are asked to complete a Statement of Work for each training project that outlines the sales price, shipping arrangements, material arrangements, and the credit terms.

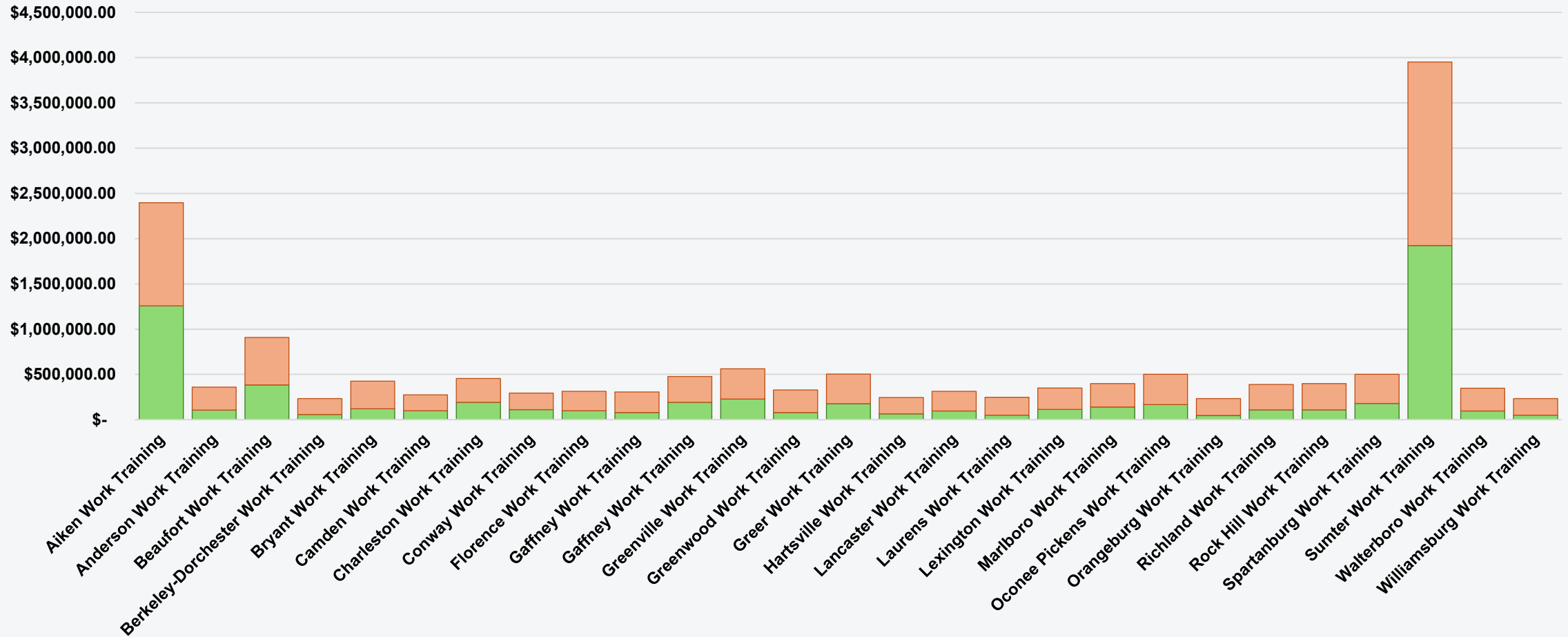
There are currently **197** JRT Customers that account for **3,817 (95.6%)** training projects that each have statements of work on file.

## Financial Processes – Program Income

- Program income comes from the results of training projects completed by JRT consumers.
- These funds help offset program expenses, including:
  - Consumer stipends
  - Cost of goods sold
  - Utilities
  - Supplies
  - JRT staff salaries
  - Equipment
- JRT consumers earn at least the federal minimum wage of \$7.25 per hour.
- Most raw materials are provided by business partners or customers.
- In limited cases, a training center may:
  - Purchase raw materials
  - Assemble products according to customer specifications
  - Invoice the customer after completion and shipment
- Program costs include:
  - Payroll and operating expenses
  - Other allowable costs under grant regulations

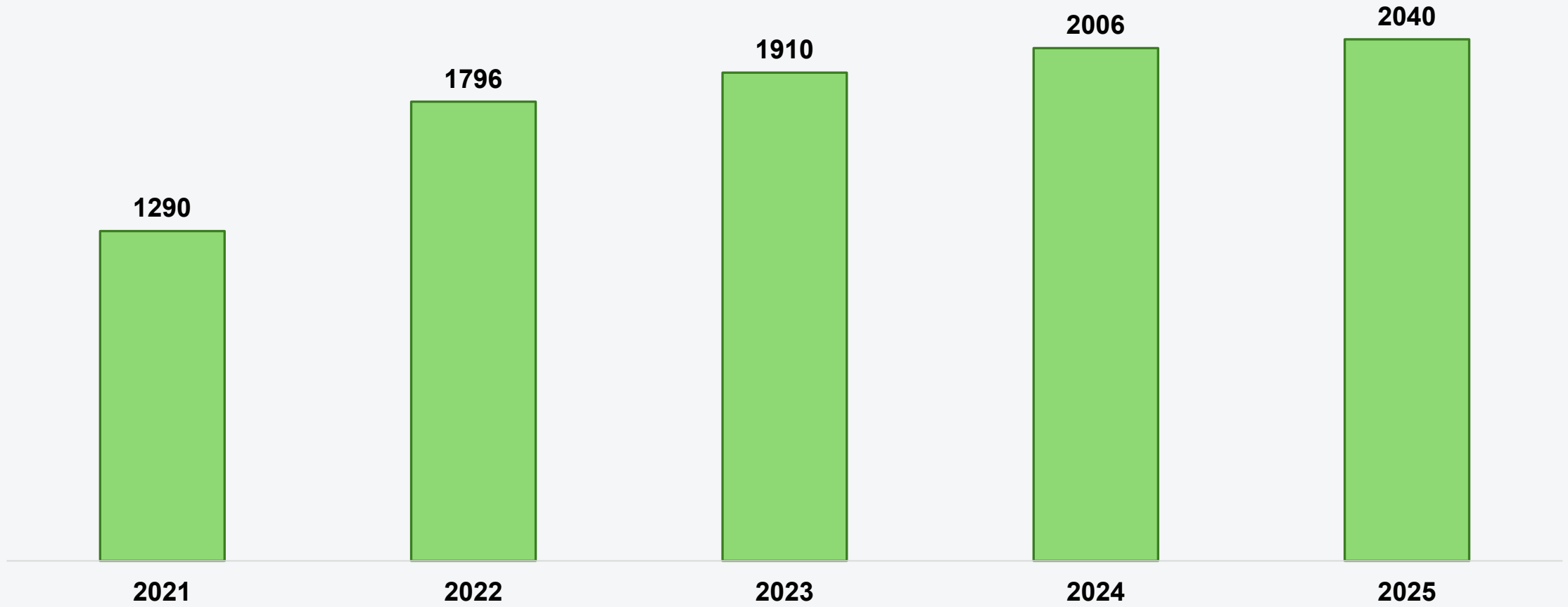
# Training Center Generated Program Income and Expenditures + COGS

TC Generated Program Income      Total Expenditures (Expenditures + COGS)

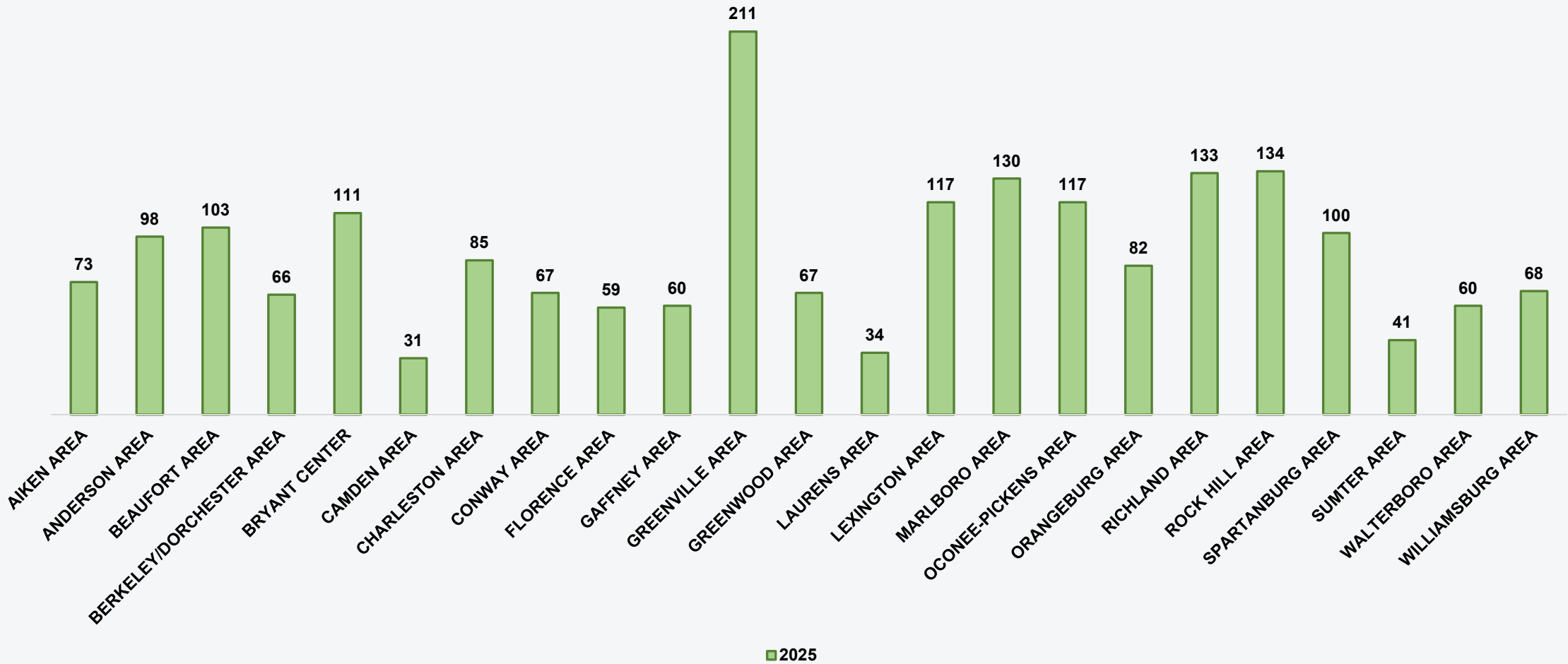


**JRT Centers**  
Performance Measures and Outcomes

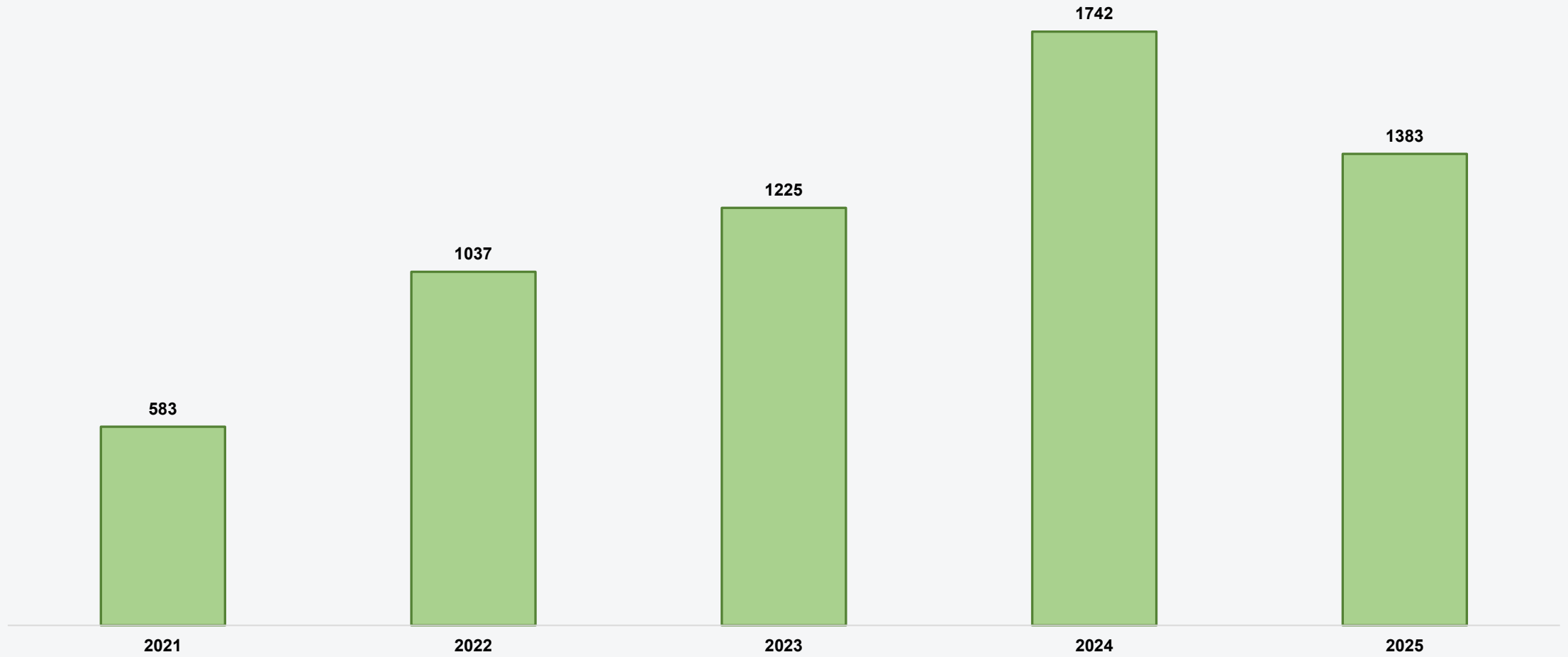
## Consumers Served SFY21-SFY25



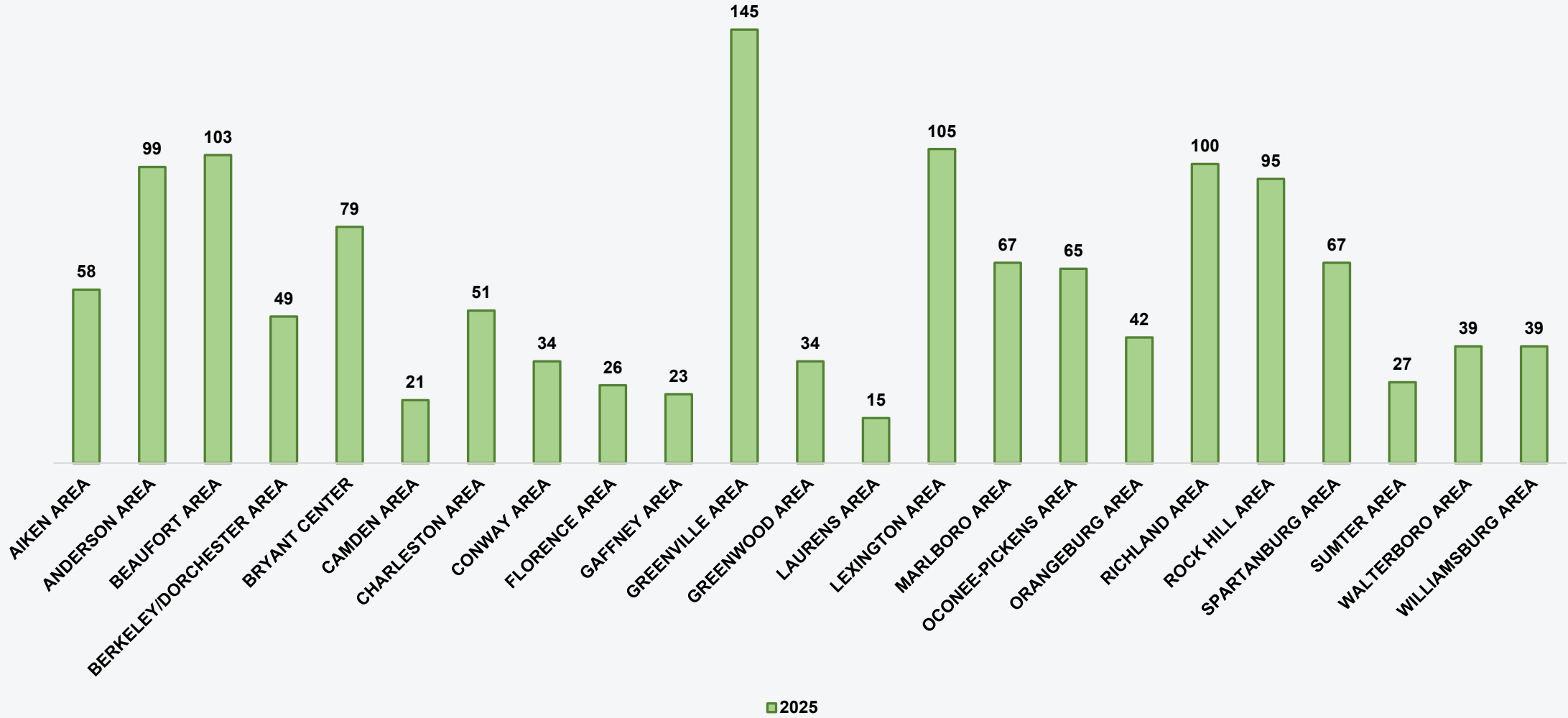
## Consumers Served by Area SFY 2025



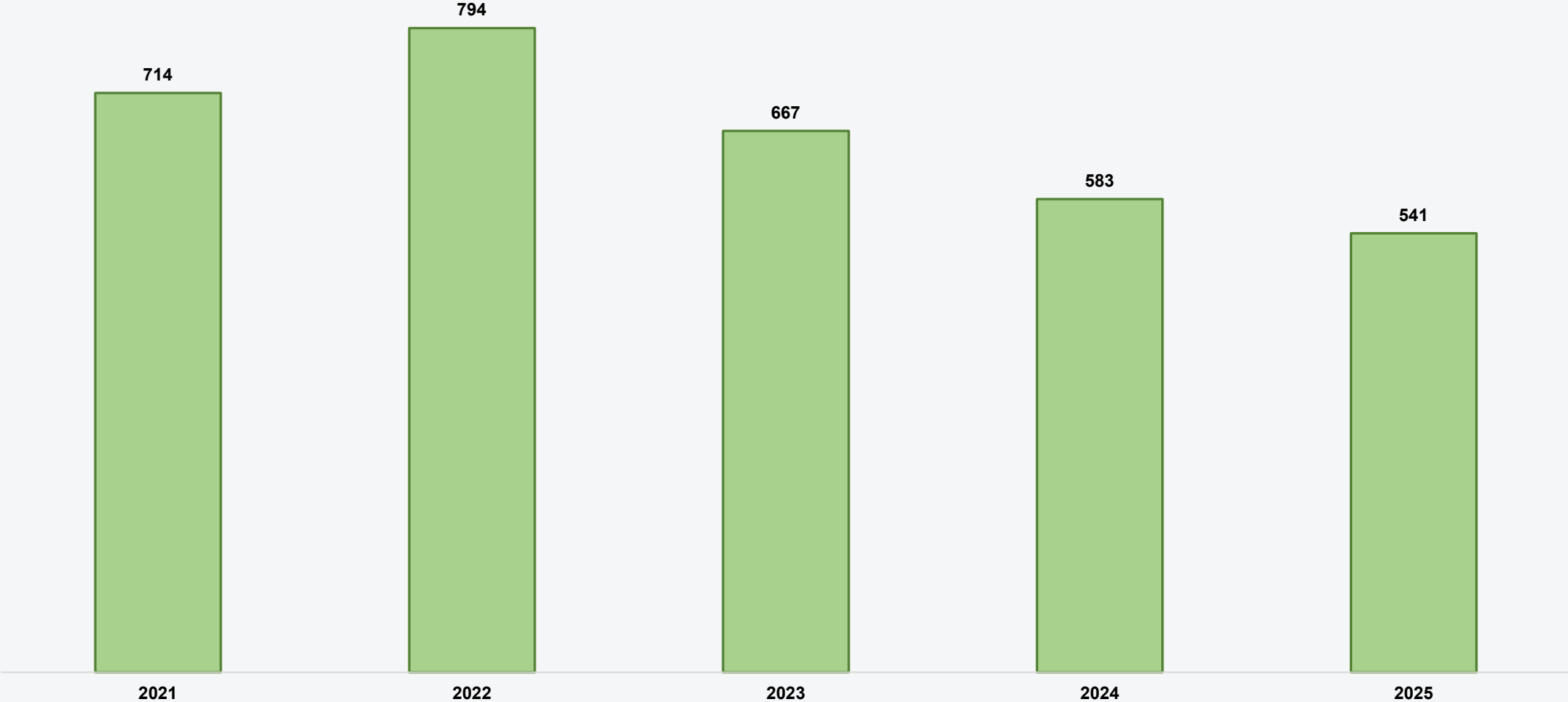
## Transition Youth in Training Centers



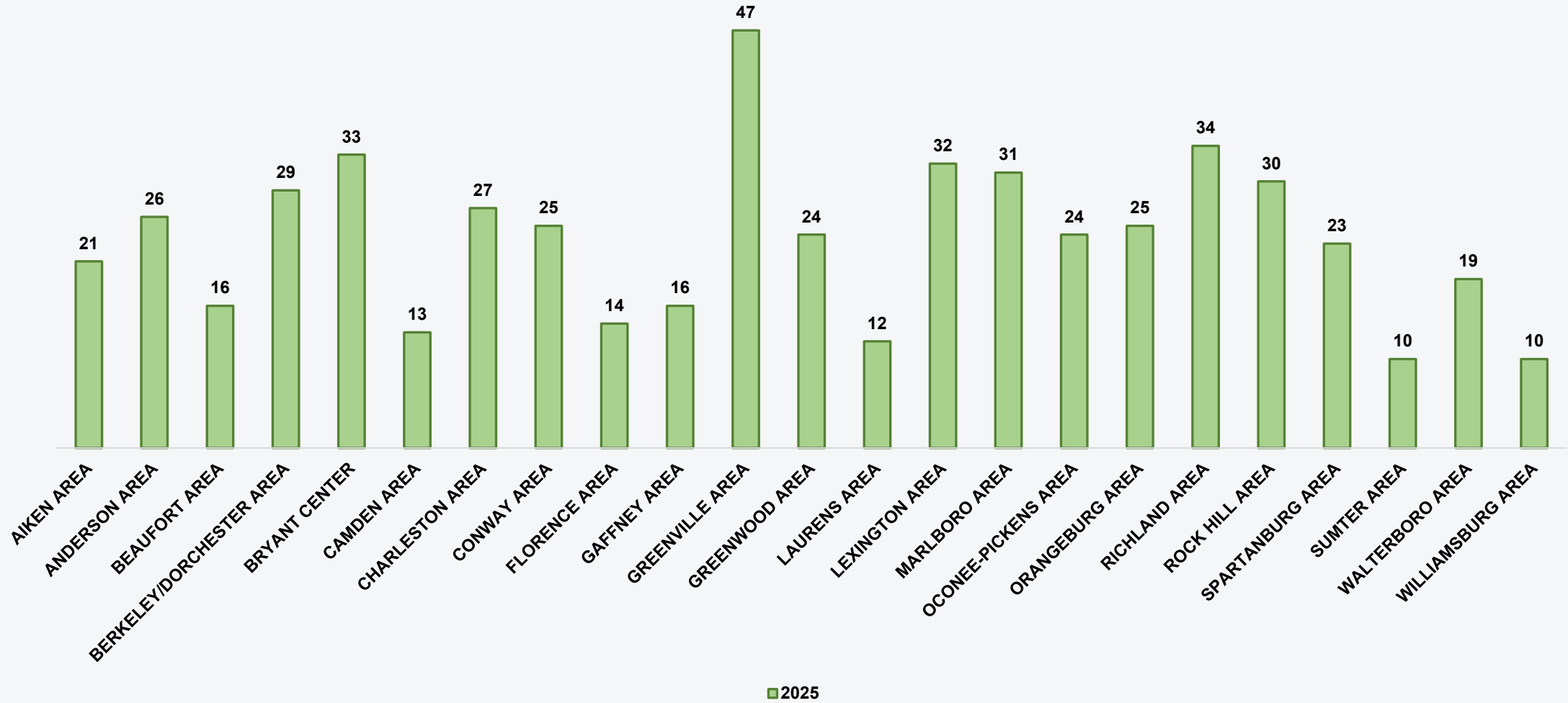
### Transition Youth in Training Centers by Area SFY 2025



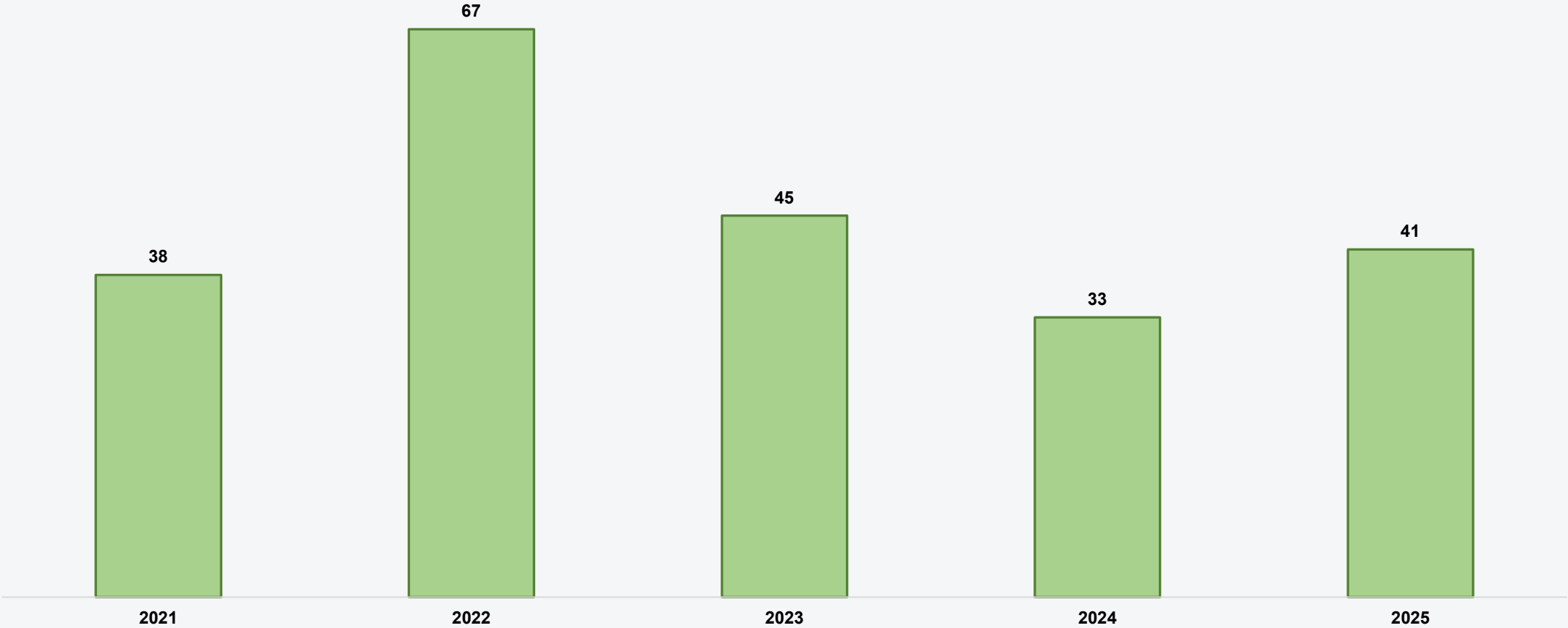
# JRT Participant Successful Employment Outcomes



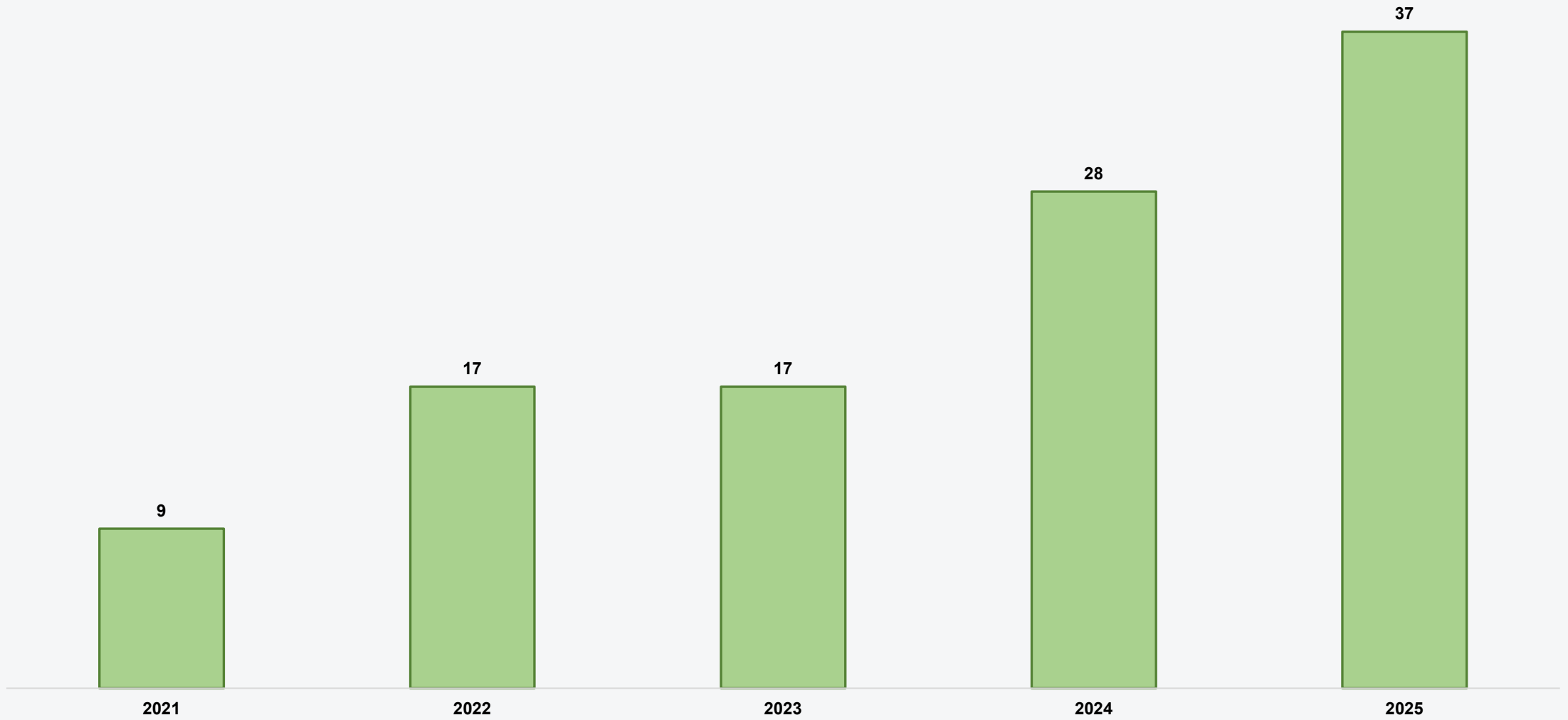
## JRT Participant Successful Employment Outcomes by Area SFY 2025



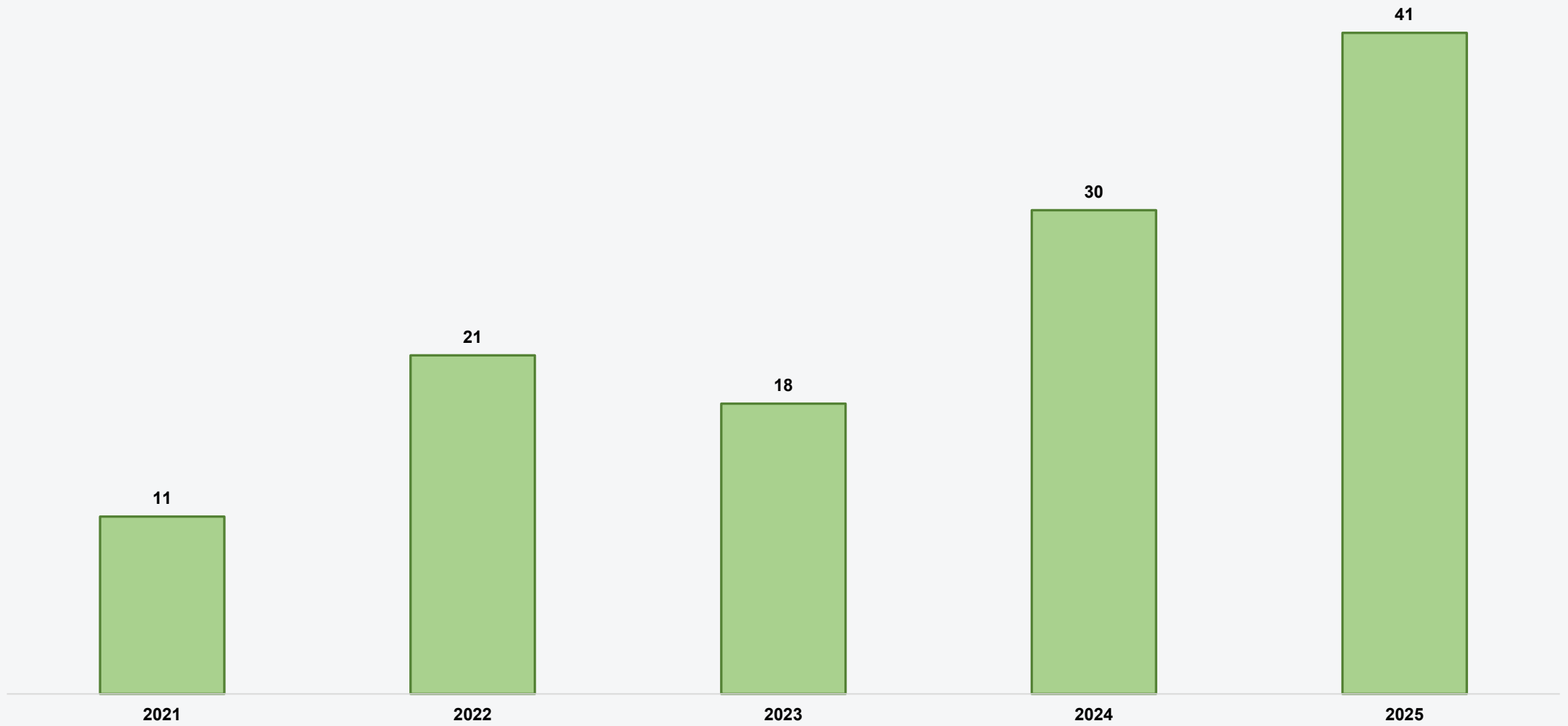
# JRT Customer Hiring



## Measurable Skills Gains



## Credential Attainments



# Business Partnerships

**Business collaborations are key to VR's success. Our primary goal is to link VR consumers with the right job opportunities, fostering success for both the individual and the business.**

## **Beaufort JRT Center**

Aunt Lauries

The Lap App Store

Green Bug, Inc.

Defense Finance and Accounting Service (DFAS) Industries

## **Berkeley-Dorchester JRT Center**

RayCap Inc.

Unifirst Corporation

Shimano

Concept Packaging

# Business Partnerships

## **Charleston JRT Center**

Univar Solutions (cleaning and recycling for Boeing)

AM Conservation

Cooper River Bridge Run

Industries for the Blind (Tape Measures)

## **Conway and Williamsburg JRT Centers**

Coastal Electric Cooperative, INC

Moose Distribution and Logistics

Workman Cycles

## **Greenwood and Laurens Centers:**

Mergon Corporation

Velux-Greenwood

Cooper Power Systems

Asten Press

Upstate Packaging

# Business Partnerships

## **Richland Center:**

Lizard's Thicket

Schneider Electric

Jarden Applied Materials

## **Oconee-Pickens JRT Center:**

Greenfield Industries

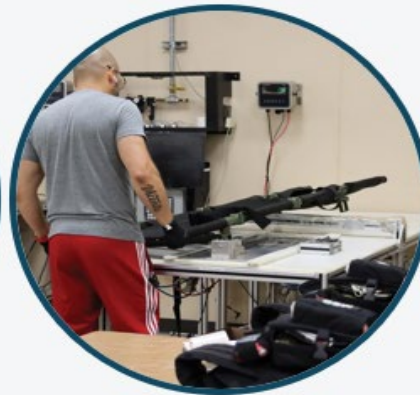
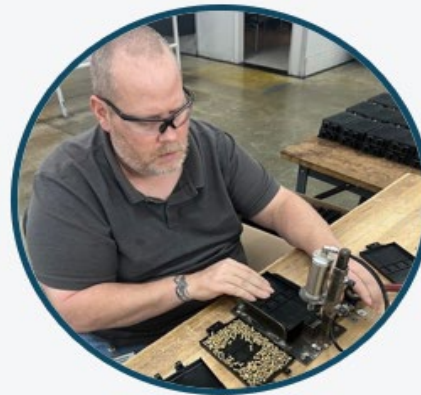
## **Spartanburg JRT Center:**

Siemens Industry, Inc.

## Job Readiness Training Centers Matter to South Carolina

**JRT Centers connect people with disabilities to real jobs while directly supporting the state's workforce and economic needs.**

**JRT Centers give employers a reliable talent pipeline, reduce hiring risk through better job matching, and support long-term employment outcomes.**



**Area Development Directors**  
**Vocational Rehabilitation Field Operations**  
**Local Support, Statewide Impact**



**DeCole Gallman**  
Director

Area Development  
Region I



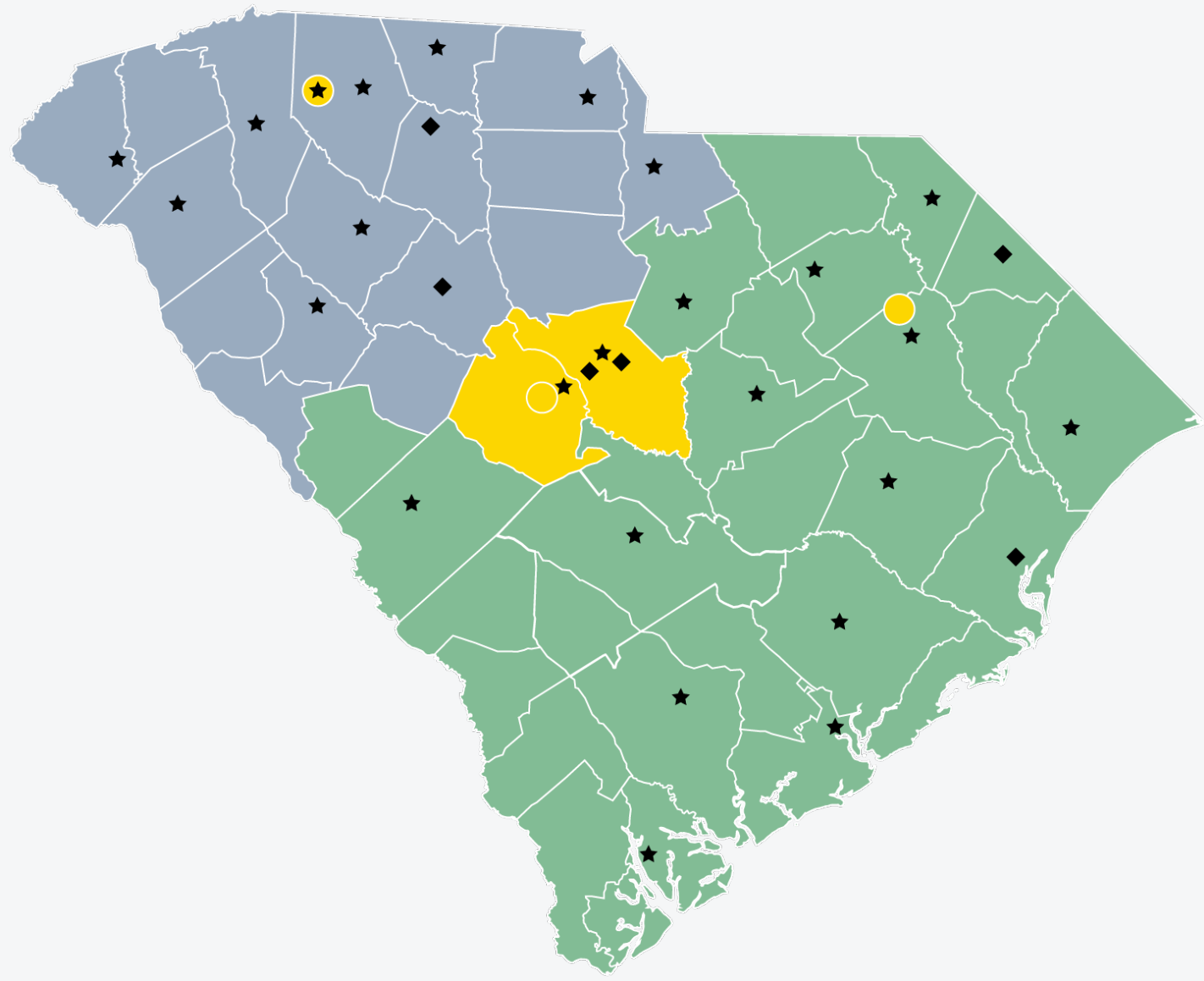
**George Pullie**  
Director

Area Development  
Region II



**Pam Company**  
Director

Area Development  
Region III

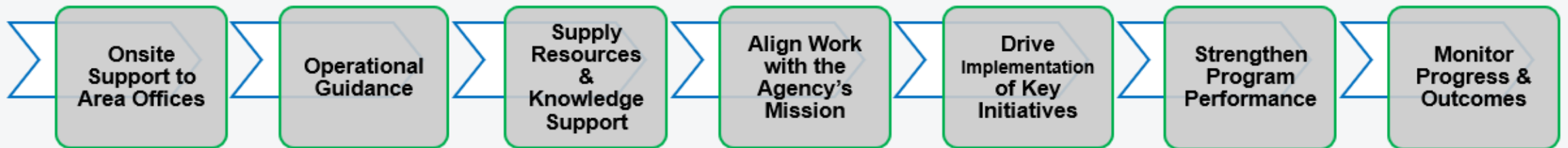


## Role of the Area Development Directors

Serve as the central point of coordination and support for area offices, providing strategic direction, leadership, mentoring, and hands on guidance to supervisors and staff.

Acts as a key liaison between the Chief of Staff and Field Operations Director, this role strengthens workforce capability, operational consistency, and alignment with agency goals through proactive leadership and collaboration.

### *Key Responsibilities*



# Onsite Support to Area Offices



## Operational Guidance



### Develop

Develop clear workflows and best practice tools for area office teams



### Provide

Provide coaching, mentoring, and technical assistance when staff need clarification and support



### Serve

Serve as liaison to state office departments to assist local offices in addressing issues (Facilities, Consumer Services, Human Resources, Information Technology, Legal)

## Supply Resources and Knowledge Support



Ensure teams have access to the systems, data, and tools needed to do their jobs effectively



Coordinate with other departments to ensure teams have up-to-date reference materials, training, and training resources, and policy information



Advocate for field staff

## Align Work with the Agency's Mission



Serve on the Commissioner's Executive Team.



Communicate and coordinate with leadership to make sure programs operate consistently in each office in the state.



Guide the development and implementation of programmatic initiatives.

## Drive Implementation of Key Initiatives



Coordinate with appropriate departments to roll out new policies, technology, and service improvements.



Communicate expectations, timelines, and responsibilities to keep staff informed and aligned.

## Strengthen Program Performance



Analyze program data to identify gaps, trends, and improvement opportunities



Collaborate with area office supervisors to implement corrective action plans for program improvements

## Monitor Progress and Outcomes



Track and monitor performance matrices, quality service indicators, and compliance measures



Provide mentoring and guidance to leadership to help offices stay on target for goal attainment.

**Vocational Rehabilitation Field Operations**  
**Region 1 Upstate**  
**Local Support, Statewide Impact**



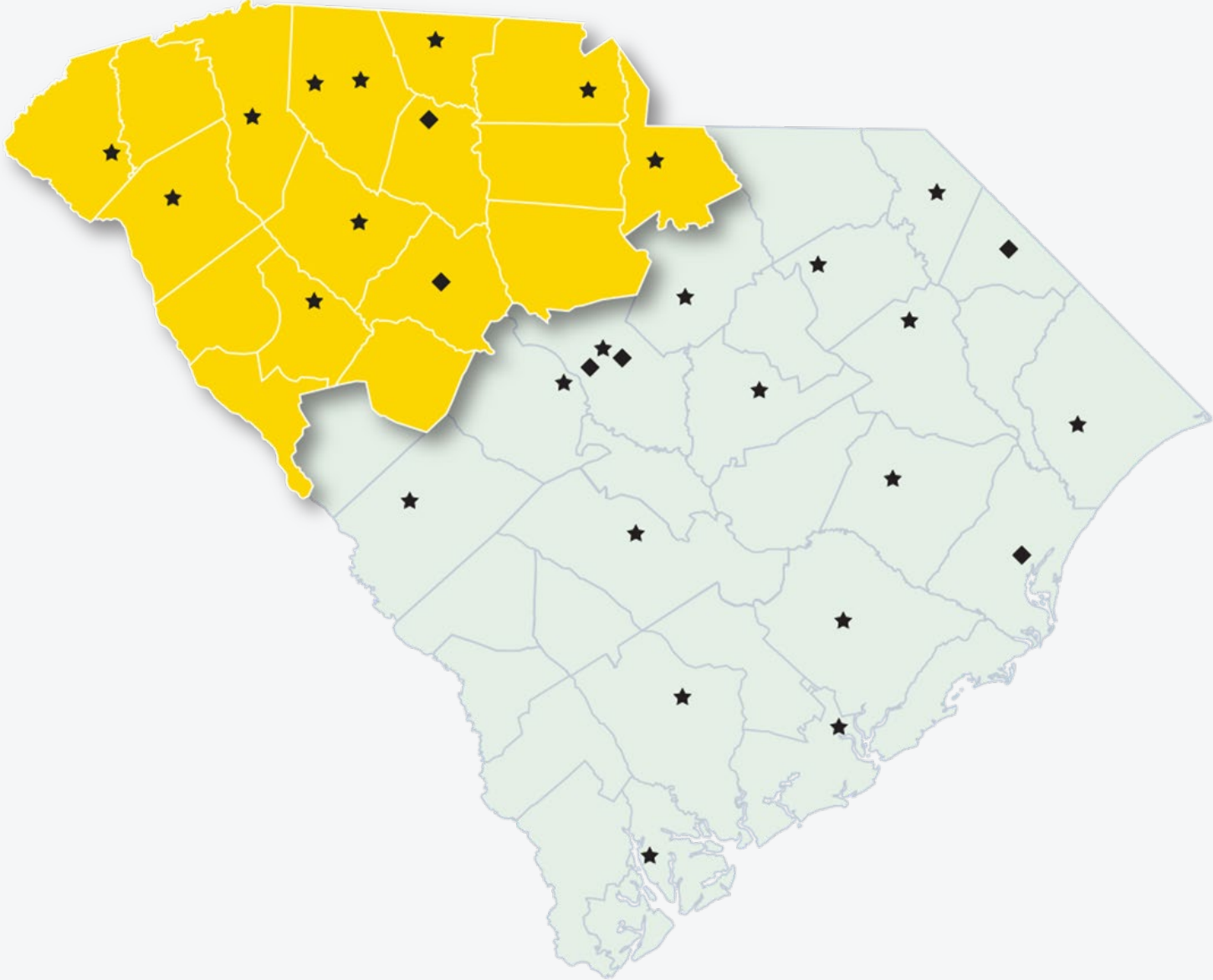
**Presented by DeCole Gallman**  
**Area Development Director**

27 years at SCVRD

***Fun Fact: Loves to work in the yard and rehab plants!***



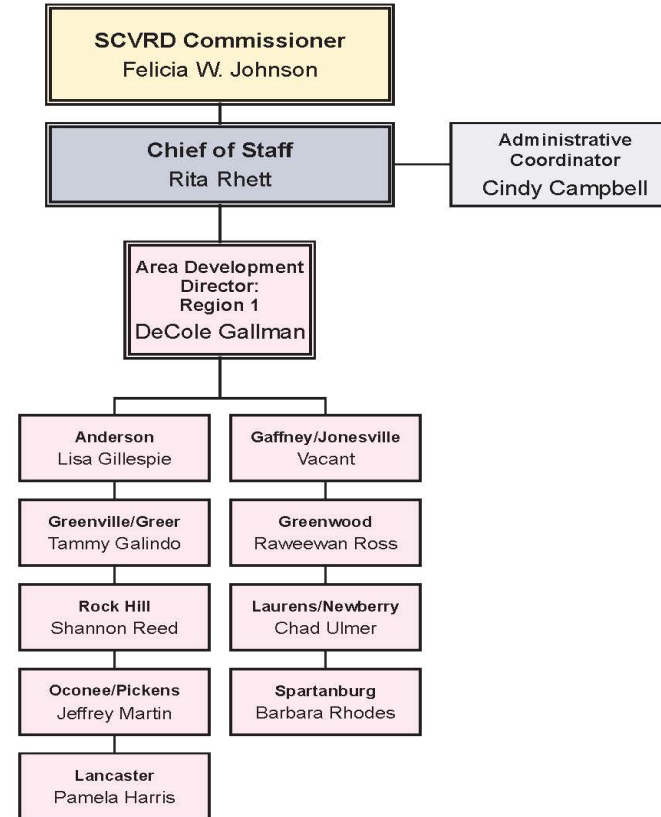
**Region 1**  
**The Upstate**



# Region 1 The Upstate



## Field Operations Organizational Chart: Region 1





**Committed to YES** is a message from the Commissioner challenging all South Carolina Vocational Rehabilitation staff to create positive, empowering experiences for every consumer and claimant.

It means saying “YES” to opportunity, progress, and service excellence—making every interaction meaningful and focused on success.

## Anderson Area Office

3001 Martin Luther King Jr. Blvd.

Anderson, SC 29625

Phone: 864-224-6391

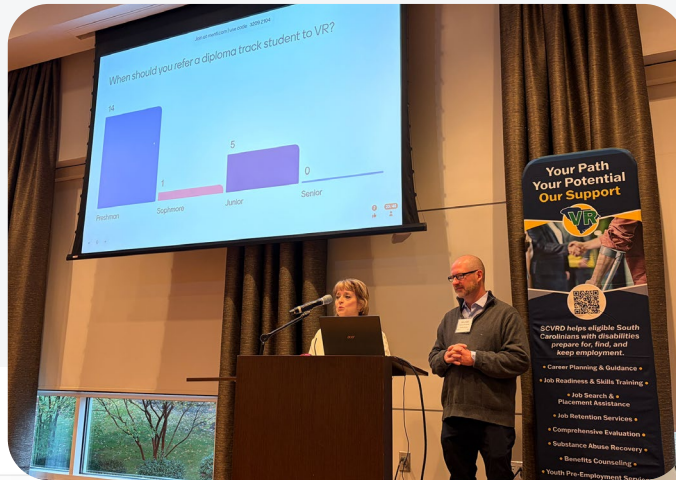
**Counties Served: Anderson**

<b>Year</b>	<b>Referrals</b>	<b>Plan</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	332	73	21	148
2022	349	258	18	178
2023	396	314	27	182
2024	401	324	17	203
2025	393	318	31	191
Total	1871	1287	114	902



SC Works WorkLink · Follow  
September 22, 2025 · 🌐

📅 Save the Date!... See more



Save the Date

**BEYOND GRADUATION:  
STRATEGIES FOR SUCCESS IN  
AN INCLUSIVE WORKFORCE**

ANDERSON UNIVERSITY  
October 28, 2025

In partnership with:



ANDERSON  
UNIVERSITY



ANDERSON  
UNIVERSITY

👍❤️ 5

8 shares

👍 Like

💬 Comment

➦ Share

👍 Like

💬 Comment

➦ Share

## Oconee Pickens Area Office

1951 Wells Highway

Seneca, SC 29678

Phone: 864-882-6669

**Counties Served: Oconee, Pickens**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	253	189	16	116
2022	296	245	24	128
2023	316	236	29	137
2024	386	283	23	144
2025	475	320	20	141
Total	1726	1273	112	666

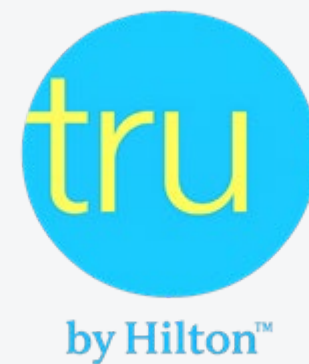


**South Carolina Department of  
Probation, Parole & Pardon Services**



**VR** SC Vocational Rehabilitation  
3,122 followers  
9mo

We are proud to announce our newest business partner, Andrew Valentine, General Manager of Tru by Hilton. Through this partnership, our consumers will gain an amazing experience in the hotel industry. Thank you to our outstanding BDS, Dan Alexander, and Job Coach, Cheryl Dodgin, for facilitating this venture.



**Greenwood Area Office**

2345 Hwy 72/221 E

Greenwood, SC 29649

**Phone: 864-229-5827**

**Counties Served: Greenwood, Abbeville, McCormick, Saluda**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	361	66	4	183
2022	344	220	12	176
2023	403	255	13	174
2024	421	292	12	172
2025	439	282	13	191
Total	1968	1115	54	896

# Greenwood JRT Center – Eaton



*Powering Business Worldwide*



**Eaton Industries is a global leader in intelligent power management solutions for the data centers, utility, industrial, commercial, machine building, residential, aerospace, and mobility markets. The Greenwood Eaton projects are used in household fuse panels. Consumers are trained in skillsets that include inventory management, quality control and compliance, etc.**

## **Spartanburg Area Office**

353 S. Church Street

Spartanburg, SC 29306

**Phone: 864-585-3693**

**Counties Served: Spartanburg**

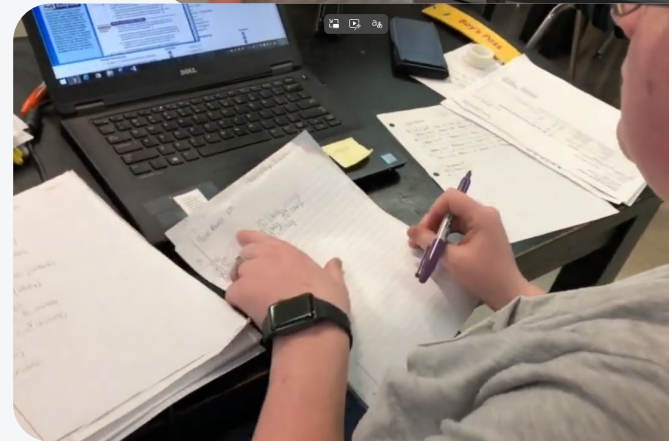
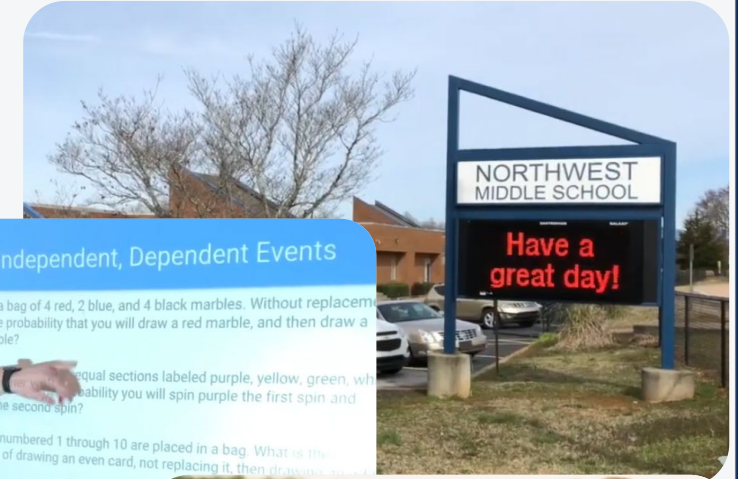
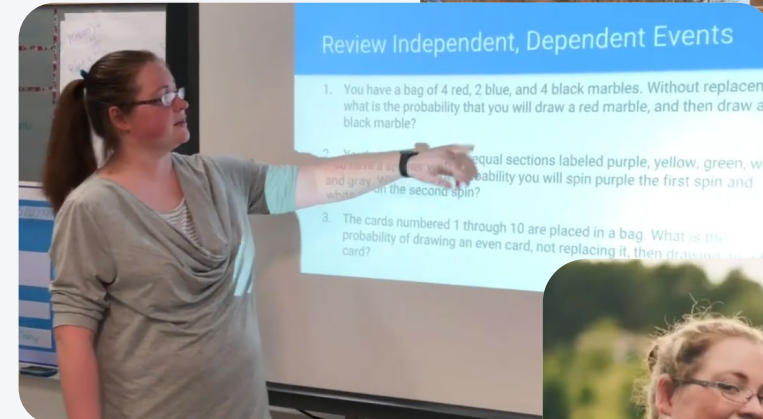
<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	394	167	3	212
2022	371	257	11	205
2023	476	338	18	176
2024	467	284	31	182
2025	440	323	18	192
Total	2148	1369	81	967



## Consumer Spotlight Candrea Farrell 2019 Consumer of the Year

Consumer's Employer: **Greenville County School District**

Candrea Farrell, diagnosed with **Specific Learning Disability (Reading Disorder)** and **ADHD**, faced challenges with reading comprehension, concentration, planning, and communication. Through comprehensive services from **South Carolina Vocational Rehabilitation Department**, she received counseling and guidance, transition services, academic support, transportation assistance, and assistive technology, including a smart pen to aid her studies. With VR's support, she earned both an **associate degree** and a **bachelor's degree in education** and successfully secured employment as a middle school **science teacher**. She continues to thrive in her career, demonstrating sustained success and independence.





**2026  
Spartanburg  
Mayor's  
Walk & Roll**  
{Committee for People with Disabilities}



**Laurens Area Office**

2601 Evans Street

Newberry, SC 29108

Phone: 803-276-8438

**Counties Served: Laurens and Newberry**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	252	120	2	85
2022	333	208	13	138
2023	382	243	12	133
2024	426	257	11	138
2025	381	201	26	141
Total	1774	1029	64	635



## **Consumer Spotlight Brett Rhoad and Jacob Rhoad**



- Consumers since 2015
- Disability Diagnosed: Hereditary Muscular Dystrophy
- VR Services Received
- Vehicle Modification Assistance
- Workplace Accommodation Assistance

**Rock Hill Area Office**

1020 Heckle Blvd.

Rock Hill, SC 29732

Phone: 803-327-7106

**Counties Served: York, Chester**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	333	144	8	136
2022	278	179	17	158
2023	348	235	15	137
2024	347	183	10	87
2025	367	229	9	94
Total	1673	970	59	615




# JOB FAIR

Don't miss this opportunity to connect with top employers and explore diverse roles across multiple industries—all under one roof.

 **Wednesday**  
February 4, 2026

 **Time**  
10:00 AM - 1:00 PM

 **1020 Heckle Blvd**  
Rock Hill, SC 29732  
(803) 327-7106

**JOIN US**





**Caroline Vervoort**  
2w · Edited

We are so proud of these consumers for earning their OSHA 30 & Lean Six Sigma Yellow Belt certifications! Are you looking to recruit this type of talent and skillsets as the next key player on your team? Let me know your business needs and I can assist in helping start that conversation!

[#thescvrd](#) [#scvrd](#) [#rockhill](#) [#manufacturing](#) [#leansixsigma](#) [#osha](#) [#letsgotowork](#) [#ytc](#) [#yorktech](#)

**Tyler Copeland**  
3w

Proud of these students! 🥳  
This month, they're putting in the work to complete OSHA 30 and Lean Six Sigma Yellow Belt certifications as part of our Ready to Work: Industrial program.

The payoff? At the end of the course, they'll showcase their new skills at a career fair, connecting directly with employers and taking the next step into the workforce.



7

Like Comment Share



**Lancaster Area Office**

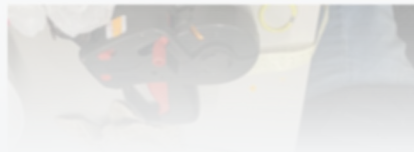
115 Roddy Drive

Lancaster, SC 29720

Phone: 803-285-6909

**Counties Served: Lancaster**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	116	66	8	71
2022	121	76	8	45
2023	141	81	16	45
2024	134	84	11	49
2025	151	61	11	33
Total	663	368	54	243



The Kershaw Area Resource Exchange (KARE) is a nonprofit organization that has served neighbors in Kershaw and surrounding areas for over 40 years, providing crisis assistance, hunger relief, home repairs, and affordable goods through its thrift store, The Exchange by KARE. Dedicated to helping clients achieve lasting financial independence, KARE supports communities including Kershaw, Bethune, Cassatt, Heath Springs, Jefferson, Liberty Hill, and Westville, SC. Learn more at [www.kershawkare.org](http://www.kershawkare.org)

**Gaffney (Jonesville) Area Office**

364 Huntington Road

Gaffney, SC 29341

Phone: 864-489-9954

**Counties Served: Cherokee, Union**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	156	177	8	83
2022	196	115	24	77
2023	230	124	19	66
2024	297	193	16	97
2025	319	207	17	102
Total	1198	816	84	425



**Greenville Area Office**

105 Parkins Mill Road

Greenville, SC 29607

Phone: 864-297-3066

**Counties Served: Greenville**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	742	100	29	356
2022	749	535	29	361
2023	844	618	32	371
2024	874	631	26	391
2025	816	592	22	369
Total	4025	2476	138	1848



## Greer JRT Center – North American Rescue



**NORTH AMERICAN RESCUE®**



**North American Rescue (NAR) is one of South Carolina Vocational Rehabilitation Departments (SCVRD) largest business partners and true champion for VR services. We collaborate assemble, and package combat medical supplies. Consumers are trained in skillsets that include order picking & packing, manufacturing production, stocking and material handling, and product sorting; as well as quality control and attention to detail when fulfilling orders for each kit.**



## Jamilah Roberts *Consumer Success Story*



Our **2023 Consumer Achievement Award Winner, Jamilah Roberts**, came to SCVRD in **2014** after surviving a devastating car accident that left her with multiple broken bones, internal injuries, and vision loss in one eye after nine days in a coma. She was just **22** years old.

With an infant son to care for and no access to disability benefits, her journey could have easily turned negative—but instead, Jamilah embraced rehabilitation through SCVRD with courage and determination. She transformed her challenges into purpose, deciding to help others through healthcare.

By **2020**, she began working as a home health aide during the pandemic and soon earned her **CNA license**.

Today, Jamilah continues to serve her clients with compassion and resilience, embodying her belief that “I have a disability on paper, but I can do everything anybody else can.”

Her journey shows that with perseverance and VR’s support new beginnings are always possible.

**Vocational Rehabilitation Field Operations**  
**Region 2 Lower State**  
**Local Support, Statewide Impact**



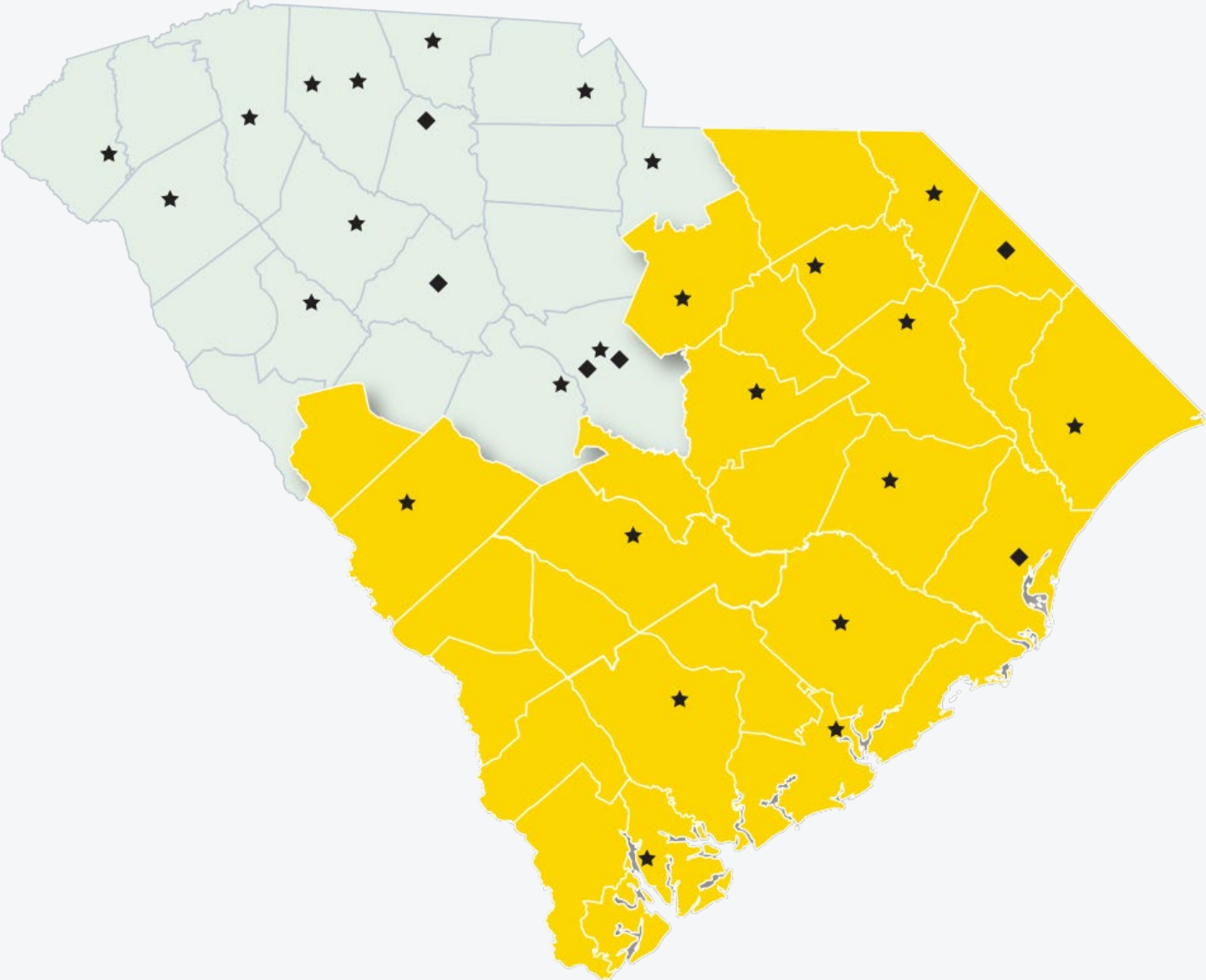
**Presented by George Pullie**  
**Area Development Director**

**28 years at SCVRD**

***Fun Fact:* “I love golf, it doesn’t love me back”**



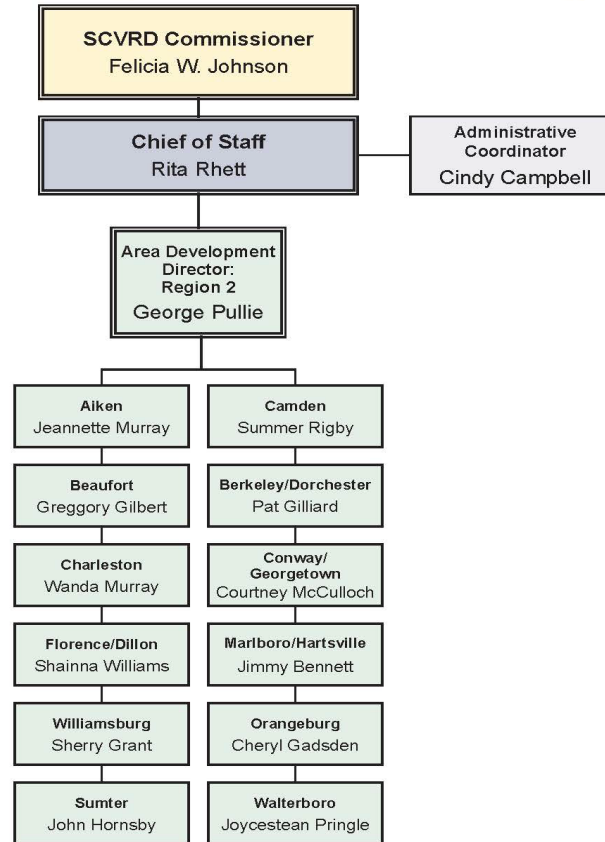
**Region 2**



# Region 2 Org Chart



## Field Operations Organizational Chart: Region 2



**Aiken Area Office**

855 York St. N.E.

Aiken, SC 29801

Phone: 803-641-7630

**Counties Served: Aiken, Edgefield, Barnwell**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	289	177	15	112
2022	315	211	13	130
2023	331	226	20	110
2024	401	280	28	148
2025	368	285	30	165
Total	1704	1179	106	665

# Aiken JRT Center – Savannah River Nuclear Solutions

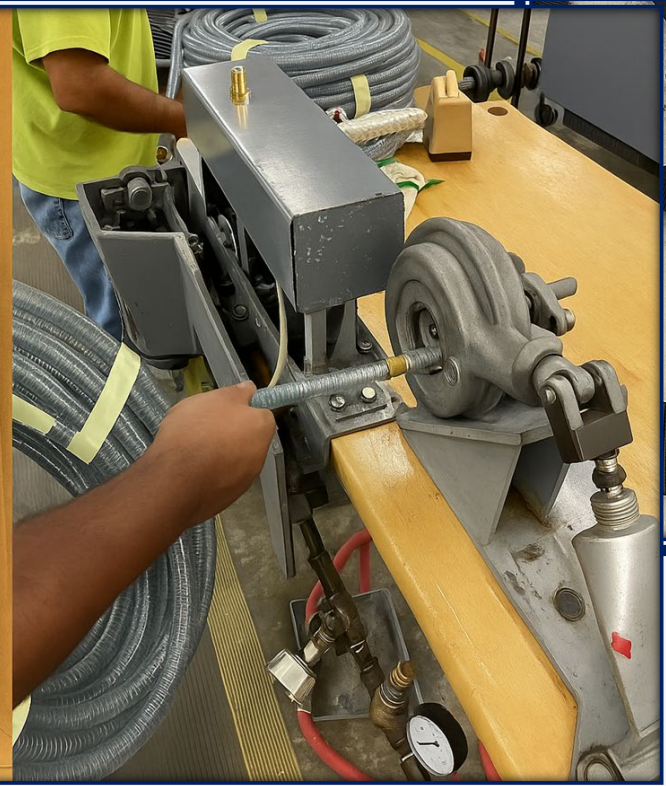
**Savannah River Nuclear Solutions (SRNS)** has been in operation for over 70 years and has been a valued and vital partner with the Aiken Job Readiness Training Center for nearly 45 of those years. Consumers are trained in skillsets that include safety and regulation compliance, technical material handling, picking, packing, and assembling, shipping and receiving manufacturing production, quality assurance and auditing, etc.

## Savannah River Nuclear Solutions (SRNS) *Partnership*

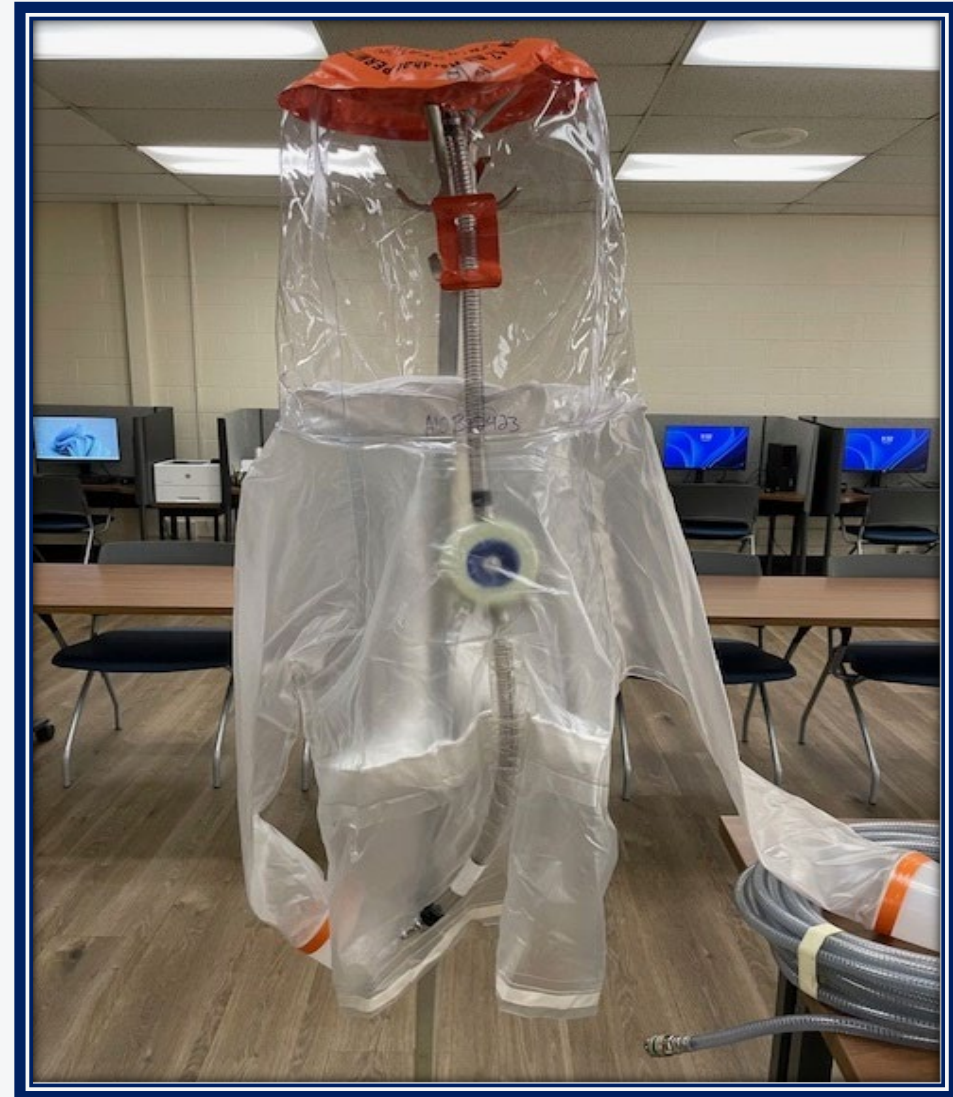
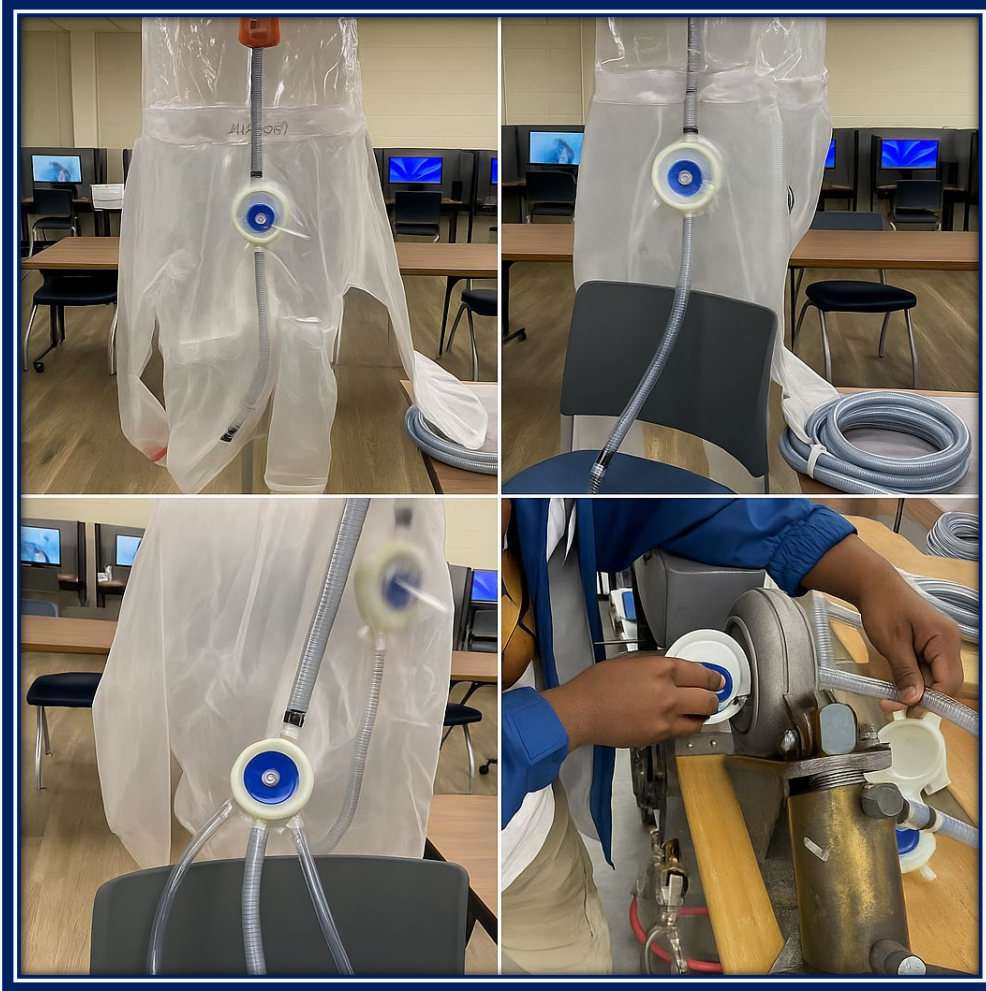
- 45-year partnership between **SCVRD** and SRNS
- Assembly of a variety of breathing air hoses, air distribution systems
- Protects end user from airborne radiological contaminants
- Assembled in Aiken Job Readiness Training Center
- Consumers operate wire reels to roll hoses to length & pneumatic equipment attaches fitting to hoses
- Each apparatus inspected by consumers then staff
- Packaged to SRNS standards and delivered where they undergo strict inspection process by SRNS



# Aiken JRT Center – Savannah River Nuclear Solutions



# Aiken JRT Center – Savannah River Nuclear Solutions



# Savannah River Nuclear Solutions



**Beaufort Area Office**

747 Robert Smalls Parkway

Beaufort, SC 29906

Phone: 843-522-1010

**Counties Served: Beaufort, Jasper**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	181	131	10	110
2022	172	129	14	93
2023	236	170	20	93
2024	260	181	27	95
2025	271	205	13	99
Total	1120	816	84	490



## Beaufort Consumer Achievement

- High School Student presented with Autism & Attention Deficit Hyperactivity Disorder (ADHD).
- Worked with student in high school. Sponsored student at USC-Beaufort to pursue Computer Science Degree. Received Bachelor of Science in 2023.
- After major placement efforts, student interviewed and was selected for a job at the Beaufort County Registrar of Deeds Office for Data Analysis.
- Has prospered with all tasks and duties with veteran counterparts.
- Supervisor indicates he is the “Go To Guy” for all things in the Registrar of Deeds Office.
- Case opened in 2019. Office was persistent in this six -year journey with consumer.

**Berkeley Dorchester (Moncks Corner)**  
**2954 S. Live Oak Drive**  
**Moncks Corner, SC 29461**  
**Phone: 843-761-6036**  
**Counties Served: Berkeley, Dorchester**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	449	289	23	181
2022	416	287	38	192
2023	411	271	34	164
2024	419	295	38	171
2025	476	315	27	161
Total	2171	1457	160	869



## **Berkeley Dorchester Consumer Achievement**

- Consumer came to SCVRD looking to career advancement.
- Due to functional limitations associated with Autism, consumer could not advocate for himself and advance with employer. Unfortunately, consumer work hours were cut.
- Wanted outdoor position and possessed knowledge of outdoor tools.
- VR staff assessed consumer skills and did extensive interview preparation.
- Coordinated interview with Berkeley County and obtained position as a Landscaper working with a mobile work crew.
- Consumer is performing well with full benefits.

**Camden Area Office**

15 Battleship Road Ext.

Camden, SC 29020

Phone: 803-432-1068

**Counties Served: Kershaw, Lee, Fairfield**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	195	100	6	96
2022	216	141	9	94
2023	236	170	14	93
2024	260	162	19	88
2025	284	181	18	90
Total	1191	754	66	461



## Camden Consumer Achievement

- Consumer presented with massive pain in both hips.
- Commercial Driver's License (CDL) truck driver who was literally carried off his job due to intense pain and lack of mobility.
- Consumer was homeless and living in his car.
- Provided supports to assist with surviving and VR assisted in both hip replacements.
- Consumer was able to return to long distance truck driving with Exxess LLC Trucking Company making \$1600/week. No longer homeless.

**Charleston Area Office**

4360 Dorchester Road

North Charleston, SC 29405

Phone: 843-740-1600

**Counties Served: Charleston**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	440	291	25	225
2022	390	298	21	170
2023	331	299	28	213
2024	464	306	32	135
2025	509	267	23	123
Total	2134	969	129	866



## Charleston Consumer Achievement

- Project Search partnership with Medical University of South Carolina (MUSC).
- Five student interns with significant disabilities from Charleston County School District.
- Rotate in 4 different departments (Linen, Dining Service, Emergency Room, and Central Supply).
- All four students employed at MUSC after completion of program.
- VR hires and provides Project Search Job Coach.

**Conway**

3009 Fourth Avenue

Conway, SC 29527

Phone: 843-248-2235

**Counties Served: Horry, Georgetown**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	500	338	18	230
2022	602	439	25	245
2023	631	442	30	274
2024	768	518	23	259
2025	843	588	27	259
Total	3344	2325	123	1267



## Conway Consumer Achievement

- Student Luke Perritt was referred by Palm Charter School
- VR provided Pre-ETS services at the school and the student attended Horry-Georgetown Technical College as a dual enrollee
- Student was Valedictorian with an IEP
- Student overcame extreme shyness by attending JRT in Conway
- VR developed Customized Training Opportunity and received his Outboard Marine Technology Technician Certification and NEMA Certification
- Consumer was placed at Glendinning Products as a Motorboat Mechanic and Service Technician



**Florence**

1947 West Darlington Street

Florence, SC 29501

Phone: 843-662-8114

**Counties Served: Florence, Dillon, Marion**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	486	376	21	244
2022	771	483	13	312
2023	775	525	13	305
2024	720	341	15	198
2025	800	465	19	188
Total	3552	2190	81	1247



## Florence Consumer Achievement

- Consumer with Major Anxiety Disorder relocated to the area .
- Worked most of his life and was uncertain on how to obtain a position in a new area with a disability.
- Needed support and confidence which he found in VR's Job Readiness Training program which provided structure.
- Through VR, consumer received Job Coaching and Adult Education services to enhance his employability skills. Never too late to learn!
- Business Development Specialist identified a position at a food service packaging company which matched his skills perfectly.
- Employer praises his work ethic, attention to detail, and sense of urgency required in all employees.

**Marlboro (Bennettsville)**

1029 SC-9

Bennettsville, SC 29512

Phone: 843-479-8318

**Counties Served: Marlboro, Chesterfield and Darlington**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	204	187	22	142
2022	309	260	14	163
2023	320	323	22	167
2024	396	394	24	168
2025	342	323	10	160
Total	1571	1487	92	800



## Marlboro-Bennettsville Business Partnership

- 15 Year partnership providing great skills training for consumers.
- Ina Bearing, Cheraw S.C.
- Reclaim Piston Housing for Honda, Ford, GM & Chrysler.



INA USA  
CORPORATION

## Orangeburg

1661 Joe S. Jeffords Hwy S.E.

Orangeburg, SC 29115

Phone: 803-534-4939

**Counties Served: Orangeburg, Calhoun, Bamberg**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	239	103	13	75
2022	320	191	15	140
2023	332	224	30	153
2024	348	237	11	151
2025	475	274	13	162
Total	1714	1029	82	681



## Orangeburg Consumer Achievement

- Bamberg-Ehrhardt High School student presenting with Anxiety and Attention Deficit Hyperactivity Disorders (ADHD) in 2020.
- Sponsored at Lander University and participated in Work Based Learning Experiences and Internships.
- Student last Internship was at Connie Maxwell Children's home in Greenwood, SC.
- The student did a wonderful job and was offered the Assistant Director of Student Enrichment position with full time benefits.
- Consumer was served for five years and case successfully closed December 2025.

**Sumter**

1760 North Main Street

Sumter, SC 29153

Phone: 803-469-2960

**Counties Served: Sumter, Clarendon**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	416	267	13	177
2022	496	300	8	181
2023	581	387	16	184
2024	618	400	19	197
2025	584	337	24	186
Total	2695	1691	80	925



## Sumter Business Partnership

- Local manufacturer of home goods working with SCVRD since Fall 2025
- Serves national retailers to include Walmart, Lowe's & Target
- Consumers train at **\$12/hour** through Work Based Learning Experiences
- 79 training opportunities with 97 direct hires with more consumers starting
- Supported by SCVRD Rehabilitation Engineering
- Seven consumers have advanced to **\$14/hour to \$19/hourly** wages
- After 60 days hires are eligible for medical, dental, vision, 401k, PTO, 13 paid holidays
- Has claimed \$90,00 in Work Opportunity Tax Credits



**Walterboro**

919 Thunderbolt Drive

Walterboro, SC 29488

Phone: 843-538-3116

**Counties Served: Hampton, Colleton, Allendale, Upper Dorchester (St. George)**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	161	87	18	75
2022	169	131	12	74
2023	193	130	12	73
2024	194	130	13	75
2025	198	138	6	76
Total	915	616	61	373



## Walterboro Consumer Achievement

- Consumer needed a second chance and was referred to SCVRD by our local Probation, Parole, and Pardon (PPP) partner
- Coordinated inpatient treatment services at the Palmetto Center for addiction
- After treatment, VR performed assessments to determine the consumer's vocational path
- In partnership with the consumer, VR Counselor identified training at Construction Training Center in Columbia, SC
- Consumer trained as a Rod Buster (Rebar Worker)
- VP of trade school gave testimony to work of the consumer
- Directly placed in July 2025 in Macon, Georgia with excellent wages at Ervin Consumer Products

**Williamsburg**

405 Martin Luther King Jr., Avenue

Kingstree, SC

843-354-5252

**Counties Served: Williamsburg**

<b>Year</b>	<b>Referrals</b>	<b>Plans</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021				
2022				
2023				
2024	180	136	3	89
2025	226	162	8	84
Total	406	298	11	173



## Williamsburg Business Partnership



- Developed Partnership with Valley Forge Flags in 2025.
- Rolled & Bundled **2,276,308** Flags in 2025. *Utilized 5 JRT Centers.*
- Roll, package, and label select flags for immediate shipping.
- Valley Forge customers include Walmart, Lowe's, Home Depot & ACE Hardware.
- Rolled & Bundled **3,004,478** thus far in 2026.
- Hired first consumer January 2026.
- Will assist with commemorative flags for 250<sup>th</sup> America Celebration.



# Valley Forge Flag Company



**Vocational Rehabilitation Field Operations  
Region Comprehensive Programs  
Local Support, Statewide Impact**



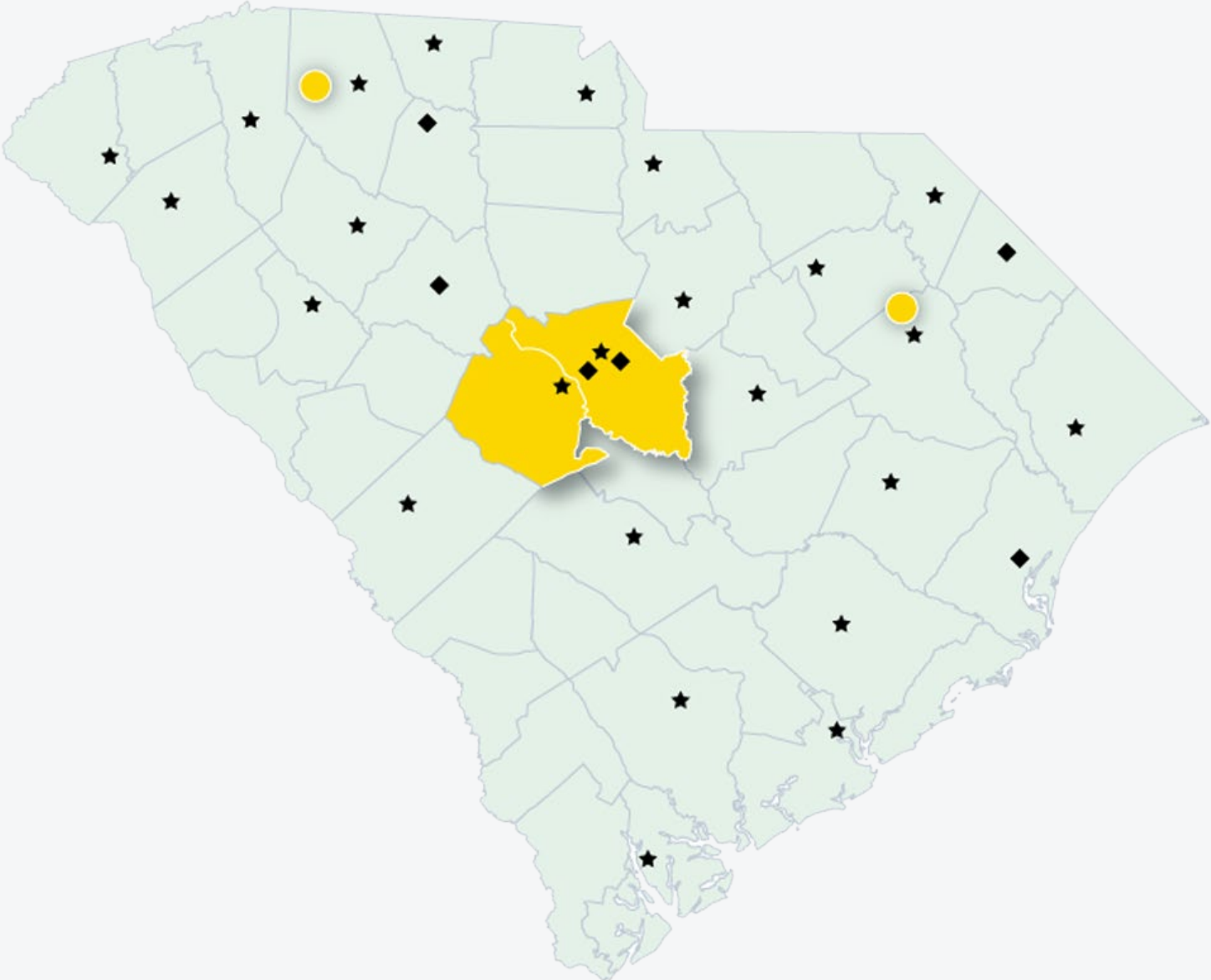
**Presented by Pam Company  
Area Development Director**

**21 years at SCVRD**

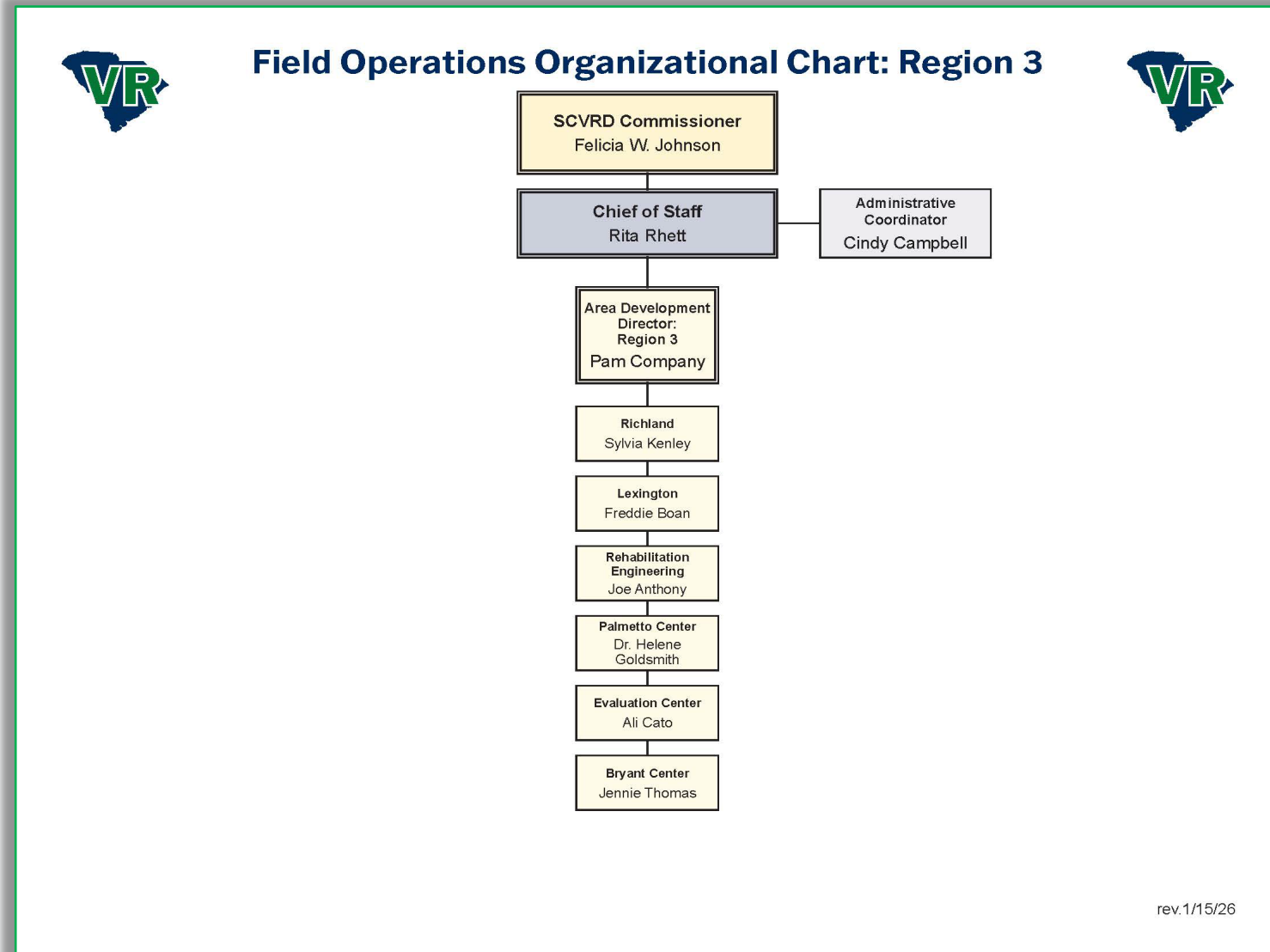
***Fun Fact: I enjoy watching 90's sitcoms.***



**Region 3**



# Region 3



**Richland**

516 Percival Road, Columbia, SC 29206

Phone: 803-782-4239

**Counties Served: Richland**

<b>Year</b>	<b>Referrals</b>	<b>Plan</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	758	483	12	358
2022	869	575	15	354
2023	895	675	28	377
2024	890	690	34	381
2025	964	661	22	374
Total	4376	3084	111	1844



## Richland Area Office Veterans Outreach

Goal: Strengthen engagement with veterans and veteran community services providers through targeted education on South Carolina Vocational Rehabilitation services and by establishing clear referral pathways into the VR program.

Are you a military veteran with a disability that is seeking employment?



**Let's Explore Your Options**

Start by scanning the QR code or calling your local SCVRD office to make an appointment with a Counselor.



**Columbia**  
803-782-4239

**Serving Veterans... Changing Lives**  
*We help you overcome obstacles so you can get- or keep- a job.*




**SCVRD offers services for:**

- Anxiety • PTSD • TBI •
- Mobility Issues •
- Depression •
- Substance Abuse •
- and more



scvrd.net

 /thescvrd  
 /company/thescvrd  
 @SCVocationalRehabilitationDept

**Vocational Rehabilitation**  
Let's go to work

Every day, South Carolinians with qualifying conditions come to SCVRD for help. Fortunately, the process for getting help is easy.

## ***Partnership Feature***

Equine-Assisted Therapy Services for Veterans with PTSD  
Big Red Barn Retreat

### Why Equine-Assisted Psychotherapy?

- Horses offer real-time, non-judgmental, and authentic feedback, helping us build trust and develop authentic relationships.
- Innate Sensitivity: Horses sense and respond to our unspoken emotions and intentions.
- Trust-Building: Earning a horse's trust takes patience and mirrors how we build deep human connections.
- Communication & Emotional Regulation: Working with horses enhances our non-verbal communication and self-regulation skills.



**Lexington (West Columbia)**

1330 Boston Ave.

West Columbia, SC 29170

Phone: 803-896-6333

**Counties Served: Lexington**

<b>Year</b>	<b>Referrals</b>	<b>Plan</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	566	367	11	265
2022	512	379	18	263
2023	576	383	18	232
2024	559	382	15	197
2025	727	453	32	219
Total	2940	1964	94	1176



**LUMBER**



# The Palmetto Center

The Palmetto Center serves VR consumers with a full range of vocational and treatment services for people whose employment is prevented or jeopardized by substance misuse disorders.



**PALMETTO  
RECOVERY  
CENTER**

## South Carolina Substance Abuse Statistics

2,177 overdose deaths in 2023. That means that for every 100,000 people living in South Carolina, 41 died of drug overdose.

In 2023, South Carolina had a drug overdose death rate higher than the US rate overall, nearly 32% higher.

The rise in drug overdose deaths nationally has been due to growing use of fentanyl and other synthetic opioids; however, this may vary by state. In 2023, fentanyl and other synthetic opioids have been involved in more overdose deaths than any other drug, making up 72% of total overdose deaths in South Carolina.

Relapse Statistics: 40% to 60% percent of individuals in treatment will experience relapse

On average, individuals struggling with alcohol and drug misuse require between 2 and 5 treatment attempts before achieving long-term sustained recovery.

# The Palmetto Center Overview

## Recovery, Renewal, Return to Work



## Palmetto Center Staff

Consumer Services Supervisor	Medical Director	Nurse Supervisor	Licensed Practical Nurses (3) Part-time	Licensed Practical Nurses II (3) Full-time
Agency Nurse (PRN) Contractual	Project Administrator	Addiction Counselors (5) Full-time	Vocational Evaluator / Job Preparedness Instructor	Lead Resident Assistant
Administrative Assistant	Recreational Activity Therapist	General Clerk (1) Part-time	Rehabilitation Aide (5) Full-time (11) Part-time	Security Contractual
Food Services Supervisor	Cooks (2) Full-time (3) Part-time	Maintenance Coordinator	Building and Grounds (2) Full-time	Maintenance Specialist

# Substance Abuse Recovery

at **SC Vocational Rehabilitation**

*Get the support and skills necessary to successfully reclaim your life*

A substance use disorder can be a life-limiting and destructive disability. If you are ready to regain stability in your life, we can help. The caring professionals in our voluntary four-week residential program guide you through the emotional and physical aspects of confronting your disorder and replacing it with a more rewarding, stable lifestyle.

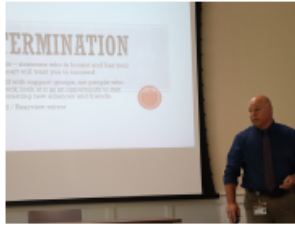


Contact your local SCVRD office to start getting the help you need.

## The Support You Need

SCVRD counselors provide support and guidance at every step. Our specialists will help you learn to

recognize the negative factors that contribute to addictive behavior while reinforcing the positive skills needed to successfully overcome them.



This is a structured environment. Days are filled with activities for learning, letting off steam, looking to the future, and remembering how to have fun. Group therapy is a safe environment where you can express your feelings, build a support system, and learn to respect yourself while building healthy relationships with others. Guest speakers share their experiences on how they confronted addiction and now lead successful lives.



Trained and licensed nurses provide basic medical care, including the administration of essential medications. Nutritious and delicious meals provide the energy needed to participate in all aspects of the residential program.

*Expedited admission is available for job retention service referrals.*

## Preparing You for Work

Employment is an integral part of the program. A specialist works with you to identify strengths, resources, priorities, concerns, abilities, capabilities, and interests that will lead to a successful employment outcome. Job preparedness instruction focuses

on specific challenges such as stress management, building self-esteem, conflict resolution and dealing with anger constructively.



You will continue to receive support from your SCVRD counselors and will be encouraged to participate in community support groups as you return to work and a substance-free lifestyle.

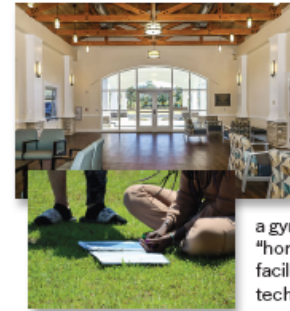


The South Carolina Vocational Rehabilitation Department (VR) prepares and assists eligible South Carolinians with disabilities to achieve and maintain competitive employment.

# The Palmetto Center

1709 Stokes Road • Florence, SC 29501

*Providing services for eligible South Carolinians whose employment is prevented or jeopardized by substance abuse or dependency problems*



The Palmetto Center is a 28-day inpatient treatment facility for substance use disorders. In addition to treatment, the facility offers eligible SCVRD consumers a full range of vocational and recovery services. Services are based on voluntary participation by the consumer and do not include detoxification.

Features of the Palmetto Center include a gym, game/TV room, suite-style dorm rooms, "home-cooked" meals served cafeteria style, art facilities, spacious grounds and outdoor activities, technologically-equipped classrooms, and more.



## Palmetto Center Services Include:

- Job-preparedness instruction
- Medical evaluation and monitoring (24-hour nursing services)
- Psychological services
- Group therapy
- Educational groups
- Relapse prevention classes
- Completion of a Comprehensive Relapse Prevention Plan
- Therapeutic recreation
- Alcoholics Anonymous and Narcotic Anonymous meetings, FAVOR
- Nutrition classes
- Medication management classes

## Upon completion, each consumer receives:

- Social security application
- Expungement information
- A list of local resources in their area
- Relaxation CD
- Palmetto Center staff contact information
- Addiction counselor contact information

## Palmetto Center Admission Criteria:

An appropriate diagnosis such as addiction, dependence, or abuse of alcohol or other drugs is required.



Applicants must be willing to commit to a four-week stay in treatment and should be medically stable. A current physical examination and a negative TB test within six months must have been completed and any pre-existing medical or dental problems should be treated prior to admission.



Consumers entering the Palmetto Center must be three days clean of alcohol, amphetamines and MJH. They must also be ten days clean of opiates and benzodiazepines.



The referral procedure is initiated by SCVRD counselors statewide. Each application will be reviewed by an admissions staffing team.

Each application will be reviewed by the admissions team at the Palmetto Center, once application has been approved a date for admission will be provided to referring counselor.



[scvrd.net](http://scvrd.net)

The Vocational Rehabilitation program receives 78.7 percent of its funding through a grant from the U.S. Department of Education, for Federal fiscal year 2024, the total amount of grant funds awarded was \$61,734,434. The remaining 21.3 percent of the costs (\$16,706,303) was funded by State appropriations.



**Palmetto Center  
SFY 2019-2025**

<b>Year</b>	<b>PC Admissions</b>	<b>PC Bed Utilization</b>	<b>PC Completion Rate</b>
2020	409	85.98%	82.35%
2021	32	99.26%	84.21%
2022	177	46.37%	84.46%
2023	240	39.15%	76.89%
2024	187	30.14%	68.62%
2025	169	37.57%	76.92%

# Completion Rate of Consumers Who Received a Completion Certificate

State Fiscal Year	Total Consumers	Completion Totals	Completion Rate
2020	394	298	75.63%
2021	31	25	80.65%
2022	179	136	75.98%
2023	251	208	82.87%
2024	208	140	67.31%
2025	230	179	77.83%

## Relapse Count

Relapse count refers to the total number of instances where a consumer has entered more than once. If a consumer has only one entry, they are not included in this count.

State Fiscal Year	Relapse Count	Total Consumers
2020	17	394
2021	0	31
2022	6	179
2023	12	251
2024	3	208
2025	13	230

## **Core Clinical Counseling Skills for Addiction Recovery**

Effective addiction recovery counseling relies on a foundation of evidence-based therapeutic techniques and interpersonal skills that create safe, supportive environments for healing. Clinical counselors utilize a comprehensive toolkit of interventions across individual and group settings to meet clients where they are in their recovery journey.

**Individual & Group  
Sessions**

**Active Listening &  
Validation**

**Open-Ended  
Questions &  
Empathy**

**Therapeutic  
Confrontation &  
Goal Setting**

## Palmetto Center Services: Evidence-Based Therapies & Community Integration

The Palmetto Center delivers a comprehensive continuum of care integrating multiple therapeutic modalities, structured activities, and community partnerships. Our approach addresses the whole person—mind, body, and spirit—while acknowledging the unique cultural and clinical needs of each individual in recovery.

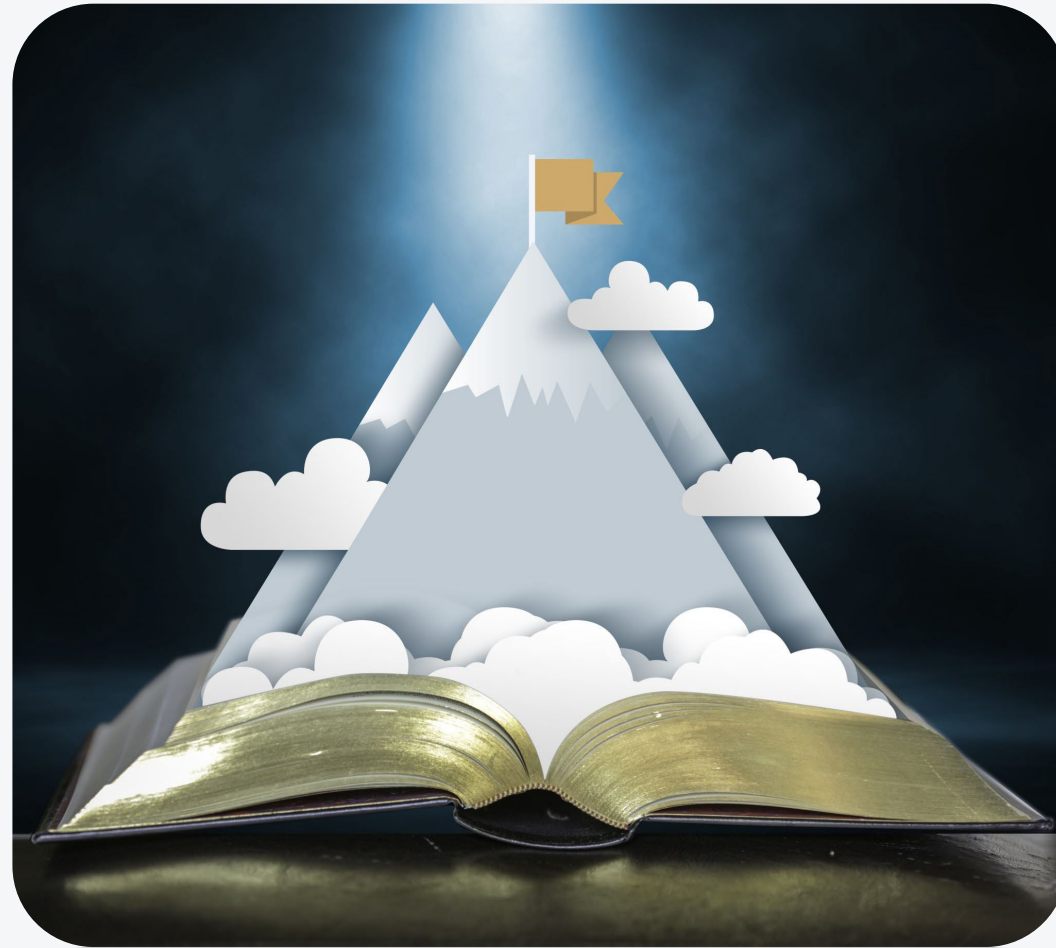
Our clinical framework incorporates Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), Reality Therapy, and mindfulness practices to address cravings, relapse prevention, emotional regulation, and decision-making. We also provide specialized grief and loss counseling, recognizing that unresolved trauma often underlies substance use.

Therapeutic exercises like role-playing, journaling, visual aids, and group discussions deepen learning. Consumer activities, including the Johari Window, Hot Seat, team building exercises, positive affirmations, art therapy, spiritual growth opportunities, and physical exercise, promote self-awareness and interpersonal connection.

We collaborate with established recovery support organizations, including Narcotics Anonymous (NA), Alcoholics Anonymous (AA), Cocaine Anonymous, FAVOR, and invite guest speakers who are thriving in long-term recovery. These partnerships reinforce that recovery is possible and sustainable.

All services are delivered through a trauma-informed lens that honors cultural sensitivity, literacy levels, cognitive functioning, and safety. We tailor interventions to meet clients at their current capacity while maintaining therapeutic rigor and accountability.

# Success Story



## Comprehensive Evaluation Centers

**Presented by:**

**Ali Cato**  
**Comprehensive Services Supervisor**

**23 years at SCVRD**  
***Fun Fact: Started her career as an intern.***



**Jennie Thomas**  
**Area Administrator**

**36 years at SCVRD**  
***Fun Fact: Enjoys skydiving.***



## Comprehensive Services / Evaluation Centers

VR has two specialized facilities that evaluate a consumer's skills, strengths, and career interests to assist staff in developing an individualized plan for employment. Through occupational therapy, staff assess cognitive abilities, while customized fitness training, physical therapy, and nutritional counseling help improve overall health and job readiness. If physical barriers affect an individual's ability to work, VR's rehabilitation engineers provide tailored solutions to help consumers thrive at home, work, or school.



# Bryant Center Comprehensive Program Services

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Exercise Therapy

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Job Preparedness Classes

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Occupational Therapy

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Physical Therapy

---

Vocational Assessments/ Job Preparedness  
Classes



## Bryant Center Comprehensive Program Staff

**Comprehensive  
Program  
Assistant**

**Occupational  
Therapist**

**Occupational  
Therapy  
Assistant**

**Physical  
Therapist**

**Four Van/Truck  
Driver**

**Bryant Center**

180 Grose Road

Lyman, SC 29365

**Counties Served: Greer, Lyman, Duncan, Inman, and Wellford**

<b>Year</b>	<b>Referrals</b>	<b>Plan</b>	<b>Direct Placements</b>	<b>Successful Employment Outcomes</b>
2021	213	161	12	118
2022	321	197	11	119
2023	243	170	10	121
2024	304	220	10	139
2025	293	221	23	139
Total	1365	969	66	636

**Bryant Center – Comprehensive Program**  
**Counties Served: Upstate**

<b>Year</b>	<b>Consumers Served</b>	<b>Daily Attendance</b>	<b>Completion Rates</b>
2020	198	23.00	96.97%
2021	0	0	0
2022	325	7.00	97.94%
2023	389	9.50	97.24%
2024	375	8.25	99.08%
2025	205	7.46	96.75%

# A YEAR OF

IMPACT  
GROWTH  
& NEW  
BEGINNINGS

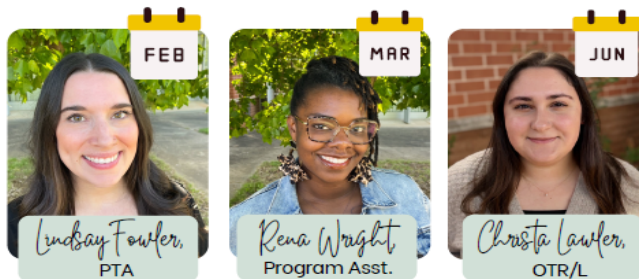
## A Year in Review: Celebrating Progress Together

As 2025 comes to a close, the Bryant Center Comprehensive Services Team is reflecting on an incredible year of growth, collaboration, and consumer success. From new team members to major program wins, this year has been full of momentum and we couldn't have done it without our amazing Upstate staff and counselors.

Thank you for trusting us with your consumers, partnering with us in problem-solving, and helping us provide holistic, integrated support throughout the region. We are proud of all we've accomplished together!



## TEAM HIGHLIGHTS: WELCOMING NEW TALENT



Each of these additions has strengthened our services, expanded our capacity, and brought new energy to our mission.

## CONSUMER IMPACT: A YEAR OF SERVICE & SUPPORT

From July 2025 to today, we've welcomed 186 admissions and counting, following 109 admissions between January and June (yep, we almost doubled the number of consumers served thanks to our new team members!). Every individual who walks through our doors brings unique goals, challenges, and potential and we are honored to be part of their journey.

Across PT, OT, Vocational Evaluation, and Rehab Engineering, we continue to focus on building independence, confidence, and vocational readiness through collaborative, person-centered services.

## MILESTONES & ACHIEVEMENTS: BUILDING CONNECTIONS

### Launch of Comp Services Connection

In May 2025, we published the **very first edition of this newsletter** and each month since, we've had the opportunity to share updates, highlight programs, and strengthen communication across the Upstate. Thank you for reading, sharing, and supporting this effort!

## Two Showcases

This year, we hosted two major in-person events, welcoming counselors, supervisors, and partners to see our services in action. We offered tours, opportunities for hands on experiences, presentations of services, and a tasty breakfast. These showcases gave us an opportunity to demonstrate the power of integrated PT, OT, VE, and Rehab Engineering and we're excited to host even more in 2026! We can't wait to welcome you!

## Strengthening Partnerships

Throughout the year, we collaborated closely with various departments to find new ways to connect with staff across the Upstate. Our partnerships allowed us to provide quality services to consumers and counselors.

## LOOKING AHEAD TO 2026

We are entering the new year with optimism, creativity, and a commitment to continued growth. In 2026, we look forward to:

- More Showcase events
- Continued expansion of PT and OT services
- Increased collaboration with area offices
- More opportunities to highlight success stories and outcomes
- Bringing new ideas and improvements to the Bryant Center experience

Together, we'll keep building pathways to employment and independence, one consumer at a time.

## A Message of Gratitude from Our Team

To each of you who support Comprehensive Services thank you. Your referrals, communication, and teamwork make everything we do possible. We appreciate your dedication to consumers and look forward to another year of partnership and progress.

Wishing you a peaceful holiday season and a bright, hopeful start to 2026!

– The Bryant Center Comprehensive Services Team



## How to Refer a Consumer:

Send forms 219 (signed by MD or DO), 318, and 204b to [BryantCenterReferrals@scvrd.net](mailto:BryantCenterReferrals@scvrd.net).

## Did You Know?

We provide transportation support for consumers who need it, and our teams collaborate across disciplines to make sure every referral counts.



Our **2025 Consumer Achievement Award Winner, Michelle Morris**, came to SCVRD in **2011**, at age 38, after losing her teaching career due to serious health challenges. Through years of determination, multiple surgeries, and ongoing support from SCVRD counselors and staff, she never gave up ... and neither did we.

With the help of physical and occupational therapy, education assistance, and customized training, she rebuilt her confidence and skills.

In **2024**, she completed SCVRD's Customer Service Training Program and began working full-time as a Remote Customer Service Agent with **BPO American in Greer, SC**, where she quickly advanced to *Manager of the Day* and then *Manager*.

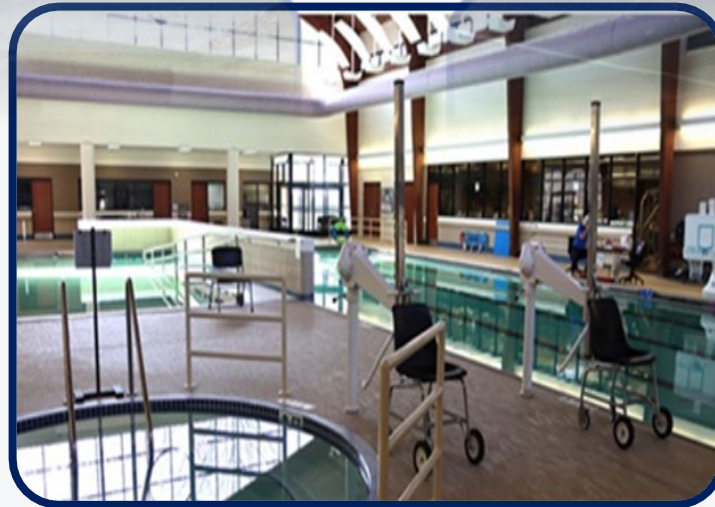
Her story reflects the spirit of SCVRD's lifelong commitment to those we serve. Once a VR consumer, always part of the VR family!



**Comprehensive Evaluation Center (West Columbia)**  
**1400 Boston Ave,**  
**West Columbia, SC 29170**



## Comprehensive Evaluation Center- Muscular Development Center (MDC)



## Comprehensive Evaluation Center/MDC Staff

Part-time Medical Directors (2)	Part-time Psychologist	Nurse Manager	Registered Nurses (2) /Staff Nurses (3)	Licensed Practical Nurses (3) Full-time (2) Part-time
Certificated Nursing Assistants (3) Full-time (3) Part-time	Special Services Coordinator	Vocational Evaluators (3)	Job Preparedness Instructor	Occupational Therapist
Occupational Therapy Assistant	Maintenance Coordinator	General Clerk	Food Service Supervisor (Nutritionist)	Cook (2) Full-time (2) Part-time
Aquatic Instructor	Exercise Physiologist	Physical Therapists (2) Full-time	Lifeguards (8) Part-time	

**Comprehensive Evaluation Center  
Admissions, Utilization, and Completion Rates**

<b>Year</b>	<b>Voc Rehab Evaluation Center (VREC) Admissions</b>	<b>Voc Rehab Evaluation Center (VREC) Bed Utilization</b>	<b>Voc Rehab Evaluation Center (VREC) Completion Rate</b>
2020	354	69.70%	88.94%
2021	219	100%	83.78%
2022	195	40.23%	77.34%
2023	207	49.82%	73.72%
2024	272	33.21%	91.23%
2025	229	32.94%	94.12%

**Comprehensive Evaluation Center- Muscular Development Center (MDC)**  
**SFY 2020-2025**

<b>Year</b>	<b>MDC Admissions</b>
2020	190
2021	79
2022	74
2023	65
2024	61
2025	64



## Comprehensive Evaluation Center- Muscular Development Center (MDC)



**Rehabilitation Technology Department**  
**Engineering Solutions for Employment Success**



**Presented by:**

**Joseph Anthony**  
**Rehabilitation Technology Manager**  
**1410 Boston Avenue**  
**West Columbia, SC 29170**

**12 years at SCVRD**



***Fun Fact: Is a Veteran. Served in the US Air Force, where I was assigned to the USAF Research Lab, Laser Division, as a Developmental Engineer.***

## Rehabilitation Technology Department

### Engineering Solutions for Employment Success

The Rehabilitation Technology Department at SCVRD delivers specialized engineering and assistive technology services that directly remove barriers to employment for individuals with disabilities. Our mission is clear: improve workplace accessibility, reduce mechanical and environmental stressors that may worsen disability symptoms, eliminate physical and operational obstacles, and enhance both productivity and long-term job retention. Every service is designed with one goal in mind—helping consumers achieve and maintain successful employment outcomes.

#### Consumer Spotlight

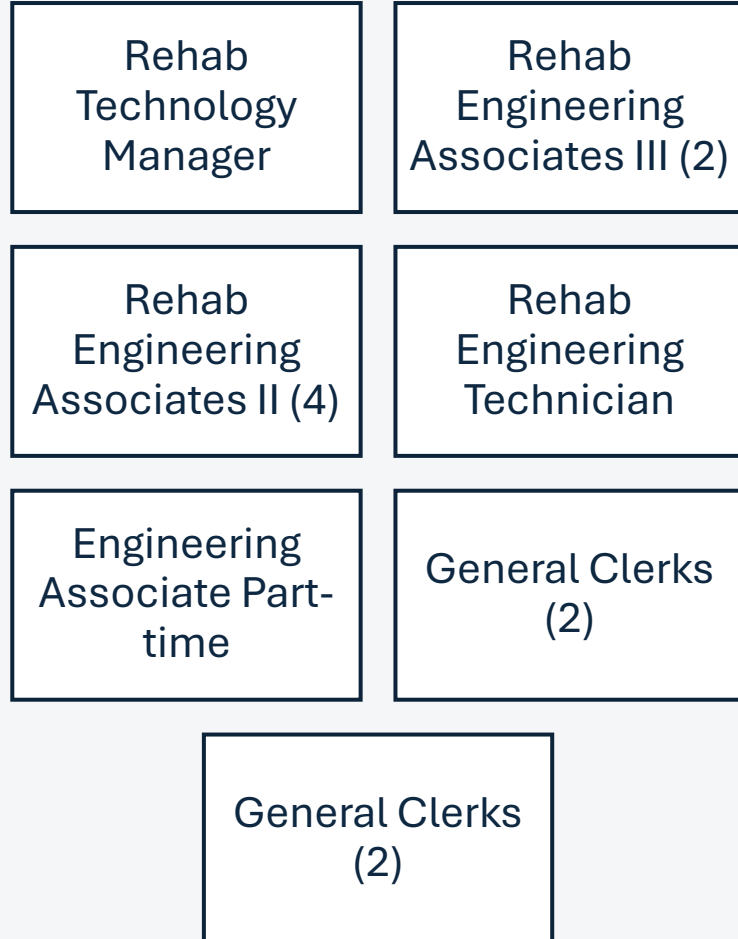


- Consumer was a working in a position which required access to label printing machines for shipping parts/products. Consumer did not have easy access to the machines due to high placement on cabinets, which did not have clearance for a wheelchair.
- Rehab Engineering consulted with employer after a site survey and provided recommendations. Employer followed through and lowered placement of label printing machines to a table which had clearance underneath for the consumer to approach and have full access to machines. This new location did not impair access to any other users in facility.



## Rehabilitation Technology Department Staff

### VR State Office Campus (West Columbia)



### Bryant Center (Lyman, SC)



**Rehabilitation Technology Department  
SFY 2019-2025**

<b>Year</b>	<b>Referrals</b>	<b>Rehab Tech Completions</b>	<b>Rehab Tech Non-Completions</b>	<b>Rehab Tech Completion Rate</b>
2019	674	568	204	73.60%
2020	412	343	192	64.11%
2021	508	357	145	71.12%
2022	568	451	145	75.67%
2023	603	504	141	78.14%
2024	686	600	154	79.58%
2025	893	691	199	77.64%

# Rehabilitation Technology Department

## *Assessment to Implementation*

### Referral & Identification

VR Counselors identify functional barriers to employment and refer consumers for specialized assessment.

### Job-Specific Evaluation

Independent on-site assessment of work environment, essential job functions, and individual consumer needs.

### Formal Recommendations

Written report with evidence-based accommodation solutions including Assisted Technology (AT) devices, modifications, and training.

### Full Implementation

Upon approval, complete fabrication, assembly, delivery, installation, setup, and user instruction services.

## Rehabilitation Technology Department



### Consumer Spotlight



- Consumer worked for a SC sod producer, driving a tractor. He has various disabilities which limited his ability to climb ladder/steps into the tractor cab as the first step distance was too high off ground and he would exacerbate his symptoms due to over-extended his lower extremities to reach the step. Consumer needed a solution which would travel with the tractor, be able to be removed and relocated to other machines easily and would be able to be set in place from the cab.
- Rehab Tech provided a solution of a step which would attach to the lowest step of the tractor. Step could pivot upward in case of ground contact, and settle back in usable place, so it did not have to be removed upon entering cab. Step made entering tractor cab more accessible to consumer without modification to the vehicle by lowering first step height from approx. 19-inches off ground to approx. 10-inches.

# Comprehensive Accommodation Services for Employment Success

Our vocational rehabilitation accommodation services provide specialized solutions across seven distinct service areas, each designed to remove barriers to employment and educational success. From workplace ergonomics to vehicle modifications, we deliver expert assessments and tailored solutions that enable individuals with disabilities to achieve their employment goals.

## Job Accommodation Services

Following comprehensive worksite assessments, we provide accommodations for work tasks including ergonomic equipment, specialized computer hardware and software, adaptive tooling, and custom equipment. Our engineers design and fabricate unique solutions when commercial products prove inadequate. Services apply to any work task, environment, and disability type.

## Home Accommodation Services

We address barriers in consumers' homes that impact employment success, with particular focus on remote and hybrid work environments. Solutions range from ergonomic desks and chairs to significant physical accessibility modifications including ramps, widened doorways, and bathroom adaptations that enable independent living and work.

## Vehicle Services

Our comprehensive vehicle services include driver evaluations and training with ADED-certified specialists to assess appropriate adaptive driving controls and support licensure. We coordinate vehicle modifications through NMEDA QAP-certified vendors, installing adaptive controls, transfer equipment, and wheelchair securement systems.

## Mobility Services

We conduct thorough assessments of mobility needs for work environments, providing solutions from walkers and rollators to canes, scooters, and wheelchairs. Our team collaborates closely with VR Physical Therapists, Certified Seating Specialists, and equipment vendors to ensure optimal mobility solutions.

## Education & Transition Services

Supporting students transitioning to post-secondary education or the workforce, we provide accommodations for learning disabilities, cognitive delays, autism spectrum disorders, ADD/ADHD, and physical access needs. Solutions include specialized software, text-to-speech technology, and task and time management tools.

## Deaf, Hard of Hearing and Low Vision Services

We provide specialized accommodations for individuals who are deaf, hard of hearing, or have low vision. Solutions include digital stethoscopes, external microphones, large monitors, handheld magnifiers, and other assistive technologies that enable full workplace participation and communication access.

## VR Work Training Centers

VR Engineers partner with work training centers to assess new contracts and job readiness training needs. We develop unique, customized solutions including special jigs, support devices, and process flow adjustments that enable successful task completion and skill development in training environments.

## Referrals for Rehabilitation Service

- Consumers referred by VR counselors for specific rehabilitation technology needs.
- Independent assessments conducted by the engineer, usually on-site and in-person.
- Recommendations provided to counselors for work and/or home accommodations.
- If approved, the Rehab Technology team completes assembly, delivery, installation, and training.
- Human Resources and Field Operations Departments utilize the Rehabilitation Technology Department to assist in worksite assessments for VR staff who have a request for accommodations from a medical provider
- Rehabilitation Engineers conduct evaluations and make recommendations to the HR department for appropriate worksite accommodations.



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## *Proven Impact & Service Volume*

**4,383 Total Referrals**

Served from 2019 through 2025, with 893 referrals in 2025 alone.

**2,056 Work Orders**

Custom fabrication services engineered to meet unique accommodation needs.

**\$4.0M**

**Total Investment**

Cost of recommendations tracked since July 2020.

**Important Note:** Cost data reflects only referrals requiring purchases or modifications. Many referrals received consultation and assessment services at no cost, which are not factored into average costs per service area. This demonstrates our commitment to providing expert guidance regardless of budget constraints.

## Rehabilitation Technology Department

### **Consumer Spotlight – Yes Moment!**

A **Greenville** resident (consumer) has been taking advantage of VR and Rehab Tech services for several years now. **Previously, he owned a landscaping business in Florida, but an accident left him paraplegic.** Despite this setback, he remains passionate about outdoor work, and with determination and support from his counselor, he found a way to pursue that passion through a new job in site preparation. His employer recognized Cole's skills in operating a track loader and mini excavator, which he can manage using hand controls. However, accessing the equipment posed a challenge. To overcome this, VR Engineers collaborated with **LifeLyfts** to design a lift that allows him to transfer from his truck cab into the machinery. In fact, he even sold his accessible truck to finance a larger flatbed necessary for this lift. His hard work has paid off, as his employer has entrusted him with additional responsibilities, including assisting with the initial stages of quoting and organizing site preparation plans for new contracts. To navigate the rugged terrain of these job sites, a tracked power chair is set to be delivered today, providing him a solution that a manual wheelchair couldn't offer. In support of his journey, we covered the costs for vehicle modifications on the new truck, which included hand controls and an interior lift for his manual wheelchair, as well as a Pilot Lift arm and the **TrackMaster** wheelchair.



## Rehabilitation Technology Department

### ***Consumer Spotlight – Yes Moment!***

**Consumer is a dedicated professional and graduate student living with arthrogryposis, a condition that significantly limits the use of her hands, feet, and legs.** When we first connected, she was pursuing her master's degree while working as a counselor, completing her academic work using only her Android phone, Google Docs, and a mouse stick to type her research papers.

As part of her rehabilitation technology plan, we first addressed her physical workspace. We were able to provide her with a height-adjustable sit-to-stand desk that accommodates her wheelchair comfortably and safely. We then implemented a speech recognition program that allows her to dictate documentation and reports with accuracy and ease, greatly reducing the physical strain of written productivity.

Since receiving these supports, Consumer has continued to work successfully in two different professional settings. In both roles, we ensured her workspaces were fully accessible and equipped with the technology she needs to use a computer and complete her tasks independently and efficiently.

Consumer has shared her gratitude for the support received from both rehabilitation technology and vocational rehabilitation services, describing the accommodations as “life-changing.” Her journey reflects the powerful impact of personalized assistive technology in enabling individuals with physical disabilities to thrive academically and professionally.





### ***Consumer Spotlight – Yes Moment!***

**A consumer from the Conway area had been diagnosed with Muscular Dystrophy (MD), which has affected his mobility.** He can ambulate short distances, but for longer distances relies on a power wheelchair. He has utilized Rehab Tech services in the past for assistance with acquiring the power wheelchair, modification to his vehicle to transport that wheelchair, and a home modification to widen doors and provide an access ramp so that he could independently access his home while using his wheelchair.

The consumer's chief concern was due to the progressive nature of MD, and he had lost the ability to stand from a seated position, and he expressed that he could not stand from a toilet seat. Also, he was unable to reach and grab handrails to assist, as he did not have the strength to do so. He had been working with an SCVRD **Occupational Therapist**, who had suggested a lifting toilet seat in the consumer's home.

Rehab Tech employed the assistance of a local vendor, who had a device to trial; however, once the consumer tried the device, he was still unable to stand from the position. Other options were investigated, as functional requirements were defined. A lifting device was necessary, but could not interfere with bodily functions, so an open design would be needed.

**SureHands** creates a lift type device which functions like a body sling and is open. In addition, the system includes a ceiling track and lift, which is modular and can be expanded to include more areas. Rehab Tech consulted with the local representative to design a solution which would include lift access to the consumer's toilet and bath/shower areas. Due to the progressive nature of MD, the system can be expanded to include the consumer's bed area (bathroom is attached room off master bedroom). The device can be independently operated by the consumer and helps retain dignity by facilitating independent care of personal hygiene.



 **SUREHANDS**  
LIFT & CARE®

Committed to  




## Rehabilitation Technology Department

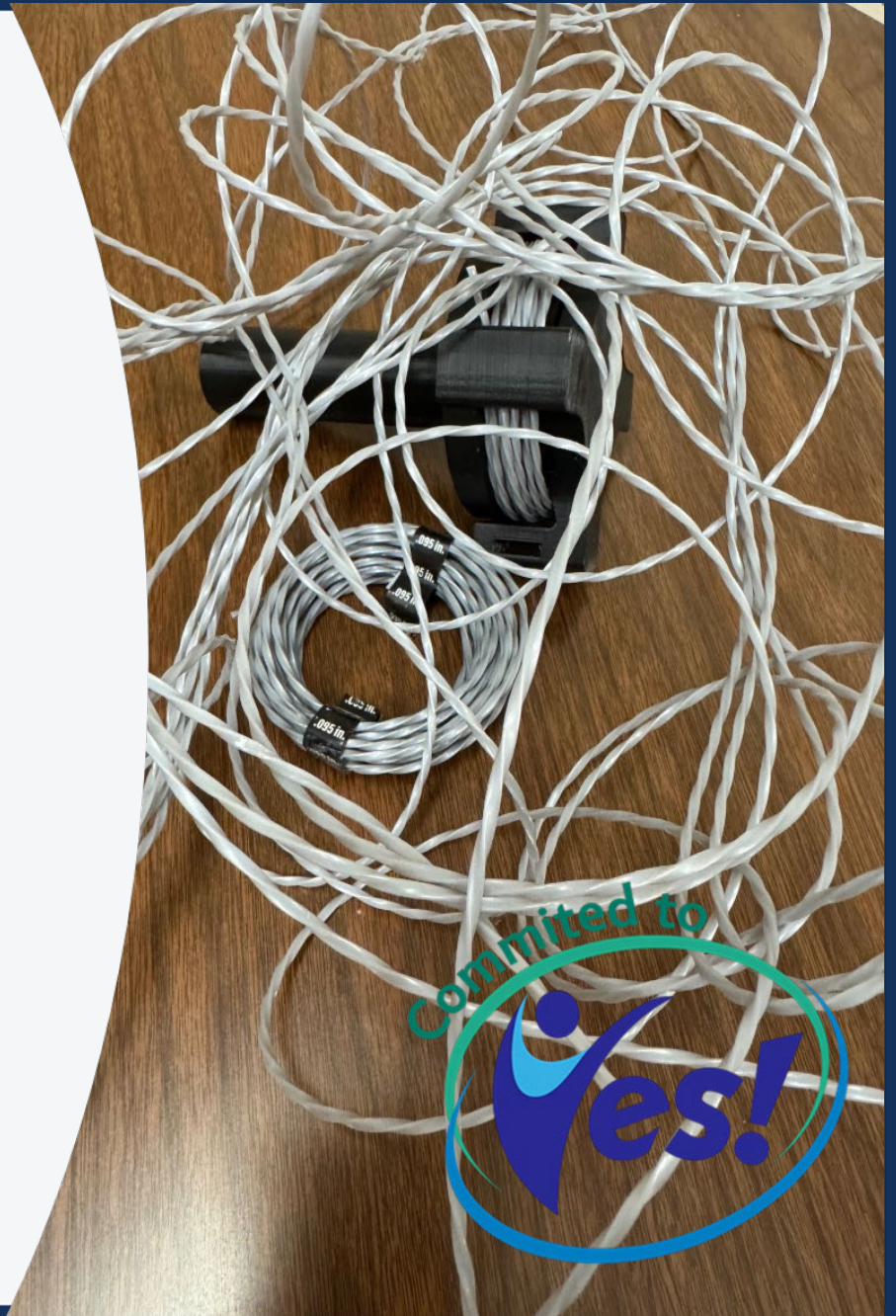
### ***Spotlight – Engineering Excellence!***

Custom fabrication and innovative problem-solving for unique accommodation challenges.

A Work Training Center recently secured a contract for individually packaging pre-cut, wound string trimmer string. Unfortunately, during shipping, some of the loose boxes resulted in the wound string losing its tape and unwinding. This created a challenge, as the unwound string needed to be re-wound, taped, and packaged with the others.

Given the diverse abilities of our consumers and the dexterity required for the winding task, accomplishing this manually was quite difficult. However, an engineer from our Rehab Tech department took initiative and designed a specialized tool using 3D modeling. This innovative tool was then fabricated through 3D printing to ensure the string was wound to the correct specifications.

The new tool is handheld, allowing users to step away and return to winding without losing progress. It significantly reduces the skill and dexterity needed for the task, resulting in enhanced speed, efficiency, precision, and productivity. **Impressively, the total cost of materials for this tool was less than \$5.**



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## ***Spotlight – Yes Story!***

**Brett Rhoad and Jacob Rhoad**

Newberry, SC

The consumers have been diagnosed with **hereditary progressive muscular dystrophy**, which has resulted in challenges with movement, writing, and lifting. As a result of the progressive weakness in their leg muscles, they both rely on motorized wheelchairs for mobility.

Through comprehensive Vocational Rehabilitation services; including post-secondary education support, rehabilitation technology, workplace accommodations, and vehicle modifications; Brett and Jacob Rhoad were able to overcome significant mobility and functional barriers associated with hereditary progressive muscular dystrophy and successfully enter competitive employment.





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## Rehabilitation Technology – Successful Outcomes

In 2025, Brett and Jacob completed high tech driver training, fitting/delivery of vehicle and follow up training.

Vocational Rehabilitation provided post-secondary aid to both consumers while they obtained their **undergraduate degrees** from **Newberry College**.

**Jacob** has been **employed** as a search **marketing strategist** at **EMILY Revolutionary Marketing Group** since 2022.

**Brett** has been **employed** as an **educational, guidance and career counselor and advisor** at **Newberry County School District** since 2024.

These outcomes demonstrate how targeted VR education and vehicle modification services directly translate into sustainable employment and long-term workforce participation for individuals with significant disabilities.



**Thank you!**