

HEALTHCARE AND REGULATORY SUBCOMMITTEE

South Carolina Vocational Rehabilitation Department

CONTENTS

Agenda2

Minutes5

Agency Overview.....8

Agency Presentation10

AGENDA



SOUTH CAROLINA
HOUSE OF REPRESENTATIVES
GOVERNMENT EFFICIENCY &
LEGISLATIVE OVERSIGHT COMMITTEE

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

AGENDA

Thursday, August 13, 2026

10:30 AM

Room 110 – Blatt Building

- I. Approval of Minutes of June 24, 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	

Post Office Box 11867
Columbia, South Carolina 29211
Telephone: (803) 212-6810 Fax: (803) 212-6811
Room 228 Blatt Building

MEETING MINUTES

Wednesday, June 24, 2026

Upon adjournment

Room 110 – 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 Wednesday, June 24, 2026, in Room 110 of the Blatt Building. All subcommittee members (Chair McCravy; Representative Lucas Atkinson; Representative Marvin “Mark” Smith; Representative Annie E. McDaniel, were present for all or a portion of the meeting.) Rep. Landing was not present.

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; April 14, 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. The SCVRD presented on their finance, field operations, and chief of staff divisions. Members asked questions and the agency responded 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 4th District

Timothy W. Evatt

Anderson 3rd District

Rhonda J. Presha

Board Vice Chair
Elgin 2nd District

Lori Bell

Walterboro 6th District

Ira L. Banks

North Charleston 1st District

Felicia W. Johnson

Board Secretary
VR Commissioner

AGENCY PRESENTATION

Vocational Rehabilitation Disability Determination Services (DDS) **Respect. Fairness. Support.**

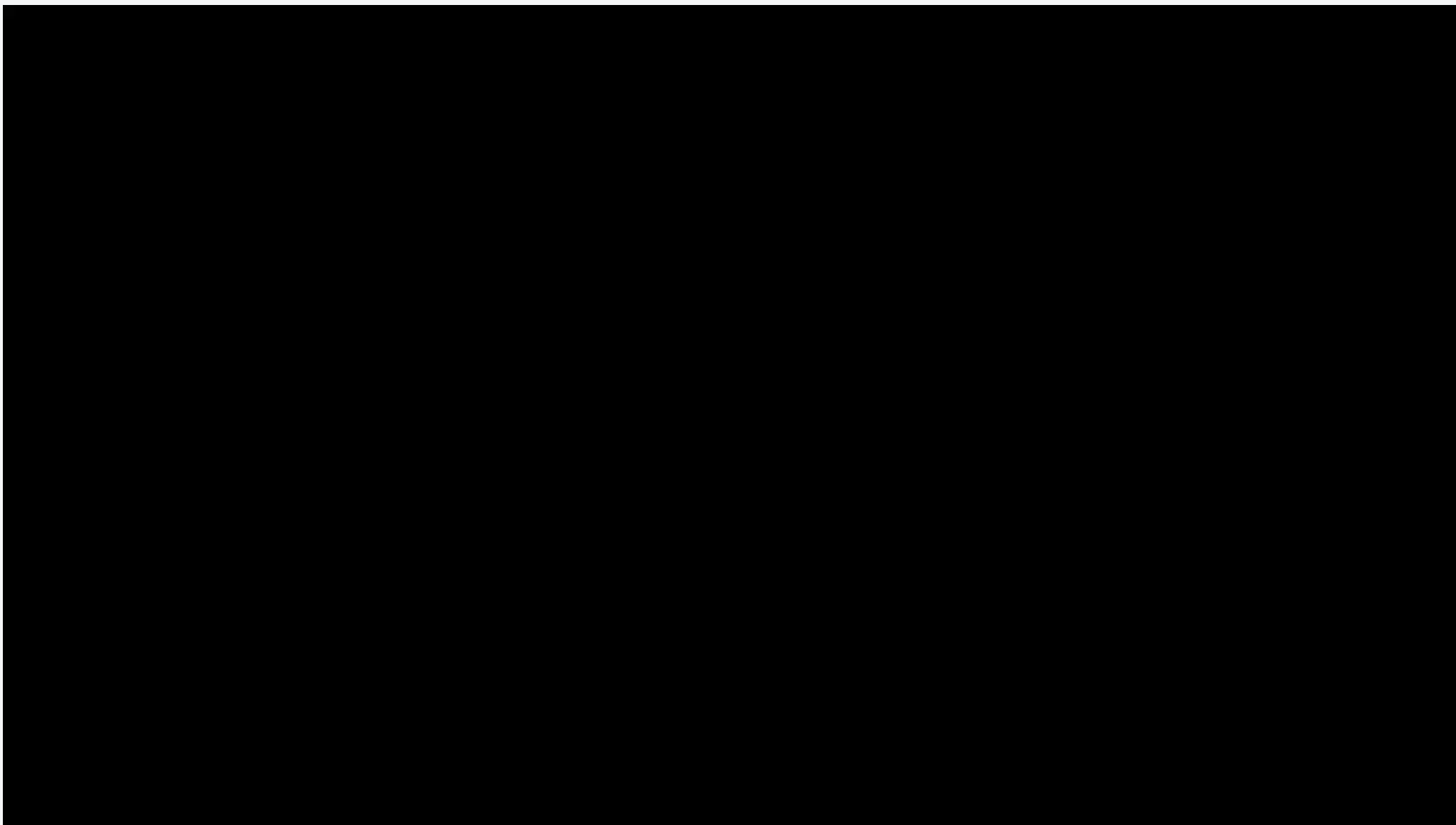


Presented by Yvonne Young
Director of DDS

20+ years at SCDDS

Fun Fact: Following college graduation, Yvonne spent a year in **AmeriCorps** at **City Year Columbia** – playground building, beautification projects, murals, and mentoring youth.





MISSION

To provide quality disability determinations to South Carolinians in a responsive, timely and cost-effective manner.

CORE SERVICES

Process Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) claims for the Social Security Administration (SSA).

Process non-federal claims for Medicaid Disability and SC Public Employee Benefit Authority (PEBA)

Disability Determination Services

Charleston Regional Office

P.O. Box 190029

North Charleston, SC 29419

Phone: [843-953-0300](tel:843-953-0300) (Office) | [800-868-0100](tel:800-868-0100) (Toll Free)

Fax: [843-953-0338](tel:843-953-0338) (Admin Fax) | [866-827-7369](tel:866-827-7369) (Medical Information Fax)

Columbia Regional Office

P.O. Box 80

West Columbia, South Carolina 29171

Phone: [803-896-6700](tel:803-896-6700) (Office) | [800-868-9777](tel:800-868-9777) (Toll free)

Fax: [800-896-6729](tel:800-896-6729) (Admin Fax) | [866-653-2523](tel:866-653-2523) (Medical Information Fax)

Greenville Regional Office

P.O. Box 3090

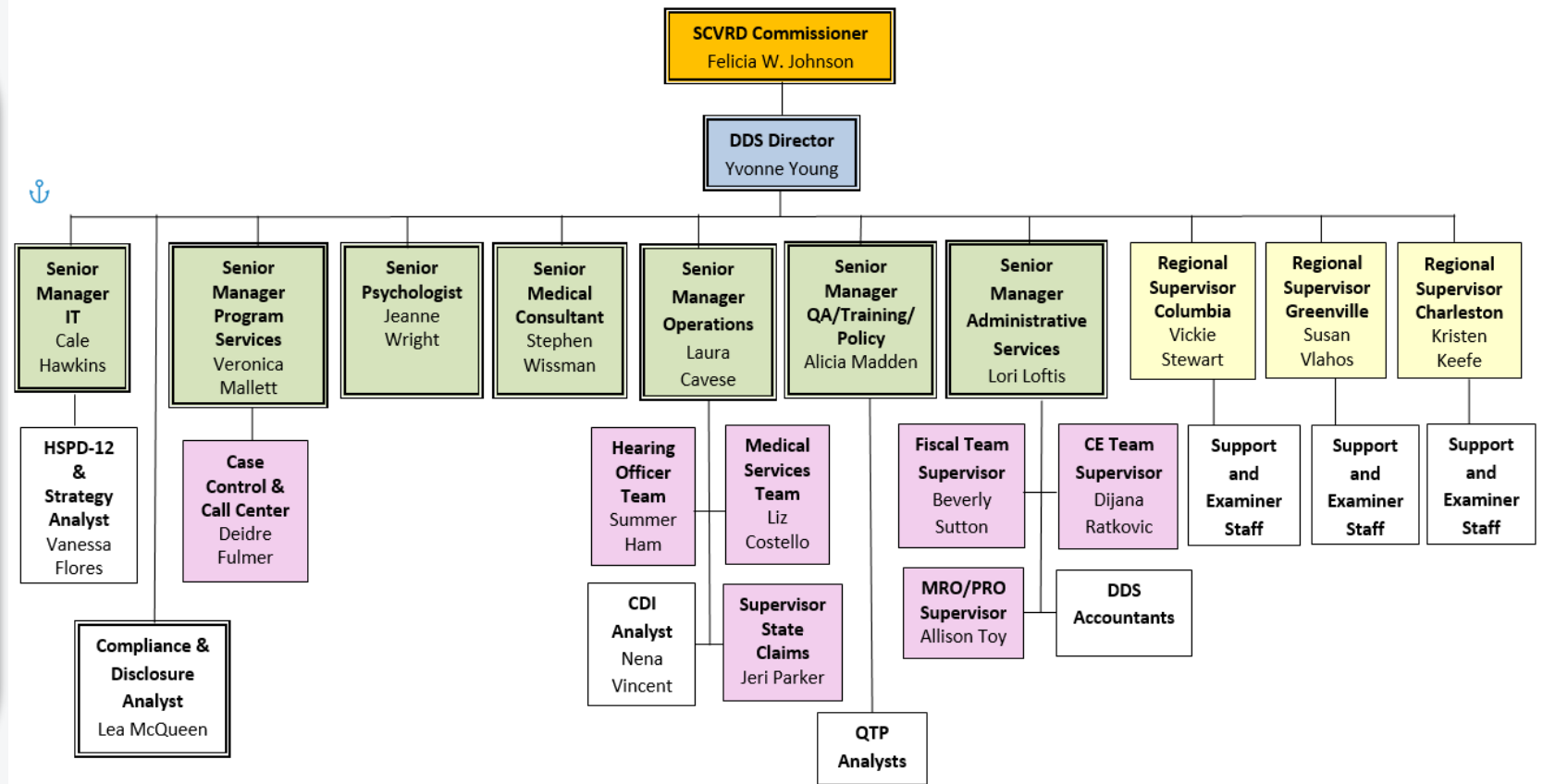
Greenville, SC 29602

Phone: [864-282-4000](tel:864-282-4000) (Office) | [800-868-1950](tel:800-868-1950) (Toll free)

Fax: [864-282-4482](tel:864-282-4482) (Admin Fax) | [866-868-7952](tel:866-868-7952) (Medical Information Fax)

TEAM COMPOSITION

Our team of 237 employees includes 76 specialized disability examiners and 37 medical consultants. We also have an additional team of 12 employees, contracted by DHHS to process Medicaid Disability claims.



The Role of the Social Security Administration (SSA)



Disability Determination Services (DDS) is a state-operated program that performs a federal function on behalf of the **Social Security Administration (SSA)**.

Under federal law, SSA contracts with each state to make medical disability determinations for individuals applying for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI).

South Carolina Vocational Rehabilitation serves as the **designated state agency** responsible for managing DDS and ensuring it operates in compliance with federal requirements.

SC DDS Communication with the Social Security Administration (SSA) and SC Vocational Rehabilitation (SCVR)

SC Disability Determination Services (DDS) has regular communication with both SSA and SCVR.

SSA

- ☐ Weekly call - SSA Disability Program Administrator (DPA) –
 - SSA liaison for most day-to-day communication between DDS and SSA
- ☐ Monthly call - SSA Portfolio Executive Leads (PEL)
- ☐ Biweekly Call - National Administrator
- ☐ Ad Hoc calls with SSA as needed

SCVR

- ☐ Weekly meeting with SCVR HR
- ☐ Biweekly meeting with SCVR Commissioner
- ☐ Monthly Executive Staff Meeting
- ☐ Quarterly SCVR Board Meeting
- ☐ Ad Hoc calls/meetings with SCVR as needed

100% Federally Funded

- The **Social Security Administration** provides **100% federal funding** for DDS operations.
- Funds are provided through a **federal grant agreement** with the state.
The funding covers:
 - Staff salaries and benefits
 - Medical and psychological consultative examinations
 - Case processing systems and technology
 - Administrative and operational costs

Program Funding and Relationship with the State

Social Security Funding



24 percent of the federal budget (888 billion)

- 40 million retired workers, 10 million disabled
- For SSA Disability, this is done in each state by a “DDS” office, which renders a disability decision

Disability Determination Services (DDS)

SSA pays state DDS offices to make disability determinations

The contract can be awarded to any state agency, but the most common is Voc Rehab, Social Services, or Dept of Education

- In South Carolina, the contract is awarded to Vocational Rehabilitation
 - SSA pays Vocational Rehab to administer the program, using federal rules and regulations, federal software and computers, and federal oversight

DDS Spending Trends

(FY21-FY25)

FY21 - \$36,390,731

FY22 - \$34,586,684

FY23 - \$36,966,488

FY24 - \$38,029,132

FY25 - \$42,181,579

Total Spending Average \$37,153,156/year

Total Medical Average \$6,171,479/year

282,845 clearances @ \$109 per case

Required Reporting to the Social Security Administration (SSA)

Disability Determination Services (DDS) is required to perform the following functions for the Social Security Administration (SSA).

Financial

- ☐ FY26 Annual Plan with Narrative
- ☐ Staffing Plan
- ☐ 872
- ☐ MOR (Monthly Obligation Report)
- ☐ Spending Plan (Q1,Q2,Q3)
- ☐ Quarterly Reports

FY 2026 DDS Annual Planning Request

SC

	October	November	December	1st Q Estimate	January	February	March	2nd Q Estimate	3rd Q Estimate	4th Q Estimate	Annual Est Total
Personnel Cost Total	\$2,320,363	\$2,290,363	\$2,290,363	\$6,901,089	\$2,675,608	\$2,290,363	\$2,290,363	\$7,266,334	\$7,266,334	\$7,384,588	\$28,798,345
Total Workyears (WYs)	21.3	17.0	16.9	55.2	20.8	16.6	16.5	53.9	52.6	51.2	212.9
-FT	19.0	15.1	15.0	49.1	18.5	14.7	14.6	47.8	46.5	45.1	188.5
-PT	2.3	1.9	1.9	6.1	2.3	1.9	1.9	6.1	6.1	6.1	24.4
-Overtime	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Personnel Cost Per WY	\$108,937	\$134,727	\$135,524	\$125,020	\$128,635	\$137,974	\$138,810	\$134,626	\$137,953	\$144,230	\$135,267
Total Clearances	6,111	4,152	3,863	14,126	5,237	4,774	4,858	14,869	15,332	14,559	58,886
Initials	3,534	2,264	2,119	7,917	2,965	2,681	2,820	8,466	8,763	8,895	34,041
Recons	1,036	677	634	2,347	867	785	827	2,479	2,557	2,603	9,986
CDRs	1,101	925	842	2,868	1,029	968	853	2,850	2,896	1,936	10,550
Other	440	286	268	994	376	340	358	1,074	1,116	1,125	4,309
PPWY	286.9	244.2	228.6	255.9	251.8	287.6	294.4	275.9	291.5	284.4	276.6
Medical Costs - Total	\$637,561	\$433,178	\$403,027	\$1,473,766	\$546,376	\$512,155	\$521,166	\$1,579,697	\$1,690,046	\$1,647,788	\$6,391,297
CE's Purchased	1,528	1,038	966	3,532	1,309	1,241	1,263	3,814	4,140	4,077	15,561
CE Rate	25.0%	25.0%	25.0%	25.0%	25.0%	26.0%	26.0%	25.6%	27.0%	28.0%	26.4%
CE Case Cost	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00
Total CE Cost	\$450,686	\$306,210	\$284,896	\$1,041,793	\$386,229	\$366,166	\$372,609	\$1,125,003	\$1,221,194	\$1,202,573	\$4,590,563
MER's Purchased	4,247	2,886	2,685	9,818	3,640	3,318	3,376	10,334	10,656	10,119	40,926
MER Rate	69.5%	69.5%	69.5%	69.5%	69.5%	69.5%	69.5%	69.5%	69.5%	69.5%	69.5%
MER Case Cost	\$44.00	\$44.00	\$44.00	\$44.00	\$44.00	\$44.00	\$44.00	\$44.00	\$44.00	\$44.00	\$44.00
Total MER Cost	\$186,874	\$126,968	\$118,131	\$431,973	\$160,147	\$145,989	\$148,558	\$454,694	\$468,853	\$445,214	\$1,800,734
Medical Cost Per Case	\$104.33	\$104.33	\$104.33	\$104.33	\$104.33	\$107.28	\$107.28	\$106.24	\$110.23	\$113.18	\$108.54
Indirect Costs - Total	\$211,153	\$208,423	\$208,423	\$627,999	\$243,480	\$208,423	\$208,423	\$660,326	\$660,326	\$671,998	\$2,620,649
Rate to Personnel Costs	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%
Other Costs - Total	\$358,634	\$351,860	\$352,487	\$1,062,980	\$359,019	\$358,870	\$359,812	\$1,077,700	\$1,104,308	\$1,113,998	\$4,358,985
Occupancy	\$187,869	\$187,869	\$187,870	\$563,607	\$194,754	\$194,754	\$194,755	\$584,262	\$604,810	\$590,709	\$2,343,387
Contracting Out	\$113,805	\$106,805	\$106,805	\$327,415	\$106,805	\$106,805	\$106,805	\$320,415	\$320,415	\$320,415	\$1,288,660
EDP Maintenance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
New EDP Equipment/Upgrades	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Equipment Total	\$880	\$880	\$880	\$2,640	\$880	\$880	\$880	\$2,640	\$2,640	\$2,640	\$10,560
--Purchases	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--Rental	\$880	\$880	\$880	\$2,640	\$880	\$880	\$880	\$2,640	\$2,640	\$2,640	\$10,560
Communications	\$20,139	\$20,140	\$21,541	\$61,820	\$21,189	\$21,190	\$21,981	\$64,360	\$60,420	\$66,220	\$252,820
Applicant Travel	\$500	\$500	\$500	\$1,500	\$500	\$500	\$500	\$1,500	\$1,500	\$1,500	\$6,000
DDS Travel	\$2,800	\$700	\$700	\$4,200	\$700	\$700	\$700	\$2,100	\$2,100	\$2,100	\$10,500
Supplies	\$10,000	\$10,000	\$15,000	\$35,000	\$15,000	\$15,000	\$15,000	\$45,000	\$55,000	\$70,000	\$205,000
Miscellaneous	\$22,641	\$24,966	\$19,191	\$66,798	\$19,191	\$19,041	\$19,191	\$57,423	\$57,423	\$60,414	\$242,058
--Training/Education	\$3,600	\$5,925	\$0	\$9,525	\$150	\$0	\$0	\$150	\$150	\$300	\$10,125
--Insurance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--Parent Agency Direct Charges	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--Repair/maint Equipment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--Moving Costs	\$100	\$100	\$100	\$300	\$100	\$100	\$100	\$300	\$300	\$300	\$1,200
--CDI Units	\$18,941	\$18,941	\$18,941	\$56,823	\$18,941	\$18,941	\$18,941	\$56,823	\$56,823	\$59,664	\$230,133
--Remaining Misc Costs	\$0	\$0	\$150	\$150	\$0	\$0	\$150	\$150	\$150	\$150	\$600
Other Cost Per Case	\$58.69	\$84.74	\$91.25	\$75.25	\$68.55	\$75.17	\$74.07	\$72.48	\$72.03	\$76.52	\$74.02
Total Funding (excl Fed postage costs)	\$3,527,710	\$3,283,824	\$3,254,299	\$10,065,834	\$3,824,483	\$3,369,810	\$3,379,764	\$10,574,057	\$10,711,015	\$10,818,371	\$42,169,277
Total Cost Per Case	\$577.27	\$790.90	\$842.43	\$712.57	\$730.28	\$705.87	\$695.71	\$711.15	\$698.61	\$743.07	\$716.12

1st Quarter Spending Plan

FY 2026 DDS 1st Spending Plan Request SC											
	October	November	December	1st Q Estimate	January	February	March	2nd Q Estimate	3rd Q Estimate	4th Q Estimate	Annual Est Total
Personnel Cost Total	\$2,406,917	\$2,238,296	\$2,251,254	\$6,896,467	\$2,287,510	\$2,290,363	\$2,320,363	\$6,898,236	\$7,463,560	\$7,078,698	\$28,336,961
Total Workyears (WYs)	21.2	16.8	16.6	54.6	20.7	16.6	16.4	53.7	52.4	51.2	211.9
-FT	18.8	15.0	14.9	48.7	18.4	14.7	14.5	47.6	46.2	45.0	187.5
-PT	2.4	1.8	1.7	5.9	2.3	1.9	1.9	6.1	6.2	6.2	24.4
-Overtime	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Personnel Cost Per WY	\$113,534	\$133,232	\$135,618	\$126,309	\$110,508	\$137,974	\$141,486	\$128,459	\$142,434	\$138,256	\$133,728
Total Clearances	7,793	5,033	5,006	17,832	7,342	4,774	4,858	16,974	15,798	15,024	65,628
Initials	4,893	3,290	3,147	11,330	4,238	2,681	2,820	9,739	8,763	8,895	38,727
Recons	1,452	1,070	1,142	3,664	1,857	785	827	3,469	2,557	2,603	12,293
CDRs	886	340	351	1,577	839	968	853	2,660	3,362	2,401	10,000
Other	562	333	366	1,261	408	340	358	1,106	1,116	1,125	4,608
PPWY	367.6	299.6	301.6	326.6	354.7	287.6	296.2	316.1	301.5	293.4	309.7
Medical Costs - Total	\$827,232	\$528,907	\$458,265	\$1,814,404	\$662,948	\$495,828	\$504,552	\$1,663,327	\$1,664,003	\$1,604,563	\$6,746,298
CE's Purchased	2,065	1,304	1,312	4,680	2,012	1,289	1,312	4,612	4,344	4,207	17,844
CE Rate	26.5%	25.9%	26.2%	26.2%	27.4%	27.0%	27.0%	27.2%	27.5%	28.0%	27.2%
CE Case Cost	\$243.18	\$399.62	\$269.90	\$294.24	\$204.26	\$294.00	\$294.00	\$254.86	\$294.00	\$294.00	\$283.95
Total CE Cost	\$502,202	\$520,923	\$353,993	\$1,377,119	\$410,911	\$378,960	\$385,628	\$1,175,500	\$1,277,268	\$1,236,776	\$5,066,662
MER's Purchased	5,588	3,679	3,544	12,811	5,308	3,437	3,498	12,243	11,375	10,817	47,246
MER Rate	71.7%	73.1%	70.8%	71.8%	72.3%	72.0%	72.0%	72.1%	72.0%	72.0%	72.0%
MER Case Cost	\$58.17	\$2.17	\$29.42	\$34.13	\$47.48	\$34.00	\$34.00	\$39.84	\$34.00	\$34.00	\$35.55
Total MER Cost	\$325,030	\$7,984	\$104,272	\$437,285	\$252,036	\$116,868	\$118,924	\$487,828	\$386,735	\$367,788	\$1,679,635
Medical Cost Per Case	\$106.15	\$105.09	\$91.54	\$101.75	\$90.30	\$103.86	\$103.86	\$97.99	\$105.33	\$106.80	\$102.80
Indirect Costs - Total	\$219,029	\$203,685	\$204,864	\$627,578	\$208,163	\$208,423	\$211,153	\$627,739	\$679,184	\$644,162	\$2,578,663
Rate to Personnel Costs	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%	9.1%
Other Costs - Total	\$281,222	\$383,740	\$381,906	\$1,046,868	\$336,486	\$345,374	\$349,016	\$1,030,876	\$1,037,707	\$1,046,520	\$4,161,971
Occupancy	\$174,711	\$198,214	\$199,381	\$572,306	\$203,242	\$194,754	\$194,755	\$592,751	\$584,261	\$590,709	\$2,340,027
Contracting Out	\$85,710	\$116,095	\$94,514	\$296,319	\$83,950	\$95,000	\$95,000	\$273,950	\$285,001	\$285,001	\$1,140,271
EDP Maintenance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
New EDP Equipment/Upgrades				\$0				\$0			\$0
Equipment Total	\$1,027	\$1,000	\$857	\$2,884	\$841	\$880	\$880	\$2,601	\$2,640	\$2,640	\$10,765
--Purchases	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--Rental	\$1,027	\$1,000	\$857	\$2,884	\$841	\$880	\$880	\$2,601	\$2,640	\$2,640	\$10,765
Communications	\$334	\$25,120	\$37,825	\$63,279	\$13,139	\$21,190	\$21,981	\$56,310	\$60,420	\$66,220	\$246,229
Applicant Travel	\$0	\$194	\$161	\$355	\$169	\$300	\$300	\$769	\$900	\$900	\$2,924
DDS Travel	\$0	\$0	\$2,387	\$2,387	\$509	\$150	\$150	\$809	\$2,050	\$1,450	\$6,696
Supplies	\$0	\$20,000	\$15,852	\$35,852	\$5,864	\$5,000	\$5,000	\$15,864	\$15,000	\$15,000	\$81,716
Miscellaneous	\$19,440	\$23,117	\$30,929	\$73,486	\$28,772	\$28,100	\$30,950	\$87,822	\$87,435	\$84,600	\$333,343
--Training/Education		\$5,392	\$3,000	\$8,392				\$0	\$3,135	\$300	\$11,827
--Insurance				\$0				\$0			\$0
--Parent Agency Direct Charges				\$0				\$0			\$0
--Repair/maint Equipment				\$0				\$0			\$0
--Moving Costs				\$0			\$2,850	\$2,850			\$2,850
--CDI Units	\$19,440	\$17,725	\$27,929	\$65,094	\$28,672	\$28,000	\$28,000	\$84,672	\$84,000	\$84,000	\$317,766
--Remaining Misc Costs				\$0	\$100	\$100	\$100	\$300	\$300	\$300	\$900
Other Cost Per Case	\$36.09	\$76.24	\$76.29	\$58.71	\$45.83	\$72.34	\$71.84	\$60.73	\$65.69	\$69.66	\$63.42
Total Funding (excl Fed postage costs)	\$3,734,400	\$3,354,628	\$3,296,289	\$10,385,317	\$3,495,107	\$3,339,988	\$3,385,084	\$10,220,179	\$10,844,454	\$10,373,943	\$41,823,893
Total Cost Per Case	\$479.20	\$666.53	\$658.47	\$582.40	\$476.04	\$699.62	\$696.81	\$602.11	\$686.44	\$690.49	\$637.29

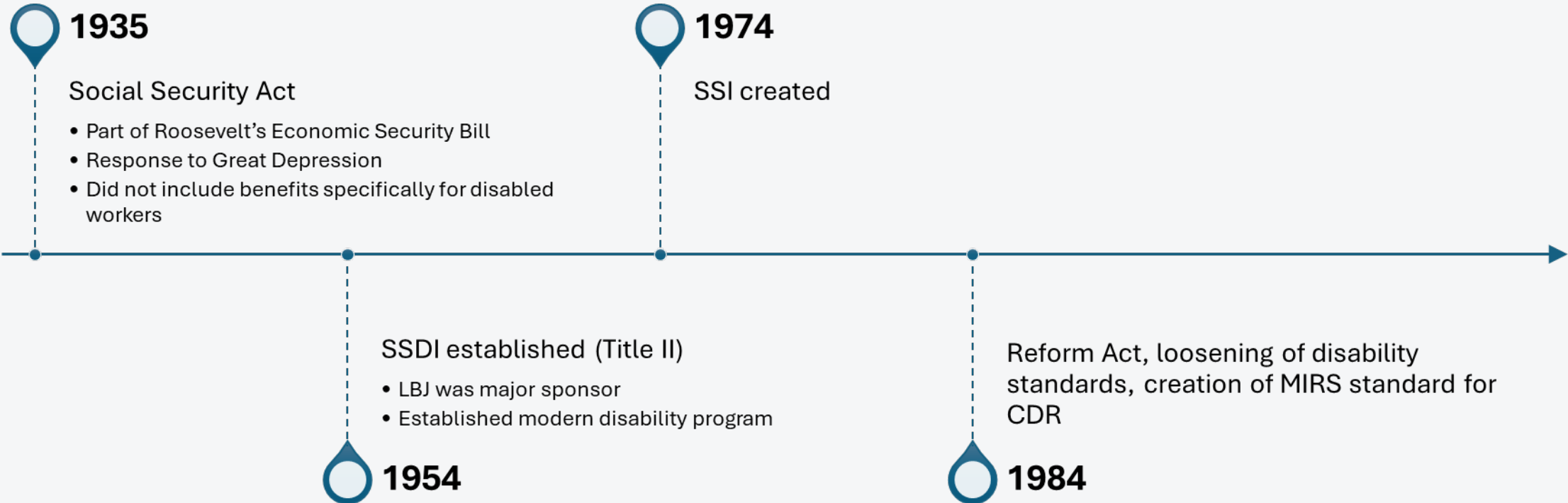
2nd Quarter Spending Plan

FY 2026 DDS 2nd Spending Plan Request											
	SC										
	1st Q Actuals	January Actuals	February	March	2nd Q Estimate	April	May	June	3rd Q Estimate	4th Q Estimate	Annual Est Total
Personnel Cost Total	\$6,896,467	\$2,287,510	\$2,295,959	\$2,210,925	\$6,794,094	\$2,178,062	\$2,320,363	\$2,815,607	\$7,314,032	\$7,091,401	\$28,096,294
Total Workyears (WY's)	54.5	20.7	16.6	16.2	53.5	16.1	20.0	16.0	52.1	51.8	211.9
-FT	48.7	18.4	14.7	14.4	47.5	14.3	17.8	14.1	46.2	45.7	188.1
-PT	5.8	2.3	1.9	1.8	6.0	1.8	2.2	1.9	5.9	6.1	23.8
-Overtime	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Personnel Cost Per WY	\$126,541	\$110,508	\$138,311	\$136,477	\$126,998	\$135,283	\$116,018	\$175,975	\$140,384	\$136,900	\$132,592
Total Clearances	17,832	7,342	5,753	5,692	18,787	5,432	6,770	6,129	18,331	21,263	76,213
Initials	11,330	4,238	2,792	2,694	9,724	2,431	2,906	2,952	8,289	13,346	42,689
Recons	3,664	1,857	1,730	1,579	5,166	1,495	1,895	1,732	5,122	5,992	19,944
CDRs	1,577	839	985	1,154	2,978	1,326	1,685	1,241	4,252	1,193	10,000
Other	1,261	408	246	265	919	180	284	204	668	732	3,580
PPWY	327.2	354.7	346.6	351.4	351.2	337.4	338.5	383.1	351.8	410.5	359.7
Medical Costs - Total	\$1,814,404	\$662,947	\$301,788	\$516,834	\$1,481,569	\$599,285	\$609,503	\$569,874	\$1,778,662	\$2,039,760	\$7,114,395
CE's Purchased	4,680	2,012	1,225	1,338	4,575	1,211	1,489	1,410	4,110	5,103	18,469
CE Rate	26.2%	21.3%	27.4%	23.5%	24.4%	22.3%	22.0%	23.0%	22.4%	24.0%	24.2%
CE Case Cost	\$294.26	\$204.23	\$201.93	\$135.76	\$183.60	\$423.32	\$295.00	\$295.00	\$332.82	\$295.00	\$275.63
Total CE Cost	\$1,377,119	\$410,911	\$247,443	\$181,595	\$839,949	\$512,783	\$439,373	\$415,853	\$1,368,008	\$1,505,420	\$5,090,497
MER's Purchased	12,811	5,308	4,246	4,172	13,726	3,781	4,861	4,401	13,042	15,267	54,846
MER Rate	71.8%	72.3%	73.8%	73.3%	73.1%	69.6%	71.8%	71.8%	71.1%	71.8%	72.0%
MER Case Cost	\$34.13	\$47.48	\$12.80	\$80.35	\$46.75	\$22.88	\$35.00	\$35.00	\$31.49	\$35.00	\$36.90
Total MER Cost	\$437,285	\$252,036	\$54,345	\$335,239	\$641,620	\$86,502	\$170,130	\$154,022	\$410,654	\$534,339	\$2,023,898
Medical Cost Per Case	\$101.75	\$90.30	\$52.46	\$90.80	\$78.86	\$110.32	\$90.03	\$92.98	\$97.03	\$95.93	\$93.35
Indirect Costs - Total	\$627,578	\$208,163	\$208,932	\$201,194	\$618,289	\$208,423	\$208,422	\$208,853	\$625,698	\$626,391	\$2,497,956
Rate to Personnel Costs	9.1%	9.1%	9.1%	9.1%	9.1%	9.6%	9.0%	7.4%	8.6%	8.8%	8.9%
Other Costs - Total	\$1,030,628	\$319,033	\$298,157	\$313,792	\$930,982	\$319,536	\$351,618	\$333,013	\$1,004,167	\$1,009,496	\$3,975,273
Occupancy	\$572,306	\$185,723	\$181,690	\$181,690	\$549,103	\$176,459	\$176,757	\$200,067	\$553,283	\$548,307	\$2,222,999
Contracting Out	\$296,319	\$83,950	\$71,878	\$84,935	\$240,763	\$89,566	\$90,266	\$85,266	\$265,098	\$255,799	\$1,057,979
EDP Maintenance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
New EDP Equipment/Upgrades	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Equipment Total	\$2,884	\$841	\$841	\$876	\$2,558	\$827	\$880	\$880	\$2,587	\$2,640	\$10,669
--Purchases	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--Rental	\$2,884	\$841	\$841	\$876	\$2,558	\$827	\$880	\$880	\$2,587	\$2,640	\$10,669
Communications	\$51,840	\$13,139	\$14,235	\$15,795	\$43,169	\$13,382	\$15,100	\$15,100	\$43,582	\$45,300	\$183,891
Applicant Travel	\$355	\$169	\$257	\$319	\$745	\$332	\$300	\$300	\$932	\$900	\$2,932
DDS Travel	\$2,406	\$575	\$0	\$681	\$1,256	\$600	\$950	\$1,250	\$2,800	\$4,600	\$11,062
Supplies	\$35,852	\$5,864	\$4,423	\$4,976	\$15,263	\$13,207	\$42,215	\$5,000	\$60,422	\$75,000	\$186,537
Miscellaneous	\$68,666	\$28,772	\$24,833	\$24,520	\$78,125	\$25,163	\$25,150	\$25,150	\$75,463	\$76,950	\$299,204
--Training/Education	\$8,392				\$0				\$0	\$300	\$8,692
--Insurance					\$0				\$0		\$0
--Parent Agency Direct Charges					\$0				\$0		\$0
--Repair/maint Equipment					\$0				\$0		\$0
--Moving Costs					\$0				\$0	\$1,200	\$1,200
--CDI Units	\$60,274	\$28,672	\$24,833	\$24,520	\$78,025	\$25,163	\$25,000	\$25,000	\$75,163	\$75,000	\$288,462
--Remaining Misc Costs		\$100			\$100		\$150	\$150	\$300	\$450	\$850
Other Cost Per Case	\$57.80	\$43.45	\$51.83	\$55.13	\$49.55	\$58.82	\$51.94	\$54.33	\$54.78	\$47.48	\$52.16
Total Funding (excl Fed postage costs)	\$10,369,077	\$3,477,653	\$3,104,836	\$3,242,746	\$9,825,235	\$3,305,306	\$3,489,906	\$3,927,348	\$10,722,560	\$10,767,047	\$41,683,919
Total Cost Per Case	\$581.49	\$473.67	\$539.69	\$569.70	\$522.98	\$608.49	\$515.50	\$640.78	\$584.94	\$506.37	\$546.94

3rd Quarter Spending Plan

FY 2026 DDS 3rd Spending Plan Request South Carolina												
	1st Q Actuals	2nd Q Actuals	6 month Actuals	April	May	June	3rd Q Estimate	Jul	Aug	Sept	4th Q Estimate	Annual Est Total
Personnel Cost Total	\$6,896,467	\$6,794,394	\$13,690,861	\$2,178,062	\$2,183,306	\$2,713,601	\$7,074,969	\$2,192,259	\$2,229,345	\$2,317,825	\$6,739,429	\$27,505,259
Total Workyears (WYs)	54.5	53.5	108.0	16.1	108.0	15.7	51.8	20.2	16.3	16.4	52.9	212.7
-FT	48.7	47.5	96.2	14.3	17.8	13.9	46.0	17.8	14.4	14.5	46.7	188.9
-PT	5.8	6.0	11.8	1.8	2.2	1.8	5.8	2.4	1.9	1.9	6.2	23.8
-Overtime	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Personnel Cost Per WY	\$126,541	\$126,998	\$126,767	\$135,283	\$109,165	\$172,841	\$136,582	\$108,528	\$136,770	\$141,331	\$127,399	\$129,315
Total Clearances	17,826	18,740	36,566	5,432	6,866	5,653	17,951	7,174	6,307	5,611	19,092	73,609
Initials	11,325	9,700	21,025	2,431	2,988	2,642	8,061	3,867	3,441	3,295	10,603	39,689
Recons	3,663	5,146	8,809	1,495	1,917	1,516	4,928	1,875	1,706	1,633	5,214	18,951
CDRs	1,577	2,975	4,552	1,326	1,674	1,320	4,320	1,175	960	493	2,628	11,500
Other	1,261	919	2,180	180	287	175	642	257	200	190	647	3,469
PPWY	327.1	350.3	338.6	337.4	343.3	360.1	346.5	355.1	386.9	342.1	360.9	346.1
Medical Costs - Total	\$1,814,699	\$1,480,556	\$3,295,255	\$599,285	\$563,330	\$484,842	\$1,647,456	\$655,366	\$586,948	\$522,176	\$1,764,491	\$6,707,202
CE's Purchased	4,684	4,567	9,251	1,211	1,483	1,232	3,927	1,686	1,520	1,352	4,558	17,736
CE Rate	26.3%	24.4%	25.3%	22.3%	21.6%	21.8%	21.9%	23.5%	24.1%	24.1%	23.9%	24.1%
CE Case Cost	\$294.08	\$183.75	\$239.61	\$423.32	\$323.05	\$287.15	\$342.71	\$285.00	\$285.00	\$285.00	\$285.00	\$274.10
Total CE Cost	\$1,377,450	\$839,164	\$2,216,614	\$512,783	\$479,101	\$353,870	\$1,345,754	\$480,479	\$433,196	\$385,392	\$1,299,066	\$4,861,435
MER's Purchased	12,806	13,682	26,488	3,781	4,799	4,025	12,605	5,144	4,522	4,023	13,689	52,782
MER Rate	71.8%	73.0%	72.4%	69.6%	69.9%	71.2%	70.2%	71.7%	71.7%	71.7%	71.7%	71.7%
MER Case Cost	\$34.14	\$46.88	\$40.72	\$22.88	\$17.55	\$32.54	\$23.94	\$34.00	\$34.00	\$34.00	\$34.00	\$34.97
Total MER Cost	\$437,249	\$641,392	\$1,078,641	\$86,502	\$84,228	\$130,971	\$301,702	\$174,888	\$153,752	\$136,785	\$465,425	\$1,845,767
Medical Cost Per Case	\$101.80	\$79.01	\$90.12	\$110.32	\$82.05	\$85.77	\$91.78	\$91.35	\$93.06	\$93.06	\$92.42	\$91.12
Indirect Costs - Total	\$630,205	\$651,028	\$1,281,233	\$208,423	\$208,423	\$208,423	\$625,269	\$208,423	\$208,423	\$208,423	\$625,269	\$2,531,771
Rate to Personnel Costs	9.1%	9.6%	9.4%	9.6%	9.5%	7.7%	8.8%	9.5%	9.3%	9.0%	9.3%	9.2%
Other Costs - Total	\$1,030,908	\$950,543	\$1,981,451	\$336,009	\$344,218	\$289,914	\$970,141	\$312,544	\$291,888	\$356,534	\$960,966	\$3,912,558
Occupancy	\$572,306	\$568,666	\$1,140,972	\$193,294	\$190,719	\$195,614	\$579,627	\$196,045	\$196,045	\$196,045	\$588,135	\$2,308,734
Contracting Out	\$296,319	\$240,763	\$537,082	\$89,566	\$80,662	\$58,375	\$228,603	\$60,000	\$50,000	\$50,000	\$160,000	\$925,685
EDP Maintenance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
New EDP Equipment/Upgrades	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Equipment Total	\$2,884	\$2,558	\$5,442	\$827	\$861	\$841	\$2,529	\$860	\$860	\$860	\$2,580	\$10,551
--Purchases	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--Rental	\$2,884	\$2,558	\$5,442	\$827	\$861	\$841	\$2,529	\$860	\$860	\$860	\$2,580	\$10,551
Communications	\$51,840	\$43,167	\$95,007	\$13,381	\$14,144	\$14,390	\$41,915	\$14,700	\$14,700	\$14,700	\$44,100	\$181,022
Applicant Travel	\$635	\$745	\$1,380	\$332	\$171	\$394	\$897	\$300	\$300	\$300	\$900	\$3,177
DDS Travel	\$2,406	\$1,256	\$3,662	\$239	\$844	\$443	\$1,526	\$5,439	\$5,983	\$2,829	\$14,251	\$19,439
Supplies	\$35,852	\$15,263	\$51,115	\$13,207	\$40,467	\$5,276	\$58,950	\$17,200	\$5,000	\$72,800	\$95,000	\$205,065
Miscellaneous	\$68,666	\$78,125	\$146,791	\$25,163	\$16,350	\$14,581	\$56,094	\$18,000	\$19,000	\$19,000	\$56,000	\$258,885
--Training/Education	\$8,392	\$0	\$8,392	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$8,392
--Insurance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--Parent Agency Direct Charges	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--Repair/maint Equipment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--Moving Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
--CDI Units	\$60,274	\$78,025	\$138,299	\$25,163	\$16,350	\$14,581	\$56,094	\$18,000	\$19,000	\$19,000	\$56,000	\$250,393
--Remaining Misc Costs	\$100	\$100	\$100	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$100
Other Cost Per Case	\$57.83	\$50.72	\$54.19	\$61.86	\$50.13	\$51.28	\$54.04	\$43.57	\$46.28	\$63.54	\$50.33	\$53.15
Total Funding (excl Fed postage costs)	\$10,372,279	\$9,876,521	\$20,248,800	\$3,321,779	\$3,299,277	\$3,696,780	\$10,317,835	\$3,368,592	\$3,316,604	\$3,404,958	\$10,090,155	\$40,656,790
Total Cost Per Case	\$581.86	\$527.03	\$553.76	\$611.52	\$480.52	\$653.95	\$574.78	\$469.56	\$525.86	\$606.84	\$528.50	\$552.33

Social Security Disability: Historical Timeline



Overview of Federal Disability Programs

Social Security Disability (SSDI) Title II

- Must have worked long enough and recently enough to qualify
- Workers make contributions to finance benefits, “Disability Insurance.”
- The dollar value of benefits related to earnings
- Benefits are protected by law
 - “Entitlement”
 - Can be appealed

Supplemental Security Income (SSI) Title XVI

- Funded by general tax revenues
- Monthly benefit the same for everyone
- Must fall below income and resource threshold

Federal Programs, including SSA, operate under a Code of Federal Regulations (CFR)

These regulations govern every aspect of how Disability Determination Services (DDS) decisions are made.

The disability program, across every state, must determine disability using the same criteria, as **outlined in the CFR**

Administrative laws may be written or modified only with the authority of the Federal Circuit courts and remain subject to their judicial oversight.

A disability benefits decision may be appealed through successive courts, up to and including the Supreme Court.

SSA Field Office Application Process

- **Claimant** applies for Disability at an SSA Field Office
(now, can now be done online)
- The FO determines eligibility

SSDI

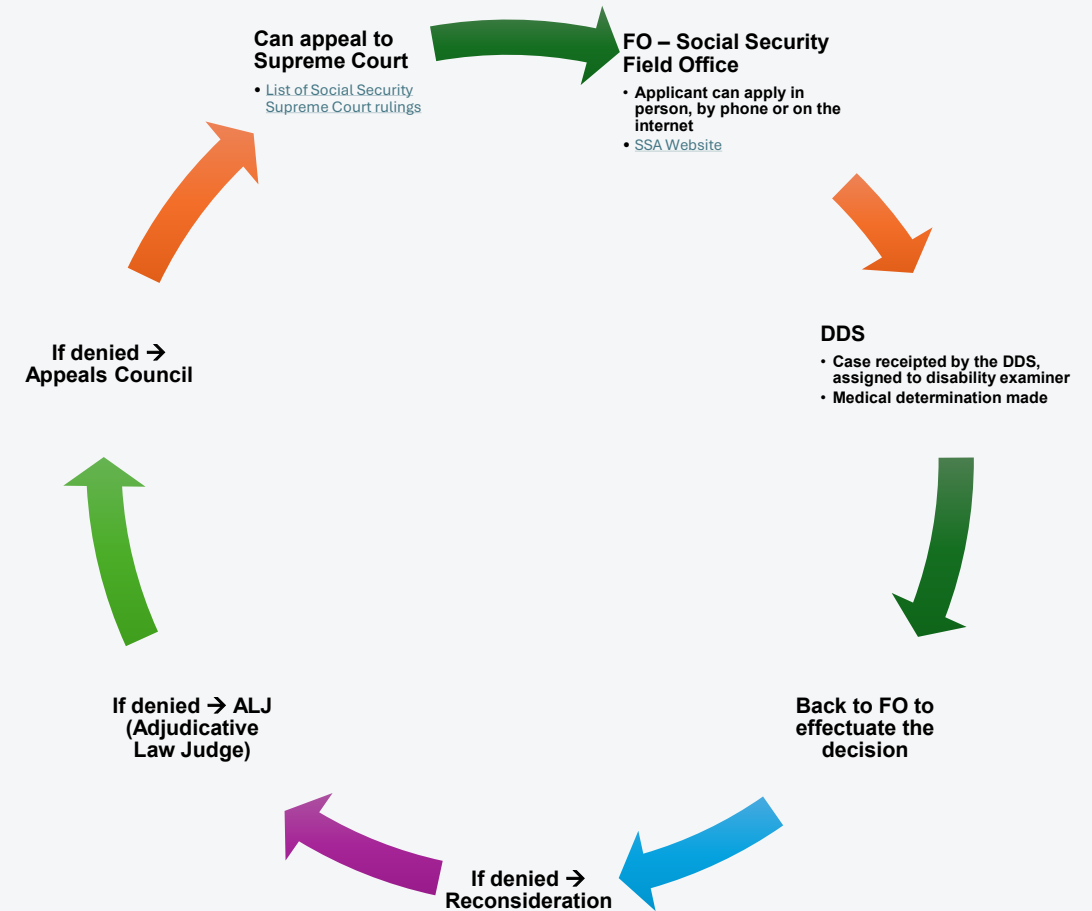
- Benefits determined by how much paid into system
- Evaluated in “quarters” worked
- 20/40 Rule

SSI

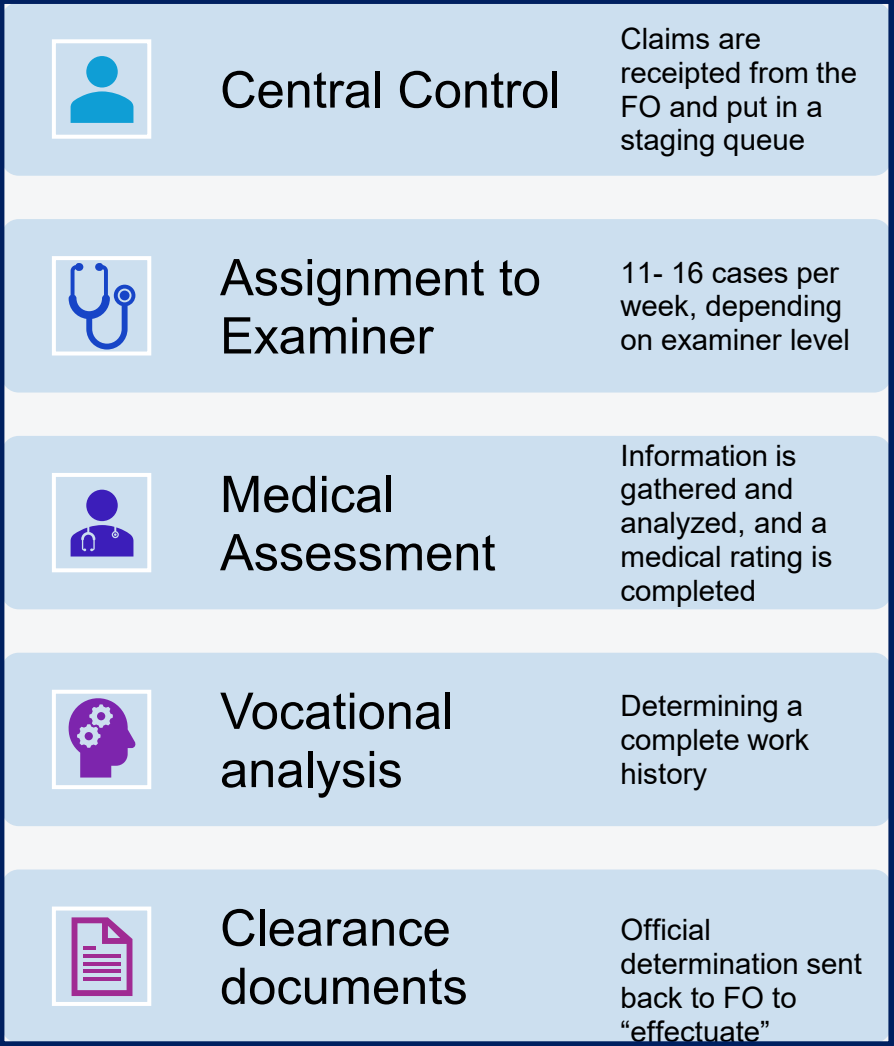
- FO researches income and resources
- Means testing (bank accounts, assets)
- Resolves work issues
- Official “onset” of disability
- 3367 and 3368
- Sample 3368 and 3367
- Many claimants qualify for both Title II and Title XVI
- SSA FO sends the application to the DDS

Application Includes:

Entitlement
List alleged medical impairments
Medical sources
Complete work history
Contact information
Functional information
Potential disability onset



DDS Disability Case Review and Decision Path



Social Security Administration (SSA) Definition of a Disability

§ 404.1505. Basic definition of disability.

(a) The law defines disability as the inability to do any substantial gainful activity by reason of any medically determinable physical or mental impairment which can be expected to result in death, or which has lasted or can be expected to last for a continuous period of not less than 12 months. To meet this definition, you must have a severe impairment(s) that makes you unable to do your past relevant work (see § [404.1560\(b\)](#)) or any other substantial gainful work that exists in the national economy. If your severe impairment(s) does not meet or medically equal a listing in appendix 1, we will assess your residual functional capacity as provided in §§ [404.1520\(e\)](#) and [404.1545](#). (See §§ [404.1520\(g\)\(2\)](#) and [404.1562](#) for an exception to this rule.) We will use this residual functional capacity assessment to determine if you can do your past relevant work. If we find that you cannot do your past relevant work, we will use the same residual functional capacity assessment and your vocational factors of age, education, and work experience to determine if you can do other work. (See § [404.1520\(h\)](#) for an exception to this rule.) We will use this definition of disability if you are applying for a period of disability, or disability insurance benefits as a disabled worker, or child's insurance benefits based on disability before age 22 or, with respect to disability benefits payable for months after December 1990, as a widow, widower, or surviving divorced spouse.

(b) There are different rules for determining disability for individuals who are statutorily blind. We discuss these in §§ [404.1581](#) through [404.1587](#). There are also different rules for determining disability for widows, widowers, and surviving divorced spouses for monthly benefits for months prior to January 1991. We discuss these rules in §§ [404.1577](#), [404.1578](#), and [404.1579](#).

[45 FR 55584, Aug. 20, 1980, as amended at 51 FR 10616, Mar. 28, 1986; 57 FR 30120, July 8, 1992; 68 FR 51161, Aug. 26, 2003; 77 FR 43494, July 25, 2012]

Disability Determination Process: Sequential Evaluation

The **Disability Determination Process** is a systematic approach used by the Social Security Administration (SSA) to evaluate whether an individual is disabled and qualifies to receive disability benefits.

20 C.F.R. § 404.1520

1. Work Activity:

SSA checks if the individual is engaged in **Substantial Gainful Activity (SGA)**. If they are, the claim is denied.

2. Medical Severity:

SSA determines if the individual's medical condition is severe enough to interfere with basic work activities. If it is, the individual is moved to the next step.

3. Listing of Impairments:

SSA reviews a list of medical conditions considered severe enough to prevent all work activity. If the individual's condition matches one of these, they are approved. If not, we go to Step 4

4. Past Relevant Work:

SSA creates a **Residual Functional Capacity**, which is used to evaluate the individual's ability to perform work they previously did. If they can do their past work, they are not considered disabled.

5. Other Work:

Considering age, education, and work experience, can the claimant adjust to other work? Vocational Tables

Example: SSA Listing of Impairments (Heart Failure)

4.02 Chronic heart failure while on a regimen of prescribed treatment, with symptoms and signs described in 4.00D2. The required level of severity for this impairment is met when the requirements in *both A and B* are satisfied.

A. Medically documented presence of one of the following:

1. Systolic failure (see 4.00D1a(i)), with left ventricular end diastolic dimensions greater than 6.0 cm or ejection fraction of 30 percent or less during a period of stability (not during an episode of acute heart failure); or
2. Diastolic failure (see 4.00D1a(ii)), with left ventricular posterior wall plus septal thickness totaling 2.5 cm or greater on imaging, with an enlarged left atrium greater than or equal to 4.5 cm, with normal or elevated ejection fraction during a period of stability (not during an episode of acute heart failure);

Residual Functional Capacity

When a claimant has a severe impairment but does not meet an SSA disability listing, a **Residual Functional Capacity (RFC)** assessment is required.

An RFC evaluates the claimant's limitations across all areas of work-related functioning, including:

1. **Physical impairments:** standing, reaching, stooping, fine motor skills, environmental exposure, etc.
2. **Mental impairments:** social functioning, organization and learning, and response to routine workplace changes.

RFC Criteria

Based on our determined limitations (the RFC), we must then evaluate whether the claimant can perform work:

1. Can the claimant perform any work they have done in the past five years?
2. Either as they performed the job, or as the job is typically performed
3. If the claimant cannot perform any past work, can they adjust to another type of work?
4. SSA Vocational Tables (based on age and education level)

Disability Examiners Make Disability Decisions

Disability examiner training is a two-year process

- 6 months of classroom training, including extensive medical training *followed by*
- 6 months of hands-on case training *followed by*
- 1 year of progressive training

Examiners must pass a 200-question, comprehensive final exam

- Examiners candidates take an analytic reasoning test as part of the hiring process

Average caseloads for an experienced examiner is between 120-160 claims

- Examiner performance is based on production of cases, case processing time, decisional accuracy and cost per case
- Performance standards are reported monthly, and published
- Due to the complexity and the level of analytical skills required, examiner attrition rates are extremely high

Disability Examiner Training Syllabus

DEBT UNIT 8: Vocational Analysis (3 weeks)

PPTx3: Vocational Analysis; Part 1: Step 4 PRW, Part 2 Step 5 Other Work, Part 3: Transferability

Intro to Occubrowse; Deskaid: Vocational Quick Ref; Occupational Base

XF-7 Vocational Exercises; Beth Chapman Session: Obtaining Work History

Skills: Obtaining work history, findings jobs in DOT, utilizing voc tables, completing steps 4,5. Recognizing when transferability applies.

Quiz: Vocational Analysis

*Begin receiving claims. Sit with TOSS III or examiner to observe work history calls.

Do work history calls for other examiners and find jobs in DOT.

DEBT UNITS 4, 5, 6 Body Systems (10+ weeks)

General Order: MSK, Neuro, Mental, Cancer, Hematological, GI/GU, Skin, Respiratory, Cardiac, Special Senses, Congenital, Immune, Endocrine+ Special Issues (Diabetes, ME/CFS, Long Covid, Obesity)

Skills: Documenting properly per listings guidelines; utilizing body system resource guides, obtaining MDI-specific ADL information

Quiz: Each body system has its own quiz, except congenital and endocrine.

*start receiving increased caseload.

Week 20: Final Exam

Week 22-24: Advanced Vocational Training and Transferability

Special RFCs (less than sed, etc), Review of Steps 4,5, review of occupational base. Transferability Training (PPT) and assign trainees one TSA to complete as a group, and discuss in class (Real Estate Agent, Electrician, Chef or similar)

Teresa London: TSA class demo with live case

Quiz: Complete two XF7 exercises, one includes a TSA to be completed by trainee on their own

Week 24-26: Onset, Reopening, DA&A, FTFPT, Special Case Issues

Week 35-45: Ratings training: 1. Documenting Listing Level Impairment on 416; 2. Basic Physical RFC
3. Mental Non-Severe Ratings on PRTF; 4. Mental Severe (mRFC) 5. Medical Equivalence

Examiner Monthly Performance Tracking

- Examiner metrics are tracked monthly
- Examiner annual performance evaluations are based on 12-Month Rolling Statistics:

1) Production Rating

Successful = 94%

Exceptional = 98% and above

2) Quality Assurance Rating

Successful = 91%

Exceptional = 96% and above

3) Aged Case Percentage

Successful = 27% or less

Exceptional = 20% or less

4) Consultative Exam Rate

Successful = 35% or less

Exceptional = less than 30%

5) Processing Time

Successful = 90 days or less

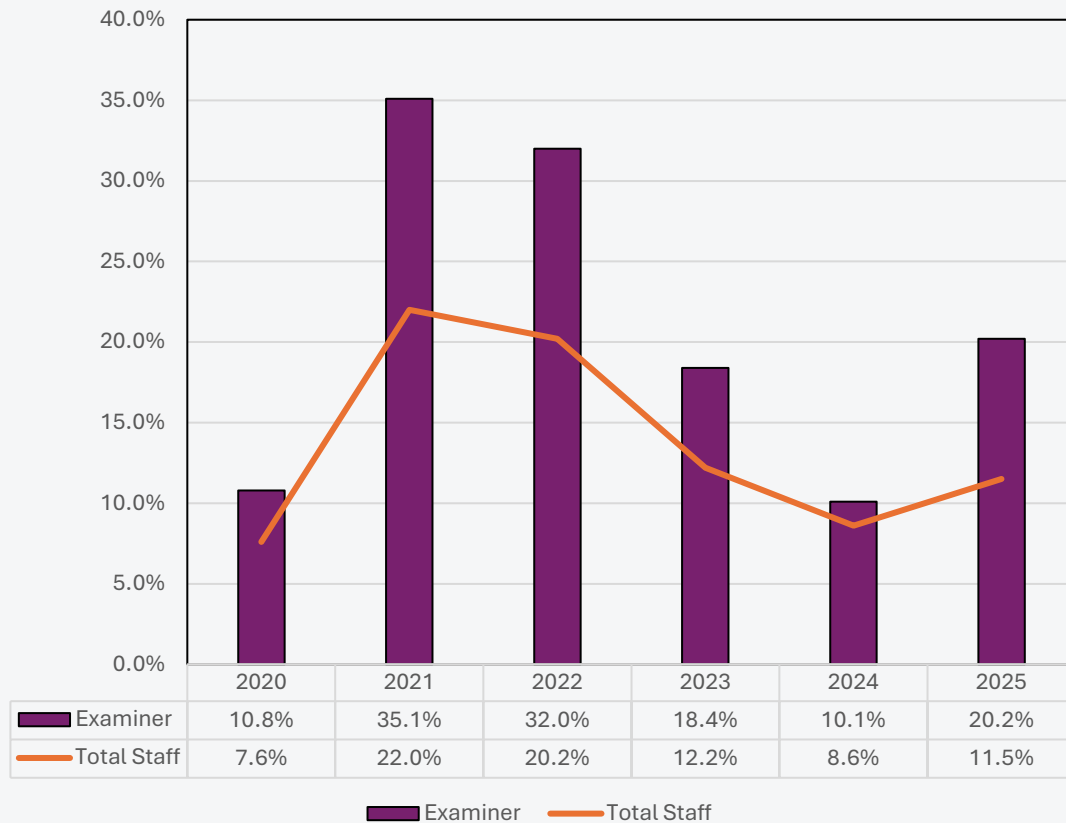
Exceptional = less than 85 days

12 Month Examiner Averages - Columbia - November-25																
DE Level	Production						QA Quality			Aged Case %		CE Rate		Processing Time		
	Production FY 2025	Production YTD 2026	12 Mos Net Receipts	12 Months Production	12 Month Net Production	Net Production Percentage	QA Rate FY 2025	YTD 2026	12 Months Rolling	Current Month	Average Monthly Aged Case %	CE Rate FY 2025	12 Months Rolling	Year end Average FY 2025	Current Month	12 Month Rolling
Trainers (OP)	94% or greater						91% or greater			27% or less		45% or less		90 days or less		
DE III	694	155	758	741	-17	97.76%	99.03%	100.00%	98.99%	31.25%	24.30%	27.09%	30.23%	83.51	85.25	85.95
DE I	506	80	524	512	-12	97.71%	97.73%	100.00%	97.70%	28.36%	27.22%	20.95%	22.07%	90.72	91.21	93.38
DE I	537	119	601	570	-31	94.84%	97.59%	90.91%	95.35%	22.88%	16.54%	19.37%	18.77%	59.46	55.88	58.62
DE IV	195	60	301	254	-47	84.39%	100.00%	83.33%	96.97%	14.00%	7.32%	19.07%	19.29%	54.90	57.63	55.60
DE II	538	83	517	518	1	100.19%	94.25%	92.86%	92.86%	15.56%	26.10%	26.02%	25.29%	84.79	57.64	83.14
DE III	732	146	771	748	-23	97.02%	99.03%	100.00%	99.02%	29.88%	21.99%	31.01%	30.75%	71.38	69.28	72.08
DE II	647	114	666	648	-18	97.30%	98.10%	100.00%	97.78%	22.15%	16.28%	26.43%	28.40%	77.68	77.39	78.03
DE III	740	147	776	784	8	101.03%	97.56%	94.12%	96.47%	28.75%	24.52%	27.84%	28.19%	73.07	72.82	73.93
DE II	659	106	669	655	-14	97.91%	95.33%	100.00%	94.95%	21.33%	19.94%	34.90%	35.27%	78.55	71.61	77.06
DE I	533	74	504	508	4	100.79%	96.05%	100.00%	96.20%	9.09%	12.38%	17.45%	17.91%	62.82	60.63	61.51
DE I	389	81	442	428	-14	96.83%	97.14%	88.89%	95.00%	16.52%	25.43%	22.37%	29.21%	88.12	73.89	90.27
Trainee	435	82	475	474	-1	99.79%	97.73%	87.50%	95.74%	20.00%	22.18%	20.75%	21.10%	81.51	85.04	81.69

Staffing Challenge

Staffing: Staff can only be hired with federal approval. Currently, DDS has authority to hire 5 disability examiners, 6 temporary clericals and PT Medical Consultants.

SC DSS Staff Attrition Trends



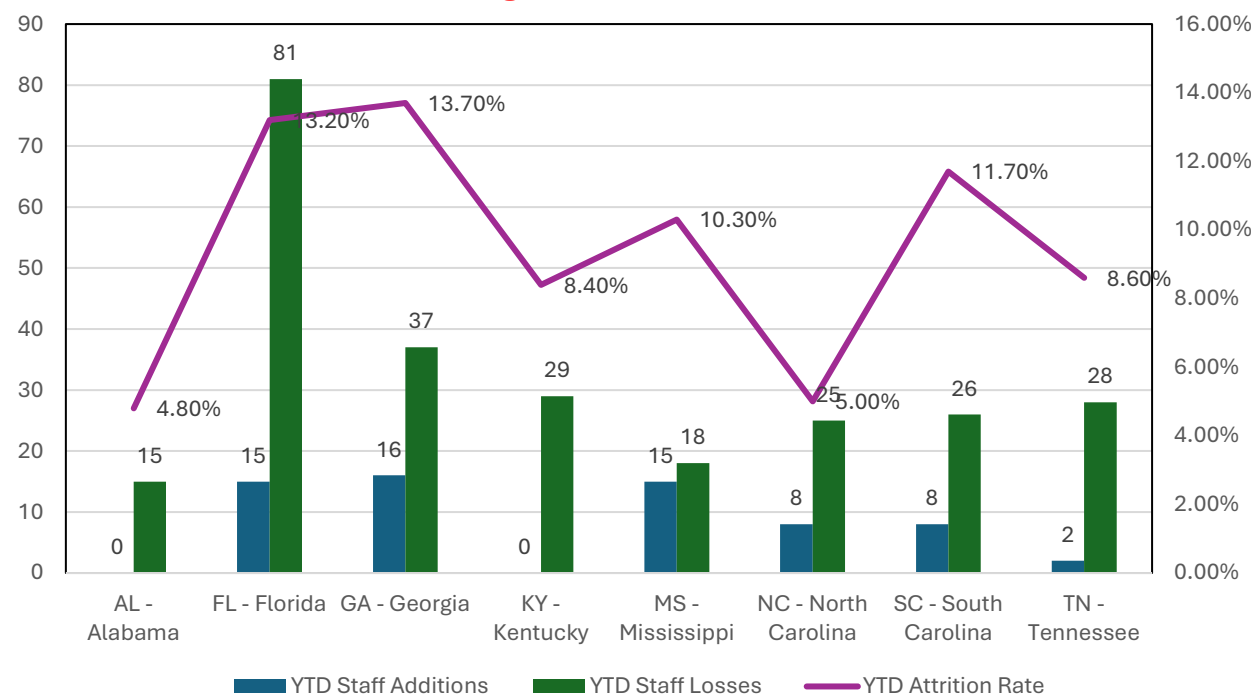
FFY26 YTD Attrition			
	Hires	Losses	Attrition Rate
Total Staff	12	24	14.40%
Examiner Staff	8	16	25.70%

Additional hires and losses expected by end of FFY26:

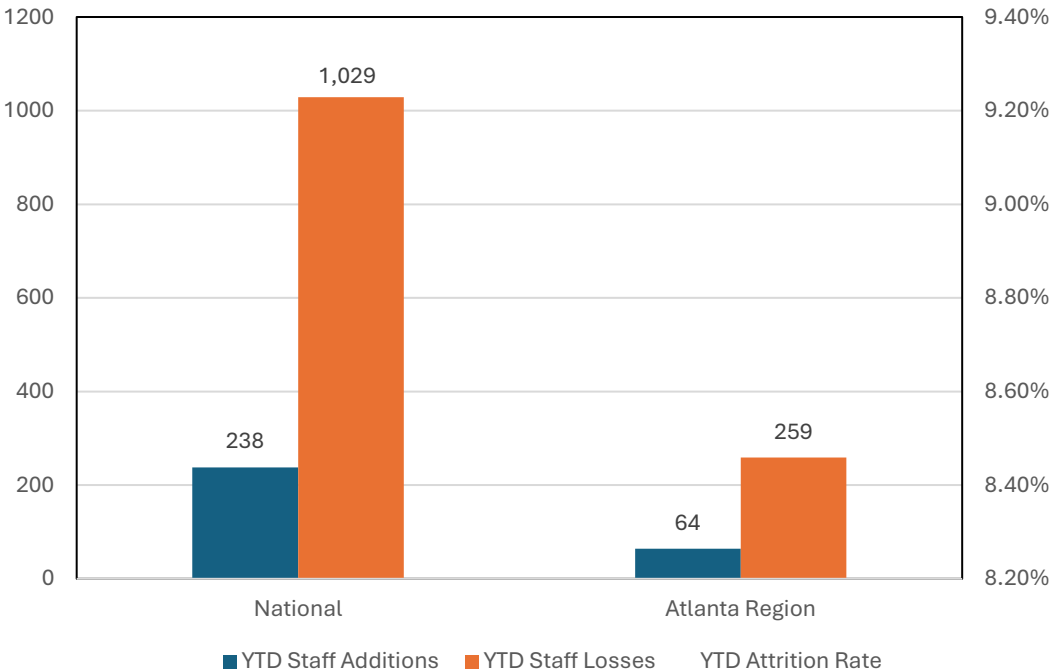
- 4 additional Disability Examiners hires
- 5 additional Total staff losses

Regional and National Attrition

FFY25 Regional Staff Loss/Additions



FFY25 Regional and National Attrition Rate



Regional YTD FFY26:

- 7.4% Total Staff (30 Additions/160 Losses)
- 10.2 % Examiner Staff (21 Hires/99 Losses)

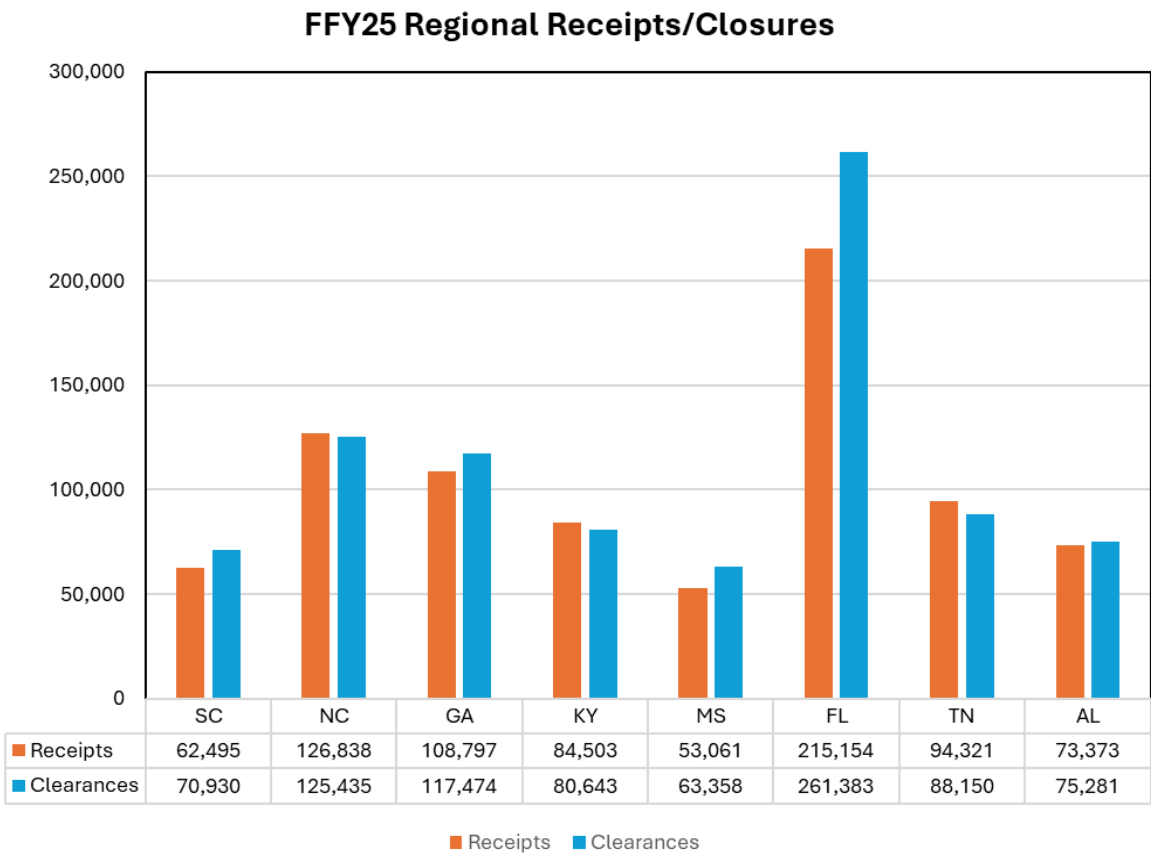
National YTD FFY26:

- 7.9% Total Staff (143 Additions/736 Losses)
- 9.7% Examiner Staff (136 Hires/468 Losses)

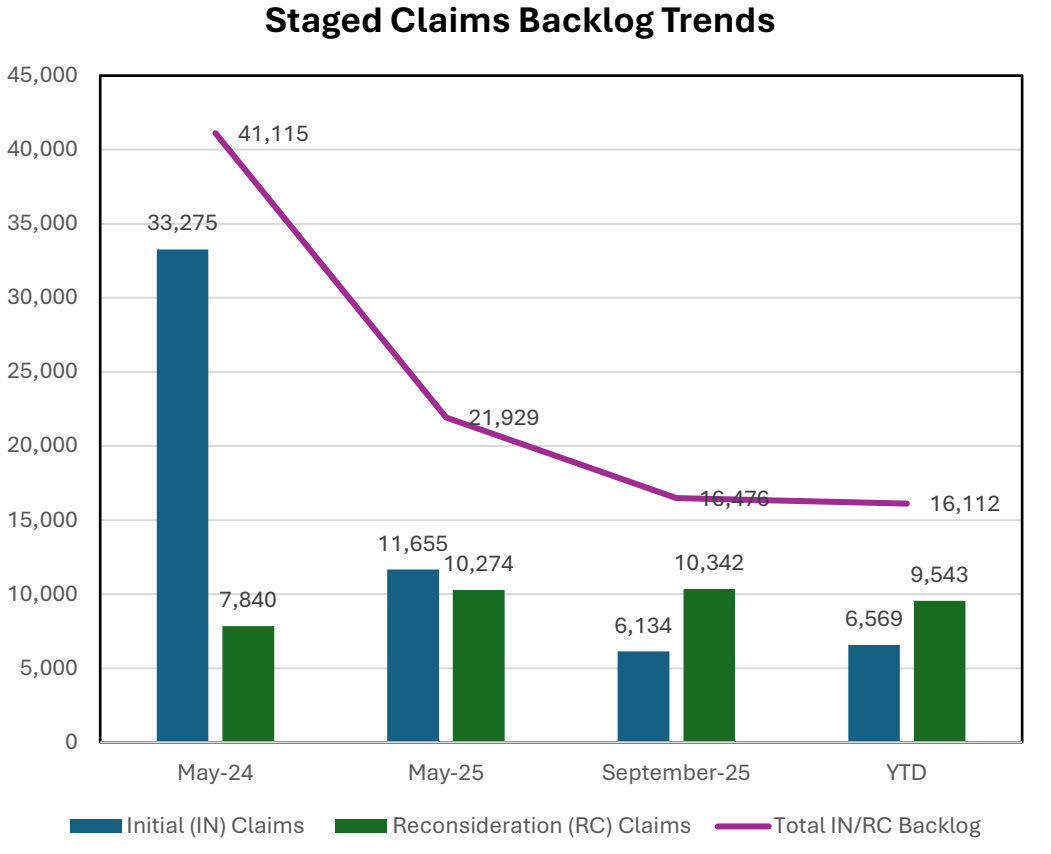
DDS Impact by the Numbers

FY2025 Accomplishments

1) Closed 70,930 disability claims

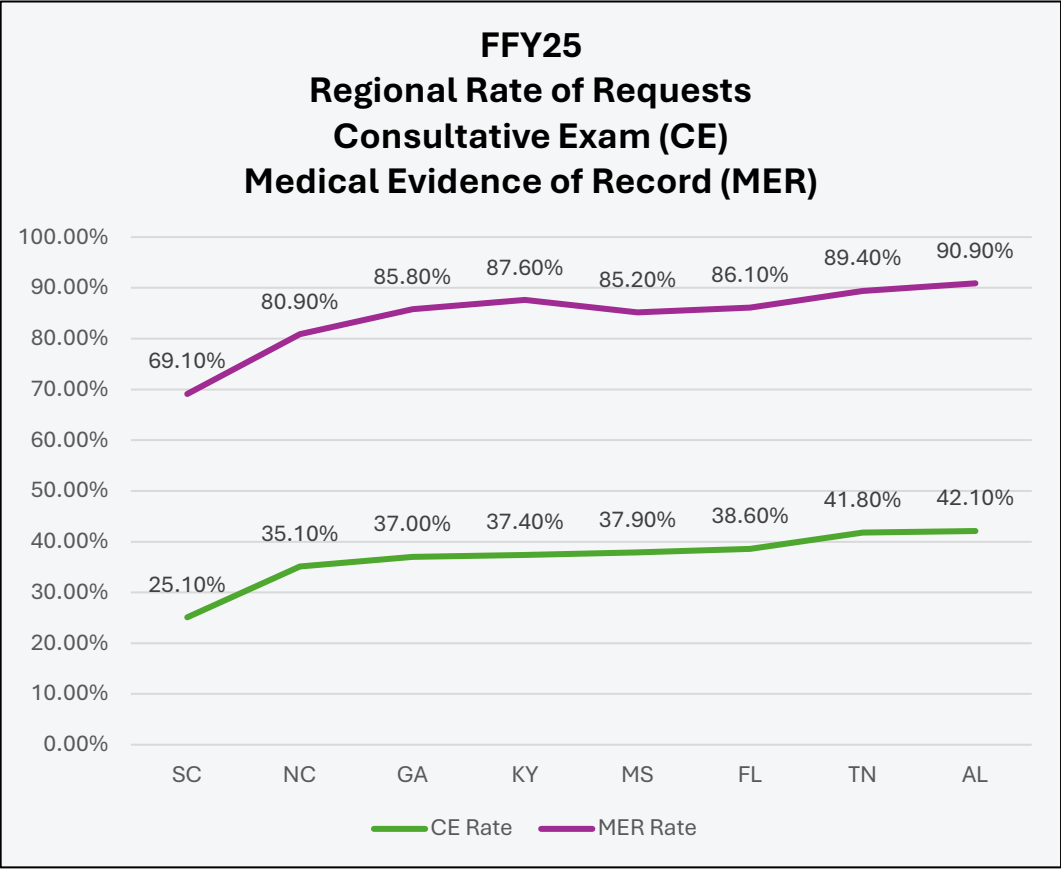


2) Nearly 20% Backlog Reduction



DDS Impact by the Numbers

3) Maintained low CE and MER costs



4) Maintained high Quality Assurance

SCDDS Performance Accuracy			
	Initial Accuracy	Recon Accuracy	CDR Accuracy
	FYTD	12-Mo Rolling	FYTD
SC	96.50%	96.30%	97.30%
Regional Avg.	95.50%	92.30%	96.80%
National Avg.	95.30%	93.10%	96.80%

Priorities



PROCESS 'AGED' CASES: CONTINUE TO DECREASE AGED CASES (ASSIGNED AND STAGED)



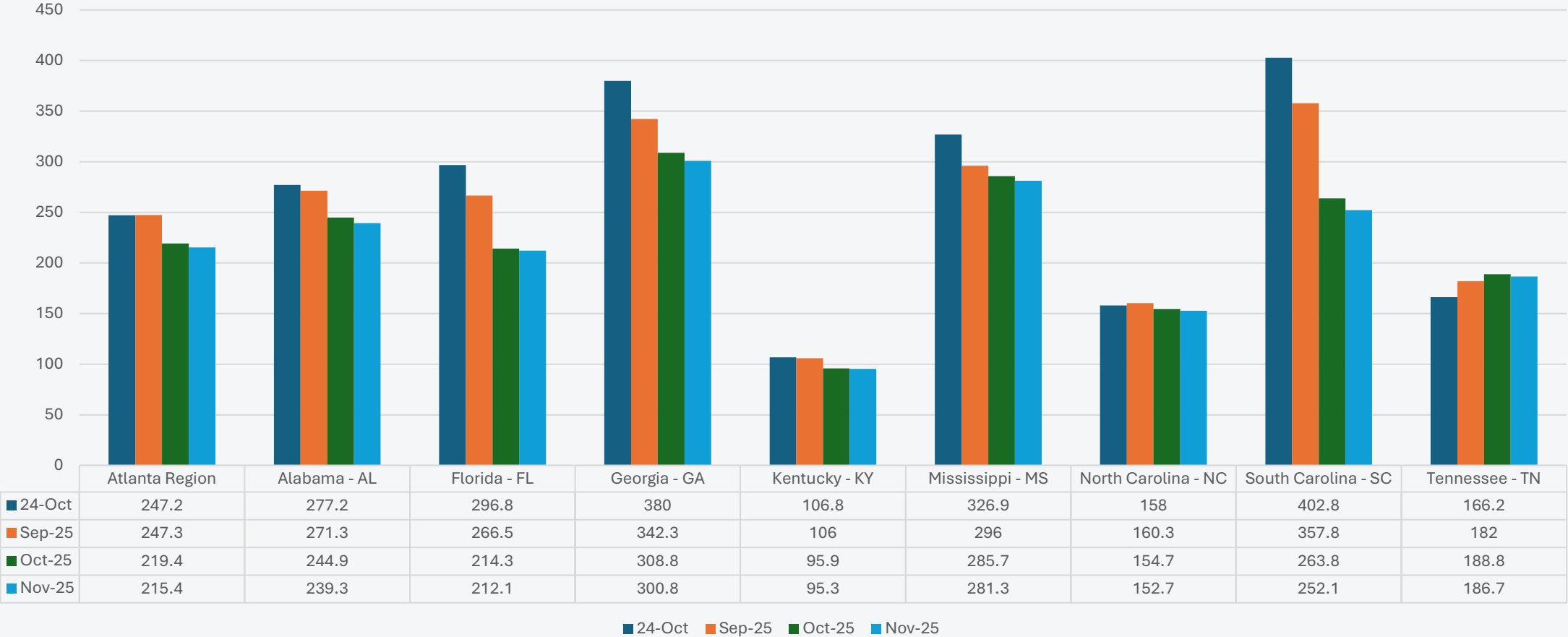
IMPROVE CASE PROCESSING TIME: CONTINUE TO DECREASE OVERALL PROCESSING TIME.



COLLABORATION: CONTINUE TO ADVOCATE FOR SSA ASSISTANCE AND SUPPORT.

Trends

FFY25 Regional Initial Processing Time Trends



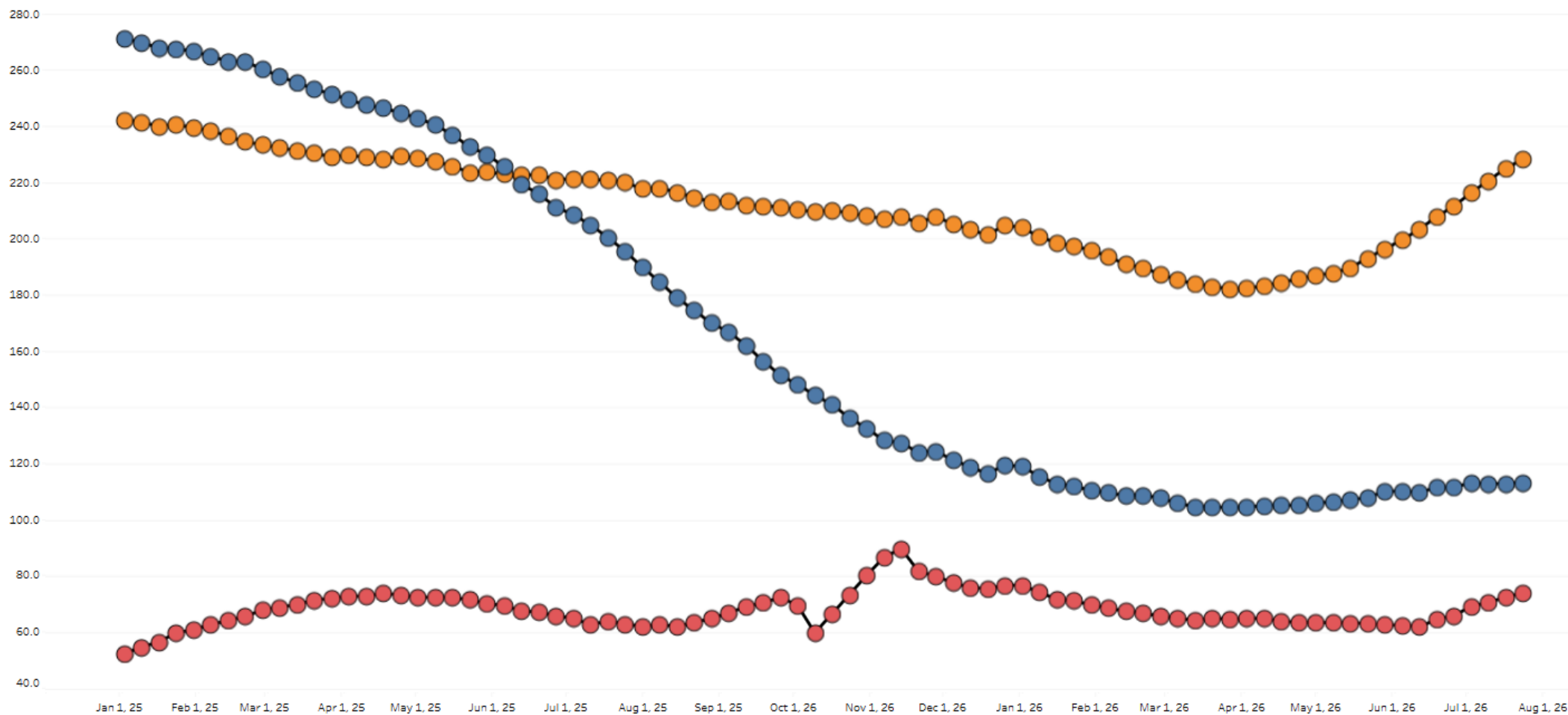
Average Age of DDS Pending

Trend

Initial Claims

Reconsiderations

CDRs



	Jan-25	Jan-26	Jul-26
Initial	271 days	119 days	113 days
Reconsideration	242 days	204 days	216 days
CDR	52 days	76 days	69 days

Workload Goals FY 2026

58,886 Total Claims (October 2025)

- 34,041 Initials Claims
- 9,986 Reconsideration Claims
- 10,000 CDR Claims
- 4,309 Other

73,609 Total Claims (July 2026)

- 39,689 Initials Claims
- 18,951 Reconsideration Claims
- 11,500 CDR Claims
- 3,469 Other

FY24
(Week 15)

Case Level	Pending Case Count	Staged Case Count	Percent of Pending Staged	Average Days in Staged Queue
Total	59,189	85,773	144.91%	208
Initials	46,137	67,999	147.38%	220
Recons	7,079	12,160	171.78%	213
CDR	5,305	4,692	88.44%	47
PH	387	500	129.20%	49
DH	281	422	150.18%	53

FY25
(Week 15)

Case Level	Pending Case Count	Staged Case Count	Percent of Pending Staged	Average Days in Staged Queue
Total	45,667	29,593	64.80%	202
Initials	32,978	20,632	62.56%	199
Recons	9,529	8,225	86.32%	226
CDR	2,545	731	28.72%	22
PH	320	4	1.25%	4
DH	295	1	0.34%	3

FY26
(Week 15)

Case Level	Pending Case Count	Staged Case Count	Percent of Pending Staged	Average Days in Staged Queue
Total	33,395	17,996	53.90%	93.8
Initials	16,376	7,582	46.30%	56.1
Recons	12,928	8,798	68.10%	137.8
CDRs	3,522	1,613	45.80%	30.9
PH	365	3	0.80%	2
DH	204	0	0.00%	

Customer Service

We are committed to providing the best customer service to the citizens of South Carolina:

- **All hands-on deck approach for case assignments**
- **Ongoing training for support staff to ensure decreased wait times for incoming calls**
- **Collaborating with other DDS sites for assistance with case processing and sharing of best practices**
- **SSA Disability Adjudication Resource Team (DART) Visit**

“I really appreciate the good spirit from the person who called to tell me my appointment changed. She took her time and made sure I was not confused.”

-Anonymous Customer Service Survey

“OQR SF acknowledges the DDS examiner for adjudicating this presumptive disability (PD) claim within 2 days. The claim was received at the DDS on 01/21/25, and adjudication was completed on 01/23/25. Timely and accurate adjudication of claims is always a priority and leads to excellent customer service. OQR appreciates the examiner for expediting the adjudication of this claim. Keep up the great work!”

- Office of Quality Review - San Francisco

Vocational Rehabilitation Consumer Services

Supporting Pathways to Employment



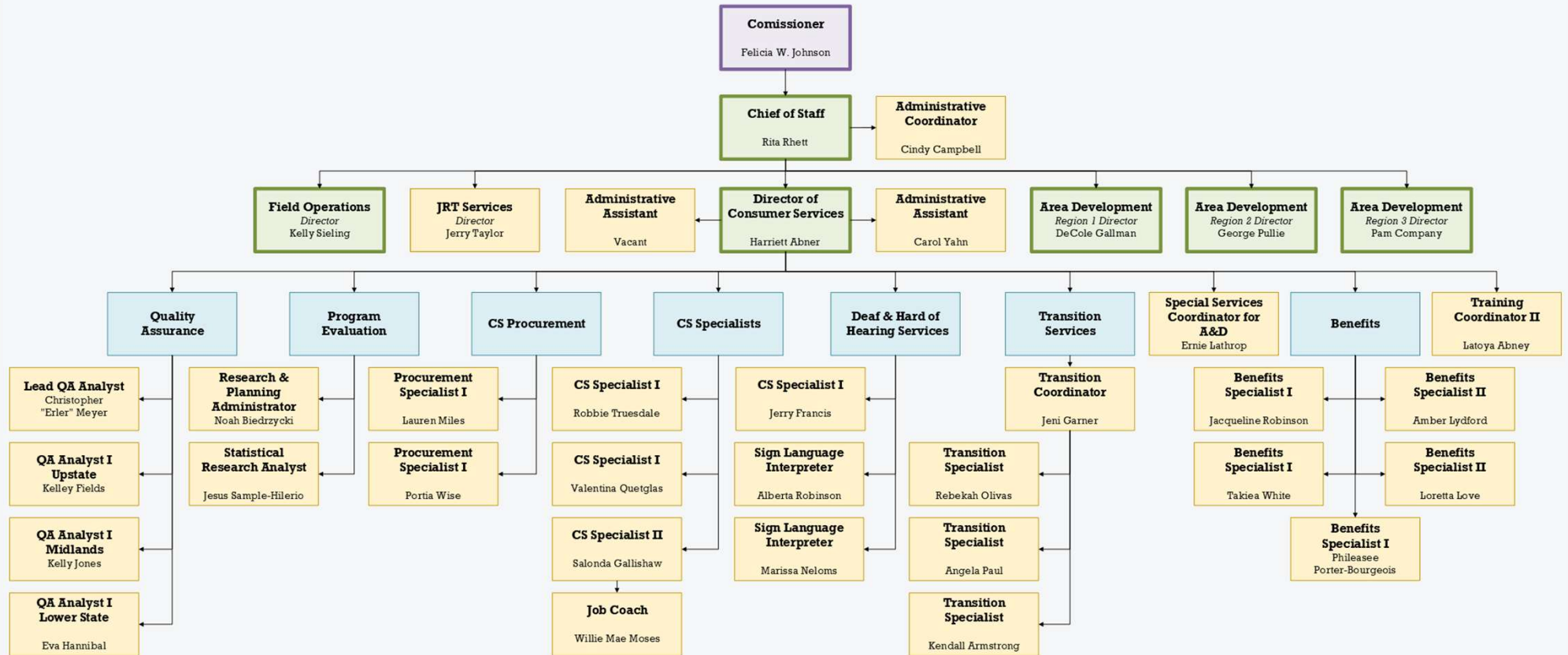
Presented by Harriett Abner
Director of Consumer Services

21 years with SCVRD

Fun Fact: Has a twin brother



Consumer Services



Purpose

To deliver consistent, high quality vocational rehabilitation services that support consumers in achieving meaningful employment outcomes aligned with their skills, abilities, and vocational objectives.

The Consumer Services staff serve as Subject Matter Experts in:

- Supported Employment
- Vocational Assessment
- Alcohol and Drug Treatment
- Procurement
- Deaf and Hard of Hearing Services
- Transition Services
- Benefits Counseling

Consumer Services Overview

- Consumer Services Partnerships
- Referral Source Data
- Primary Disability Served Data
- Top Services Rendered Data
- Service Expenditures Data
- Deaf and Hard of Hearing Services
- Supported Employment
- Veteran Services
- Benefits Counseling
- Vocational Assessment
- Services for Students and Youth
- Quality Assurance
- Program Evaluation Overview

Consumer Services Partnerships

- Able SC
- AccessAbility
- Adult Education
- Department of Education
- Department of Employment and Workforce
- Department of Health and Human Services
- Department of Social Services
- Department of Veterans Affairs
- Hospitals/Medical Providers
- Office of Intellectual and Developmental Disabilities
- Office of Mental Health
- Office of Substance Use Services
- SC Department of Corrections
- SC Department of Probation Parole and Pardon
- Walton Options
- Workers Compensation Commission



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



Top 10 Referral Sources

Referral Source 2025	Total Referrals
Self-referral (NEC)	1843
Was a former client	1385
Special Education (Elementary/High School)	1171
Probation, Pardon, and Parole	822
Alcohol and Drug treatment programs	726
Referred by a friend or family member	662
Self-referral (JRS)	487
Cardiac Rehabilitation Program	384
Audiologist	361
Regular Education (Elementary/High School)	352

Top 10 Referral Sources

Referral Source 2024	Total Referrals	Referral Source 2023	Total Referrals	Referral Source 2022	Total Referrals
Self-referral (NEC)	1766	Self-referral (NEC)	1537	Self-referral (NEC)	1253
Special Education (Elementary/High School)	1173	Special Education (Elementary/High School)	1226	Special Education (Elementary/High School)	1124
Was a former client	1123	Was a former client	928	Was a former client	884
Probation, Pardon, and Parole	815	Probation, Pardon, and Parole	875	Probation, Pardon, and Parole	712
Referred by a friend or family member	600	Alcohol and Drug treatment programs	609	Alcohol and Drug treatment programs	601
Alcohol and Drug treatment programs	596	Referred by a friend or family member	448	Referred by a friend or family member	476
Cardiac Rehabilitation Program	437	Cardiac Rehabilitation Program	425	Cardiac Rehabilitation Program	400
Regular Education (Elementary/High School)	386	Self-referral (JRS)	368	Self-referral (JRS)	324
Self-referral (JRS)	368	Department of Mental Health	367	Department of Mental Health	304
Department of Mental Health	363	Regular Education (Elementary/High School)	331	Regular Education (Elementary/High School)	300

Top 10 Disabilities Served

Disability Causes 2025	Total Served
Drug Abuse or Dependence (other than alcohol)	1042
Depressive and other Mood Disorders	887
Autism	667
Anxiety Disorders	643
Specific Learning Disabilities	639
Personality Disorders	616
Hearing Loss, Primary Communication Auditory	494
Attention-Deficit Hyperactivity Disorder (ADHD)	446
Intellectual Disability	405
Schizophrenia and other Psychotic Disorders	365

Top 10 Disabilities Served

Disability Causes 2024	Total Served
Depressive and other Mood Disorders	900
Drug Abuse or Dependence (other than alcohol)	857
Specific Learning Disabilities	624
Personality Disorders	570
Autism	568
Anxiety Disorders	556
Intellectual Disability	438
Cause unknown	431
Attention-Deficit Hyperactivity Disorder (ADHD)	395
Schizophrenia and other Psychotic Disorders	358

Disability Causes 2023	Total Served
Drug Abuse or Dependence (other than alcohol)	945
Depressive and other Mood Disorders	774
Specific Learning Disabilities	651
Personality Disorders	554
Autism	516
Anxiety Disorders	487
Intellectual Disability	428
Attention-Deficit Hyperactivity Disorder (ADHD)	354
Cause unknown	349
Schizophrenia and other Psychotic Disorders	324

Disability Causes 2022	Total Served
Drug Abuse or Dependence (other than alcohol)	908
Depressive and other Mood Disorders	812
Specific Learning Disabilities	597
Anxiety Disorders	499
Intellectual Disability	446
Autism	438
Personality Disorders	436
Cardiac and other Conditions of the Circulatory System	351
Cause unknown	339
Attention-Deficit Hyperactivity Disorder (ADHD)	338

Top 20 services Rendered 2025

Service	Number Served
Assessment	19403
Counseling and Guidance	17571
Job Placement Assistance	15007
Job Search Assistance	13158
Diagnosis and Treatment	11765
Information and Referral	9855
Job Readiness Training	7643
Miscellaneous Training	6160
Maintenance	5359
Transportation	5188

Service	Number Served
Benefits Counseling	3768
Rehabilitation Technology	3225
Job Exploration Counseling	2352
Work-Based Learning Experiences	2243
Supported Employment	2189
Workplace Readiness Training	2127
Instruction in Self-Advocacy	2121
Counseling on Enrollment Opportunities	1354
Occupational or Vocational Training	1149
Bachelor Degree Training	1144

Top 20 services Rendered 2024

Service	Number Served
Assessment	18726
Counseling and Guidance	17106
Job Placement Assistance	14567
Job Search Assistance	12543
Diagnosis and Treatment	11513
Job Readiness Training	7724
Information and Referral	7143
Miscellaneous Training	6196
Transportation	5404
Maintenance	5203

Service	Number Served
Benefits Counseling	3747
Rehabilitation Technology	3037
Job Exploration Counseling	2260
Supported Employment	2216
Work-Based Learning Experiences	2153
Workplace Readiness Training	2117
Instruction in Self-Advocacy	2115
Counseling on Enrollment Opportunities	1379
Occupational or Vocational Training	1095
Bachelor Degree Training	1061

Top 20 services Rendered 2023

Service	Number Served
Assessment	29455
Counseling and Guidance	27922
Job Placement Assistance	23347
Diagnosis and Treatment	19974
Job Search Assistance	19557
Job Readiness Training	12791
Miscellaneous Training	9452
Transportation	9001
Information and Referral	8604
Maintenance	8247

Service	Number Served
Benefits Counseling	5852
Rehabilitation Technology	4981
Supported Employment	3718
Work-Based Learning Experiences	3332
Job Exploration Counseling	3181
Instruction in Self-Advocacy	2829
Workplace Readiness Training	2565
Other	2430
Counseling on Enrollment Opportunities	2084
Occupational or Vocational Training	1696

Top 20 Services Rendered 2022

Service	Number Served
Assessment	29988
Counseling and Guidance	28528
Job Placement Assistance	22482
Diagnosis and Treatment	20976
Job Search Assistance	19885
Job Readiness Training	13793
Miscellaneous Training	9637
Transportation	8946
Maintenance	7700
Information and Referral	7600

Service	Number Served
Benefits Counseling	5672
Rehabilitation Technology	4851
Supported Employment	3600
Work-Based Learning Experiences	3070
Job Exploration Counseling	2755
Other	2635
Instruction in Self-Advocacy	2346
Workplace Readiness Training	1917
Counseling on Enrollment Opportunities	1734
Occupational or Vocational Training	1719

Service Expenditures SFY 25 – Consumers

Top 10 Services	Amount Spent
Four Year College or University Training	\$3,162,798.65
Rehabilitation Technology	\$2,977,137.69
Work Based Learning Experiences	\$1,507,203.38
Diagnosis and Treatment of Impairments	\$1,374,817.54
Maintenance	\$640,265.26
Occupational Or Vocational Training	\$442,506.34
Assessment	\$429,521.03
Workplace Readiness Training	\$265,174.80
Job Exploration Counseling	\$254,444.14
Adult Work Based Learning Experiences	\$232,220.09

Service Expenditures SFY 24 – Consumers

Top 10 Services SFY 24	Amount Spent	Top 10 Services SFY 23	Amount Spent	Top 10 Services SFY 22	Amount Spent
Four Year College or University Training	\$1,718,907.13	Four Year College or University Training	\$1,882,796.39	Four Year College or University Training	\$1,859,739.73
Rehabilitation Technology	\$1,634,567.89	Rehabilitation Technology	\$1,505,726.50	Diagnosis and Treatment of Impairments	\$1,581,183.63
Diagnosis and Treatment of Impairments	\$1,370,260.03	Diagnosis and Treatment of Impairments	\$1,383,397.43	Rehabilitation Technology	\$1,223,096.30
Work Based Learning Experiences	\$1,347,470.70	Work Based Learning Experiences	\$1,174,314.08	Work Based Learning Experiences	\$828,289.46
Maintenance	\$466,902.86	Maintenance	\$485,654.74	Maintenance	\$412,604.03
Assessment	\$392,229.34	Assessment	\$379,310.74	Assessment	\$395,658.84
Occupational Or Vocational Training	\$362,567.46	Occupational Or Vocational Training	\$377,724.20	Job Exploration Counseling	\$245,654.48
Workplace Readiness Training	\$283,208.58	Workplace Readiness Training	\$335,248.78	Job Search Assistance	\$226,781.43
Instruction in Self Advocacy	\$235,029.88	Instruction in Self Advocacy	\$302,966.23	Occupational Or Vocational Training	\$225,523.95
Job Search Assistance	\$206,947.35	Job Search Assistance	\$262,420.96	Workplace Readiness Training	\$160,883.47

Deaf and Hard of Hearing Services

SCVRD provides services to consumers who are Deaf or Hard of Hearing

- Currently **24** Regional Counselors for the Deaf (RCDs) at local offices specially trained to serve this population.
- The Consumer Services team has a **Subject Matter Expert** to help oversee services offered to these consumers. This SME:
 - Reviews requests for Hearing Aids and Cochlear Implants
 - Provides regular training for the RCDs
 - Member of SC Deaf Alliance and serves on board of Southeast Regional Institute on Deafness (SERID)
 - Monitors Sign Language Interpreters and ensures compliance with the SC Sign Language Interpreters Act of 2024
 - Ensures Interpreters are available for VR events
 - Knowledge of community resources for individuals with hearing loss
 - Provides trainings for school partners

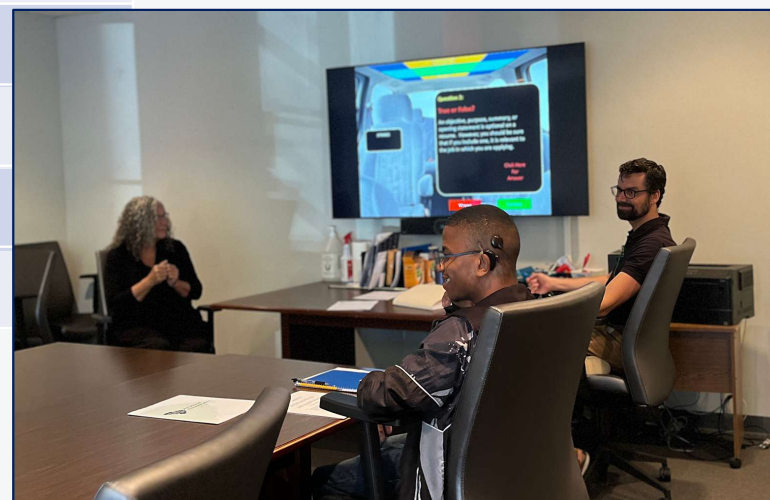


Deaf and Hard of Hearing Services Totals SFY 2020-2025

SFY	DHH Consumers Served	DHH Percentage
2020	1043	3.77%
2021	1003	4.25%
2022	936	4.35%
2023	929	4.28%
2024	1039	4.58%
2025	1099	4.61%

Deaf and Hard of Hearing Service Expenditures SFY 2020-2025

SFY	Total Spent on Hearing Aids and Cochlear Implants
2020	\$319,521.52
2021	\$335,295.16
2022	\$480,566.50
2023	\$470,983.52
2024	\$478,034.57
2025	\$1,301,426.03



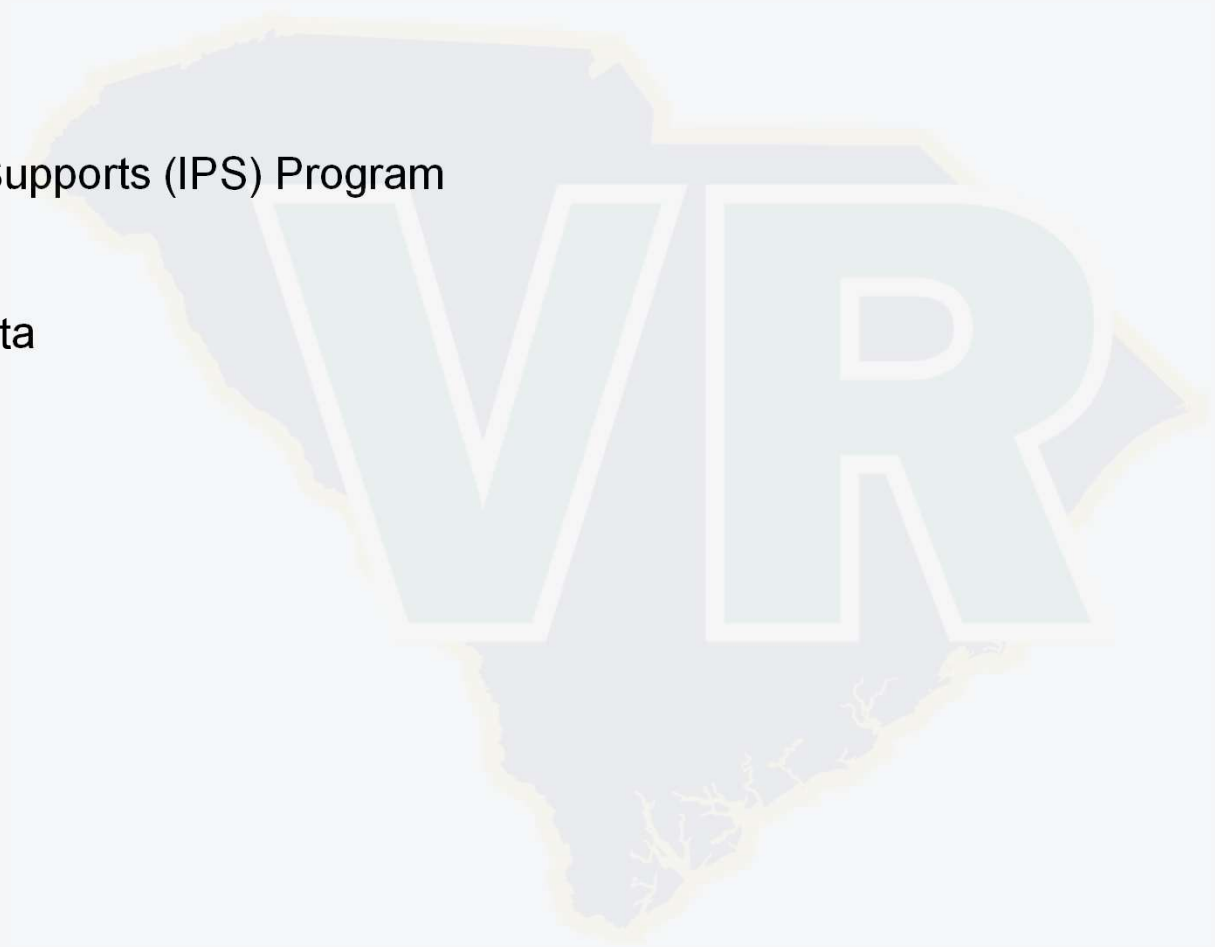
VR Job Coach and interpreter working with a Consumer on his resume.

Interpreter Services Expenditures

SFY	Total Spent on Interpreter Services
2020	\$60,743.50
2021	\$27,532.51
2022	\$31,650.72
2023	\$68,519.07
2024	\$68,242.94
2025	\$132,466.98

Supported Employment

- Program Overview
- Individual Placement and Supports (IPS) Program
- Dominion Energy Program
- Partnerships
- Supported Employment Data



What is Supported Employment?

34 CFR §§361.5(c)(53) and 363.1(b), define “*supported employment*” as competitive integrated employment or employment in an integrated work setting in which individuals with a most significant disability, including youth with a most significant disability, is working towards competitive integrated employment. Employment that is individualized and customized with individuals’ strengths, abilities, interests, and informed choice.

Supported Employment - Program Highlights

South Carolina Vocational Rehabilitation Department's Supported Employment program connects individuals with the most significant disabilities to **competitive, integrated employment**; with the ongoing support they need to succeed and thrive in the workforce.

711

SE Consumers Served

Total Supported Employment consumers
served in SFY 2025

367

Successful Closures

Consumers closed successfully working in
SFY 2025

69

Job Coaches

Trained professionals delivering Supported
Employment services statewide

Three Pillars of Supported Employment

- **Competitive Work** — Real jobs at real wages in the community
- **Integrated Setting** — Alongside workers without disabilities
- **Ongoing Support** — Long-term job coaching as needed

Key Partnerships

- Partnership with **Office of Intellectual & Developmental Disabilities (OIDD)**
- Partnership with **Office of Mental Health (OMH)** including IPS contract services

Supported Employment — Consumer Services Role

The Consumer Services team plays a central role in ensuring that Supported Employment staff are equipped, informed, and empowered to deliver high-quality services. Through structured onboarding, ongoing training, and clear policy guidance, the team drives consistent, consumer-centered outcomes.

1

Enhanced Job Coaching Services

Continuously evaluating and improving job coaching practices to better meet the individual needs of consumers with the most significant disabilities. This includes reviewing caseloads, support strategies, and employer engagement approaches.

2

Policy & Procedure Updates

Regularly reviewing and refreshing internal policies and procedures to reflect best practices, regulatory requirements, and lessons learned from the field — ensuring staff have clear, current guidance to follow.

3

Rapid Onboarding — Within Two Weeks

New staff are fully onboarded within two weeks of hire, minimizing service gaps and ensuring consumers receive consistent, uninterrupted support from day one.

Supported Employment – Individual Placement and Supports (IPS) Program

The IPS program is a nationally recognized, evidence-based model delivered in partnership with the **Office of Mental Health (OMH)**. It prioritizes rapid, consumer-driven job placement for individuals living with mental health diagnoses; removing traditional barriers and focusing on immediate employment.

Rapid Placement Model

Unlike traditional VR pathways, IPS forgoes lengthy Job Preparedness Instruction and Job Readiness activities. Consumers move swiftly from enrollment to employment, reducing wait times and increasing motivation.

Dual-Agency Service Delivery

Consumers are co-served by both **SCVRD and OMH** staff, creating a wraparound support network that addresses both vocational and mental health needs simultaneously for stronger, more sustainable outcomes.

Benefits Counseling

All IPS participants who receive Social Security benefits, receive benefits counseling.

- ☐ **IPS Consumer Services Role:** The Consumer Services team provides IPS-specific training for all staff, conducts structured onboarding for new IPS team members, and maintains ongoing agency compliance with IPS Policy and Procedure — safeguarding program integrity and consumer outcomes.

Supported Employment – Dominion Energy Program

- Public-private partnership advancing employment for South Carolinians with IDD
- Delivers competitive, integrated employment with structured job supports
- Strengthens workforce inclusion while meeting employer talent needs
- Builds long-term career pathways within a major statewide employer
- Program launched January 2026



**Dominion
Energy®**



BHDD

SOUTH CAROLINA
DEPARTMENT *of* BEHAVIORAL HEALTH
AND DEVELOPMENTAL DISABILITIES

OFFICE *of* INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

Supported Employment Consumers Served

SFY	Total Consumers coded as Supported Employment	Total Consumers coded as Supported Employment Successfully Closed
SFY21	886	394
SFY22	958	456
SFY23	1033	485
SFY24	1090	482
SFY25	1155	367

Supported Employment Consumers

SFY	Referrals from OIDD
SFY21	161
SFY22	136
SFY23	243
SFY24	415
SFY25	435

Supported Employment Consumers

SFY	Referrals from OMH
SFY21	385
SFY22	324
SFY23	393
SFY24	390
SFY25	367

Veteran Services

Dedicated Veteran Support Across South Carolina

- Every SCVRD office designates a Veteran Services Liaison to provide specialized guidance and support.
- Quarterly Veteran Counselor meetings ensure statewide consistency, best practice alignment, and coordinated service delivery.

Specialized Work Evaluations

(In partnership with the U.S. Department of Veterans Affairs)

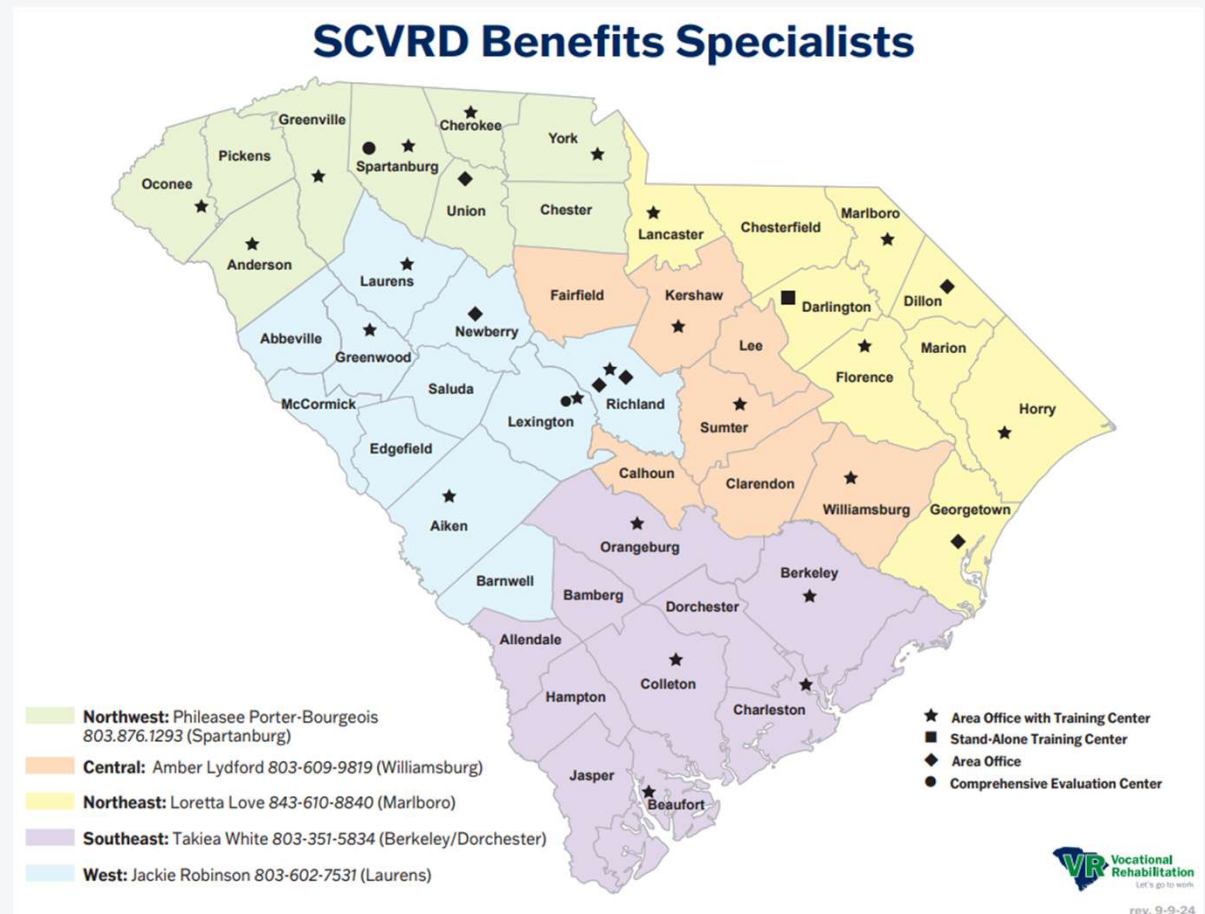
- Four-week comprehensive evaluations conducted at SCVRD Job Readiness Training Centers.
- Direct assessment of vocational strengths and work tolerance.
- Detailed reports provided to VA representatives to support informed return-to-work planning.

Strengthening Statewide Coordination

- Expanding collaboration through the South Carolina Veteran Coalition Partner Portal.
- Strengthening referral pathways to employment and training opportunities.

Benefits Counseling Services

- Service Overview
- 5 Benefits Specialists
- Benefits Counseling Data



Benefits Counseling Services

- We have five **Nationally Certified Community Work Incentive Coordinators** (CWIC) – Benefits Specialists on the Consumer Services team.
- Many consumers we support are recipients of Social Security benefits. Potential applicants often express concerns regarding the implications of employment on their benefits. Benefits Specialists are tasked with providing comprehensive information on how employment may influence these benefits. They assist consumers in understanding wage reporting, navigating Medicaid applications, conducting work reviews, and addressing issues related to overpayments. In doing so, they empower applicants and consumers to make informed decisions regarding their circumstances.

SFY	SSI/SSDI beneficiaries closed successfully employed
2025	502

Vocational Rehabilitation Consumer Services

Supporting Pathways to Employment



Staff Presenter:

Jennifer N. Garner
Transition Services Coordinator

12 years with VR

Fun Fact: Enjoys doing Sprint Triathlons in her free time.



What is a Vocational Assessment?

*A vocational assessment identifies a **realistic and attainable vocational goal** for consumers.*

Purpose: To identify a realistic and attainable vocational goal and service needs by evaluating aptitudes, vocational skills, work habits and interests in coordination with local labor market trends. An extensive vocational assessment (EVA) is completed by the local vocational evaluator, either at the local area office or at a comprehensive center. Transition staff typically conduct vocational assessments for high school students.

Assessment Tools Used

→ Interest Inventory

Explores consumer preferences and passions

→ Job Shadow & On-Site Work Assessment

Real-world observation of work performance

→ Aptitude / Achievement Testing

CareerScope and career exploration tools

→ Labor Market Information

Aligns goals with regional employment trends

Vocational Assessment

- Staff work with consumers to determine Vocational Goal
- Consider strengths, interests and capabilities
- Use variety of tools and Career Exploration
- Identify service needs to reach consumer's goal
- Assessments assist both consumer and local businesses
- Consumer services reviews requests for financial support of training programs

Job Preparedness Instruction

- Evaluators also provide classes for consumers
- Curriculum is reviewed Yearly
- New program called Career Readiness Network coming soon to allow opportunities for networking via Social Media for consumers

Vocational Evaluators/ Job Preparedness Instruction

What It Is

Vocational Evaluators also serve as **Job Preparedness Instructors** for their respective area offices, delivering structured curriculum to help consumers build the foundational workplace skills needed for successful employment.

- Curriculum is reviewed and updated **annually** to reflect current workforce expectations.
- Classes are offered directly to consumers at the local office level.
- There is typically one vocational evaluator in each local area office. The Richland office is unique; it maintains **separate individuals** for the Vocational Evaluator and Job Preparedness Instructor roles.

Coming Soon: Career Readiness Network

A new initiative launching soon that will give consumers the opportunity to engage in **professional networking via social media** building connections, exploring industries, and preparing for modern workplace communication.

This program reflects SCVRD's commitment to keeping job readiness instruction relevant and forward-looking in a digital workforce landscape.

Onboarding New Vocational Evaluator/Job Preparedness Staff

New Vocational Evaluator and Job Preparedness Instructor staff complete a comprehensive onboarding process lasting **3 to 5 days**. The curriculum is designed to equip staff with both foundational knowledge and practical skills from day one.



Disabilities & Community Resources

Understanding disability frameworks and how to connect consumers to community supports.



Rapport Building & Motivational Interviewing

Techniques for building trust and motivating consumers toward their vocational goals.



SCVRD Services & Comprehensive Program

Full orientation to the range of services available and how the Comprehensive Services Program functions.



Labor Market Info & Learning Styles

Using LMI to inform goal-setting, paired with understanding how to tailor instruction to different learners.



Documentation & Curriculum Access

Best practices for case documentation and accessing the Job Preparedness Instruction curriculum.

Vocational Assessment Data

SFY	2025	2024	2023	2022	2021
Total Assessments completed	12122	11381	10451	9892	8750
Four Year Training Recommended	120	104	82	82	32
Junior Technical College Recommended	103	72	61	61	45
Occupational/Vocational Training Recommended	129	119	120	120	45
Misc. Training	1234	1299	1253	1253	769
Percentage of Consumers with Training Recommended	13%	14%	14.50%	15.30%	10.10%
Vocational Evaluator Assessments Completed	2482	2496	2059	2120	1513
Interest Inventories Completed	713	794	1392	541	393
Career Scope Completed	188	170	302	148	155
Work Evaluation Completed	91	161	128	42	121
Career Exploration Completed	3844	3710	7025	3386	2733

Job Preparedness Instruction Classes Provided

Class Title	SFY20	SFY21	SFY22	SFY23	SFY24	SFY25
Work Etiquette	2483	1526	1725	1746	1467	1350
Job Searching and Networking	-	53	461	355	417	387
Job Application	673	395	374	255	312	340
Interviewing	904	513	604	444	536	544
Resume Development	921	559	629	501	563	523
Self-Advocacy	-	16	140	195	222	187
Social Media	-	10	256	179	283	157
Coping Skills for Stress	-	59	416	275	392	377
Professionalism 101	-	25	339	334	380	334

Adult Education Referrals

SFY	Referred from Adult Education
2021	44
2022	52
2023	64
2024	46
2025	51

SFY	Referred to WIN	Certificate Earned
2024	78	59
2025	62	47

Services for Students and Youth (Pre-ETS)

- Legislative Overview
- Pre-Employment Transition Services
- Funding
- Local Office Staffing
- Role of Consumer Services Subject Matter Experts
- Professional Development
- Collaboration with Local Education Agencies
- Contracted Services
- Coordination with Community Programs
- Transition Data



*VR Summer Youth Program 2025
West Columbia*

Legislative Overview

The **Workforce Innovation and Opportunity Act** (WIOA), updated the way VR provides services to students and youth and puts VR services on a **3-part continuum**.

Access to VR services starts with Pre-Employment Transition Services (Pre-ETS), leading to Transition Services, and culminating with Employment Related Services.

What Are Pre-Employment Transition Services?

Pre-Employment Transition Services (Pre-ETS) are the earliest set of VR services available to students with disabilities. Services are available to all students, enrolled in an educational setting, between the ages of **13 and 21** (not yet reached their 22nd birthday). These services are designed to help students explore careers, build work skills, and prepare for life after graduation.



VR TRANSITION RELATED SERVICES CONTINUUM

	PRE-EMPLOYMENT TRANSITION SERVICES	TRANSITION SERVICES	EMPLOYMENT RELATED SERVICES
WHO RECEIVES THIS?	Any student, ages 13 – 21, with a disability, enrolled in an educational setting. May be eligible and receiving VR services or potentially eligible and not receiving VR services	A student with a disability who is <u>eligible</u> for VR services (Status 10 and 12)	A student with a disability who is <u>eligible</u> for VR services and is receiving services on an IPE (status 12)
PURPOSE	Short term services designed to prepare students for post school activities to include post-secondary training and employment with an emphasis on career exploration	To further develop and pursue career interests while still enrolled in school	To assist with transitioning from school to specific employment outcomes
SERVICES	The five required services include: ➤ Job Exploration Counseling ➤ Workplace Readiness Training ➤ Work Based Learning Experiences ➤ Self-Advocacy ➤ Counseling on Post-Secondary Training Opportunities	Services beyond the scope of Pre-ETS may include: ➤ Post-secondary Education ➤ Vocational Training ➤ Job Search ➤ Job Placement, follow-along and retention	Services are tied to a specific occupation. They are to assist an individual with securing, retaining, advancing in, or regaining an employment outcome consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. May include: Job Search, Job Placement, follow-along and retention

Application for VR services can occur either during Pre-Employment Transition Services or to initiate the Transition Services stage of the Continuum. Pre-ETS can continue after IPE is developed.

Information gathered from: <https://www.federalregister.gov/documents/2020/02/28/2020-03208/state-vocational-rehabilitation-services-program#footnote-4-p11850>

Pre-Employment Transition Services

Under the **Workforce Innovation and Opportunity Act (WIOA)**, there are 5 required services:

1. Job Exploration Counseling

Helps students learn about different careers, understand their interests and strengths, and identify potential career paths.

2. Work-Based Learning Experiences

Provides hands-on exposure to real work settings—such as job shadowing, internships, career mentorships, and paid or unpaid work experiences

3. Counseling on Postsecondary Education or Training

Supports students in understanding their options after high school, including college, training programs, apprenticeships, and certifications.

4. Workplace Readiness Training

Teaches essential soft and independent living skills needed for employment, including communication, teamwork, professionalism, time management, and financial literacy.

5. Instruction in Self-Advocacy

Exposes students to information about their legal rights, Peer Mentorship, and allows them to practice advocating for their needs.



VR Summer Youth Program 2025
West Columbia

Funding and Local Office Staffing

Under the **Workforce Innovation and Opportunity Act (WIOA)**, each Vocational Rehabilitation Agency is required to set aside at least 15% of their existing Federal Funds for the provision of these Pre-ETS statewide to all eligible, or potentially eligible students.

Services must be provided by, or arranged for, by the designated VR agency in collaboration with the Local Education Agencies (LEA).

In South Carolina we have a team of over 80 professionals across the state providing this continuum of services directly to students and youth.

VR also collaborates with a variety of agencies to ensure these services are provided statewide and supplements our direct service provision through contracts with community partners.



Transition Services Caseloads SFY 2021-2025

SFY	Number of Transition Caseloads	Median Caseload Size	Number of Transition Coaches
2021	71	55	NA
2022	74	58	10
2023	70	60	19
2024	74	62	20
2025	76	63	28

Role of Transition Services Subject Matter Experts



- Transition Coordinator and team of 3 Transition Specialists support the state
- Ensure services are in line with Federal and State Laws/Regulations
- Regularly review and update Policy and Procedure
- Review services needs and adjust service provision
- Develop and coordinate contracts to provide supplemental services
- Review program budget
- Develop and coordinate staff training and professional development
- Liaison for community partners
- Provide support and guidance during vacancies
- Coordinate Project SEARCH Programs

Professional Development

Onboarding

Meet and Greet

- Virtual 1-hour meet and greet within their first 2 weeks with the agency to review overview of Transition Services Continuum.

Transition 101

- 2 days, in person within the first month
- In depth overview of role with the agency, Transition Services Continuum, Referral Development, Records Requests/Review, Vocational Assessment, Comprehensive Services, Federal Data Elements, and Case Management

Ongoing Staff Development

Monthly Trainings

- Virtual 1-hour sessions to review trends and provide updates to staff

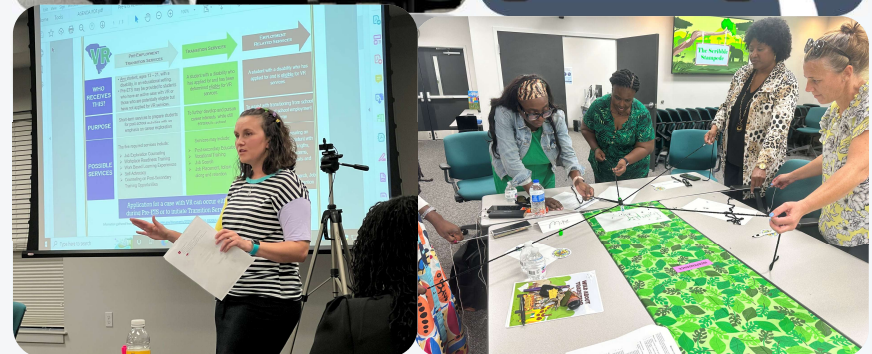
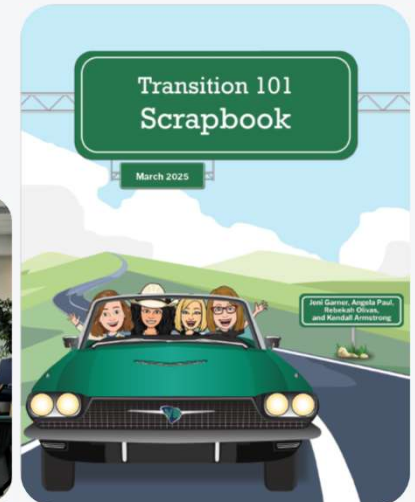
Summer Series

- All day in person professional development every summer

Structured Individualized Team Development

ROADSHOW

- Individually tailored training for local offices as requested to provide supports to the team providing these services.



Collaboration with Local Education Agencies (LEAs)

Collaboration with the LEAs is mandated by 34 CFR 361.48(a). VR has cooperative agreements in place with our over 70 LEAs in SC that are renewed every 5 years.

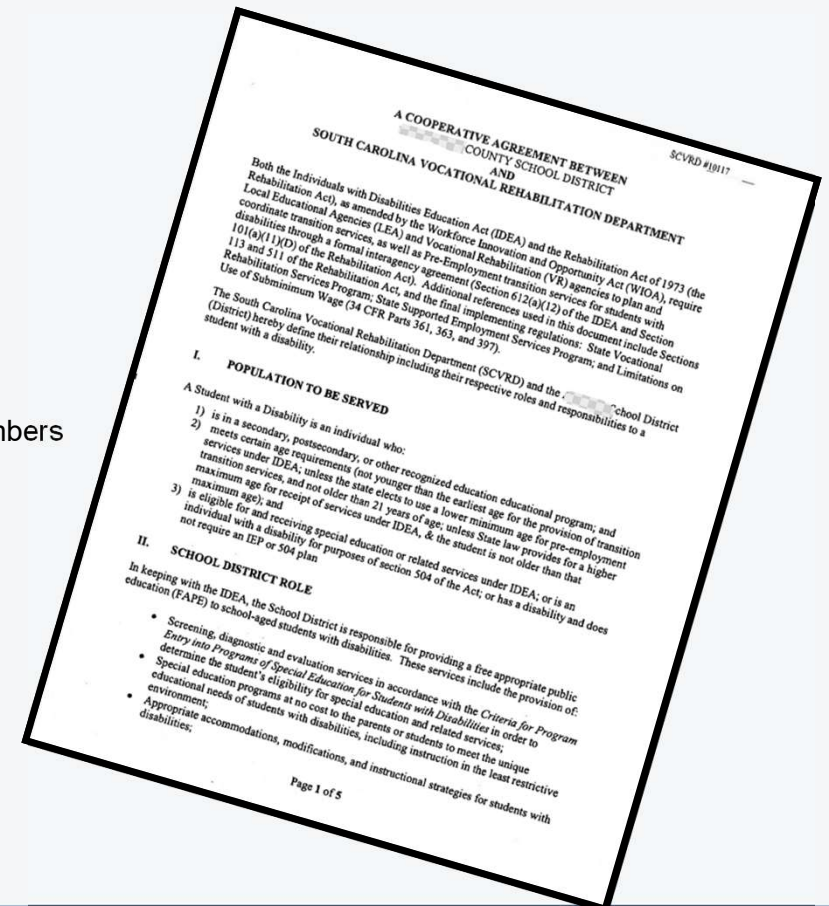
Agreements outline the responsibilities for each agency and encourage collaboration.

LEA requirements include:

- Continued provision of IDEA services
- Provision of referrals to VR for services
- Access to school records to coordinate service provision
- Transportation of students to VR offices for Job Readiness Training Services
- Space at the school to provide VR services

VR requirements include:

- Activities to develop rapport and outreach with students, parents, school staff members
- Attending IEP meetings
- Provision of Pre-ETS to students
- Receiving referrals for additional VR services
- Eligibility determination and service provision



Contracted Services

VR supplements the services provided by VR staff through contracted services.

VR currently holds 30 contracts with LEAs. In these contracts VR arranges for the provision of Pre-ETS directly through the district. VR is moving to have all contracts under the VICTORY SC contract model to ensure streamline and systematic approach to service provision.

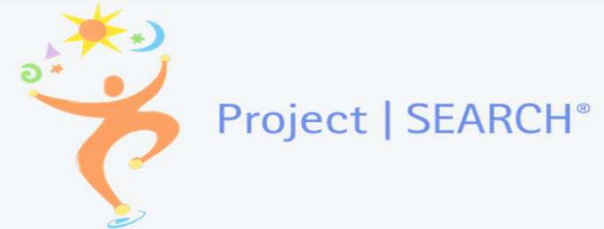


VICTORY SC is a collaborative effort between LEAs and the South Carolina Vocational Rehabilitation Department, with support from SCDE's Office of Special Education Services and the Office of Career and Technical Education.

VR also solicits for other contracted vendors to provide supplemental Pre-ETS to students. These contracts include:

- Post-Secondary Education Preparation
- Self-Advocacy
- Financial Literacy
- Conflict resolution
- Job Exploration
 - Cyber Security
 - Event Planning
 - Customer Service
 - Nursing
 - Paramedicine
 - Programing
 - Drones

Coordination with Community Programs



Project SEARCH is a national program that empowers young adults with intellectual and developmental disabilities to achieve competitive employment. Students in their final year of high school participate in skills training and internships at a host site. This business-led, one-year employment preparation program is conducted entirely in the workplace, combining classroom instruction, career exploration, and hands-on training through 3 worksite rotations. The program concludes with individualized job search and placement.

This program is a collaboration between a LEA, VR and a host business. South Carolina currently operates **15 sites** and continues to seek opportunities for expansion.

Partner	City	Inaugural Date
Berkeley County Government	Moncks Corner	08/12/2019
Bon Secours St. Francis	Greenville	08/22/2017
Carolina Pines Regional Medical Center	Hartsville	08/20/2018
Cherokee Medical Center	Gaffney	08/15/2022
Greenville County School District	Greenville	08/08/2024
Homewood Suites by Hilton	Columbia	08/22/2017
Lexington Medical Center Northeast	Columbia	08/22/2018
McLeod Regional Medical Center	Florence	08/19/2019
MUSC Health University Medical Center	Charleston	08/21/2019
Prisma Health Baptist Columbia	Columbia	08/18/2025
Prisma Health Baptist Parkridge	Columbia	08/19/2015
Prisma Health Easley Medical Campus	Easley	09/01/2016
Prisma Health Laurens County Hospital	Clinton	08/18/2022
Raldex Hospitality	Florence	07/31/2023
Spartanburg Medical Center	Spartanburg	08/18/2014

Coordination with Community Programs

TPSID (Transition and Postsecondary Programs for Students with Intellectual Disabilities)

South Carolina has several “LIFE” programs (Learning Is For Everyone) / inclusive post-secondary certificate programs for students with intellectual and developmental disabilities



Feature:

CarolinaLIFE is a postsecondary education program for students with disabilities in the College of Education. **CarolinaLIFE** has partnered with the SCVRD to provide peer mentorship for high school students with disabilities across the state about their options for postsecondary education and training.

This partnership is called the **College Access and Preparation program**, or CAP.

Transition Services Referrals

SFY	Student Referrals
2019	1450
2020	1428
2021	1071
2022	1427
2023	1560
2024	1559
2025	1526

Pre-Employment Transition Services Spend by FFY

FFY	Total Grant Award	15% required Spend	Actual Expenditures	Spend remaining/exceeded
2018	\$59,970,450.00	\$8,995,567.50	\$8,995,567.50	\$0.00
2019	\$58,208,217.00	\$8,731,232.55	\$8,731,232.55	\$0.00
2020	\$59,269,328.00	\$8,890,399.20	\$8,890,399.20	\$0.00
2021	\$58,225,480.00	\$8,733,822.00	\$8,733,822.00	\$0.00
2022	\$58,581,207.00	\$8,787,181.05	\$10,256,675.36	(\$1,469,494.31)
2023	\$61,734,434.00	\$9,260,165.10	\$10,226,338.75	(\$966,173.65)
2024	\$61,734,434.00	\$9,260,165.10	\$11,028,610.76	(\$1,768,445.66)
2025	\$68,882,975.00	\$10,332,446.25	\$11,129,170.83	(\$796,724.58)

MONITORING & COMPLIANCE

Promoting a Culture of Excellence

Quality Assurance at SCVRD is not simply about finding errors — it is about building systems and standards that ensure every consumer receives consistent, high-quality service in accordance with state policy and federal regulations.



Tools & Standards

Standardized instruments and documented procedures ensure consistent casework evaluation across all offices and staff levels.



Program Integrity

Internal reviews and data validation safeguard the accuracy of service records, protecting both consumers and the agency from compliance risk.



State & Federal Standards

All QA activities align with WIOA requirements, RSA guidelines, and SCVRD state policy to meet accountability benchmarks at every level.



Purpose

Provides timely performance reports, program evaluations and planning strategies to support data-based decision making and continuous improvement.

Program Evaluation utilizes a systematic collection and analysis of data to assess the effectiveness and efficiency of the VR Program through the development of performance reports.

- Coordinates with IT for application development for data querying
- Utilizes data from CMS/UBS systems
- Data used for internal reporting, evaluations, and data driven decisions
- Work with IT to set standards for Federal reporting



Program Evaluation Organizational Chart



rev. 01/15/26

Thank you!

Vocational Rehabilitation Human Resources
Building a Skilled and Inspired Workforce



Presented by Kim Jones
Director of Human Resources

19 years with SCVRD

Fun Fact: Was once in a roller-skating club named "BLADE".



MISSION

To attract, develop, and support a skilled workforce, ensuring employees have the resources, training, and guidance needed to empower employees to serve individuals with disabilities in South Carolina.

CORE SERVICES

Business Partner

Recruitment and Staffing

Total Rewards

Employee Relations

Employee Engagement

Employee Development

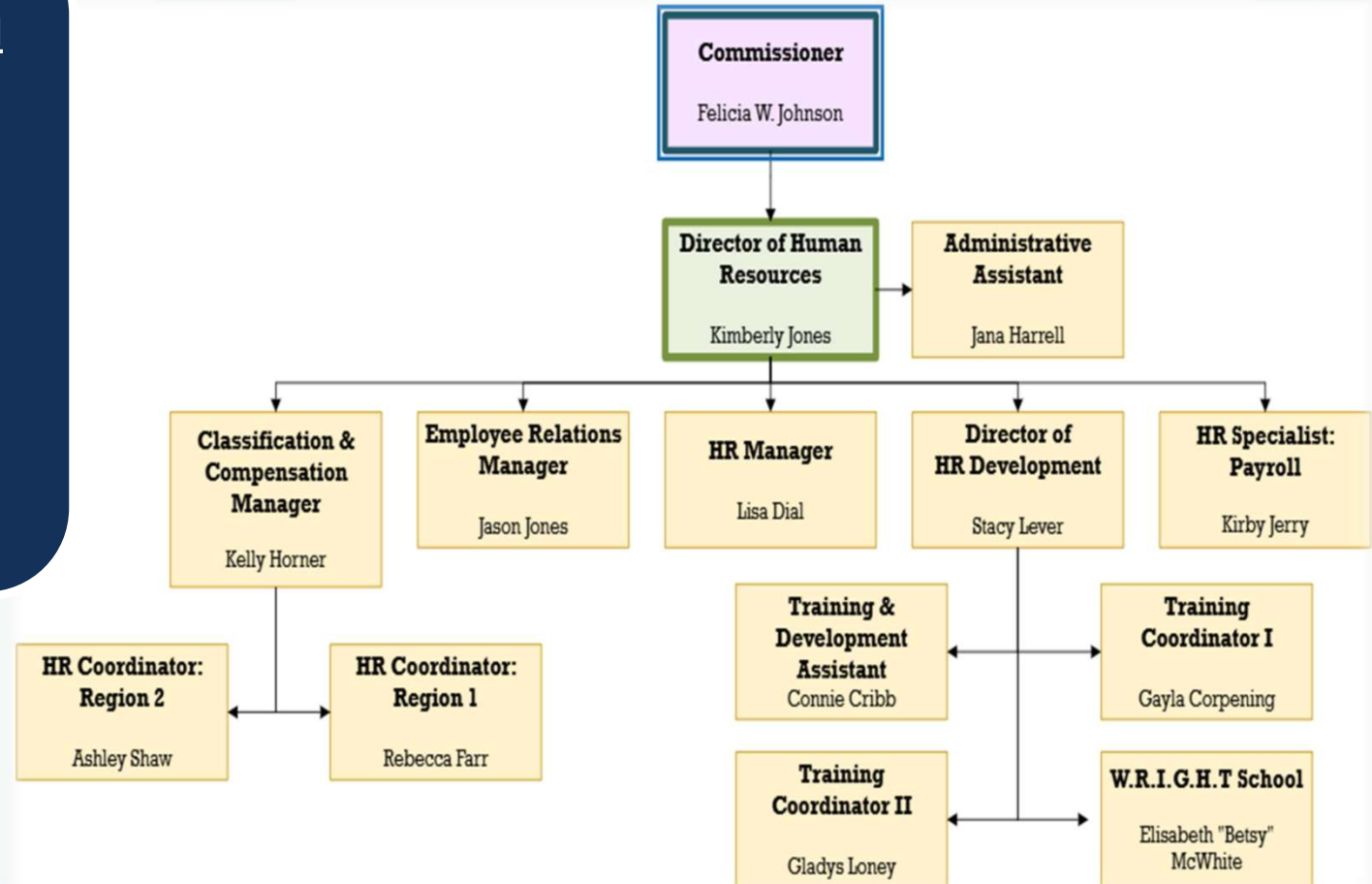


Human Resources Organizational Chart



TEAM COMPOSITION

A 13-member HR team supports the agency by maintaining a compliant, skilled workforce that sustains service delivery.



Business Partner

Strategic Alignment

Consultative Partnership

Data Driven Insights

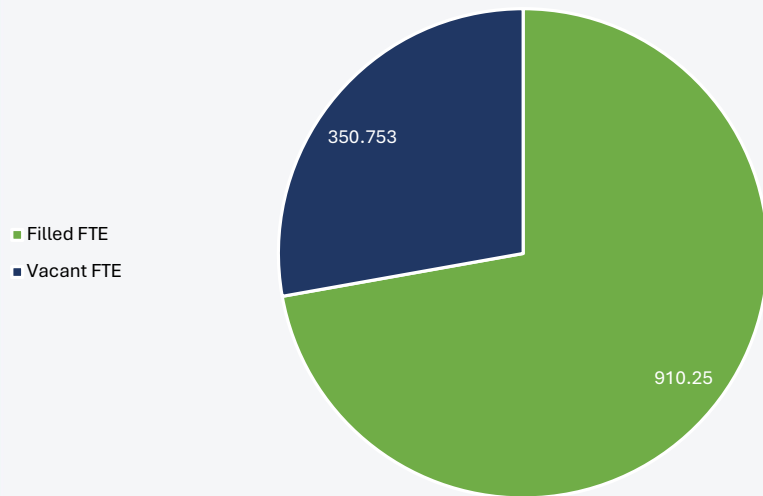
Change Management

Focus

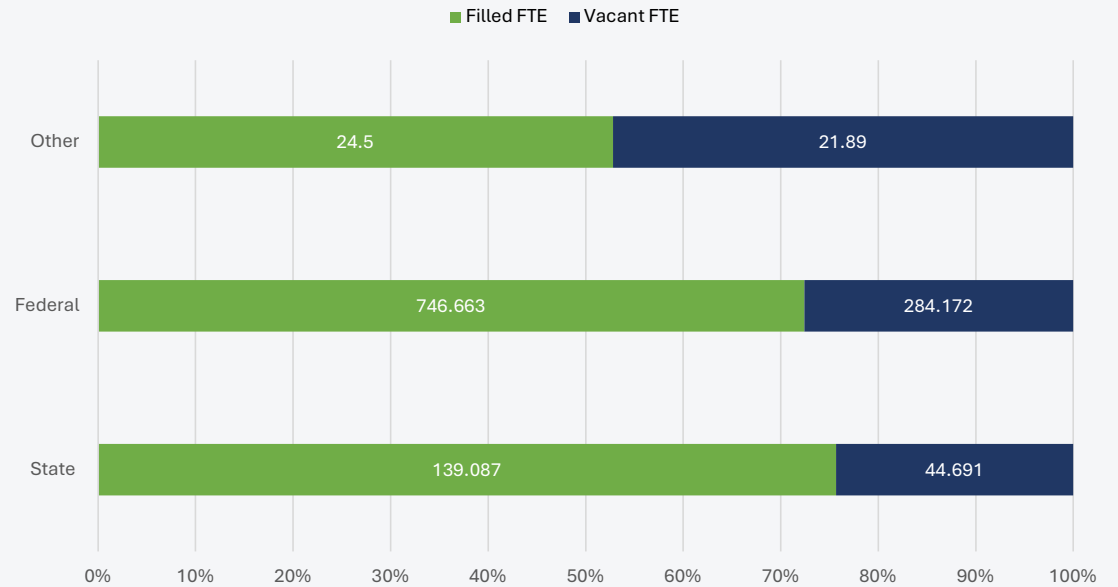
Recruitment and Staffing

Current FTE Status

Total FTE 1261.003



Position Funding



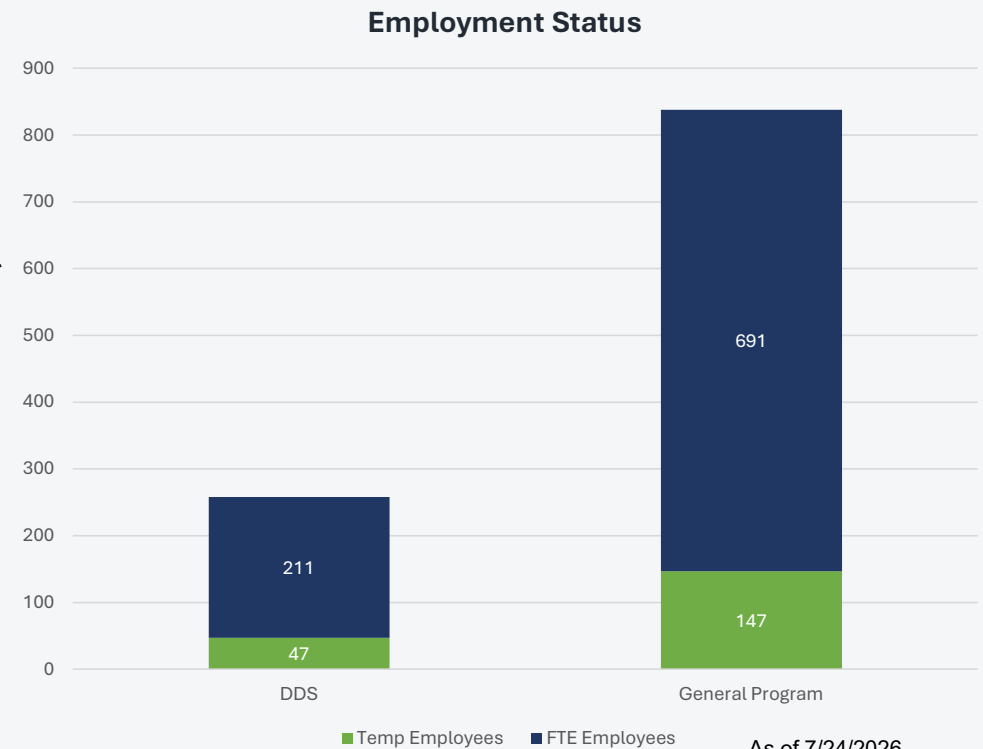
As of 7/24/2026

Recruitment and Staffing

Employee Landscape

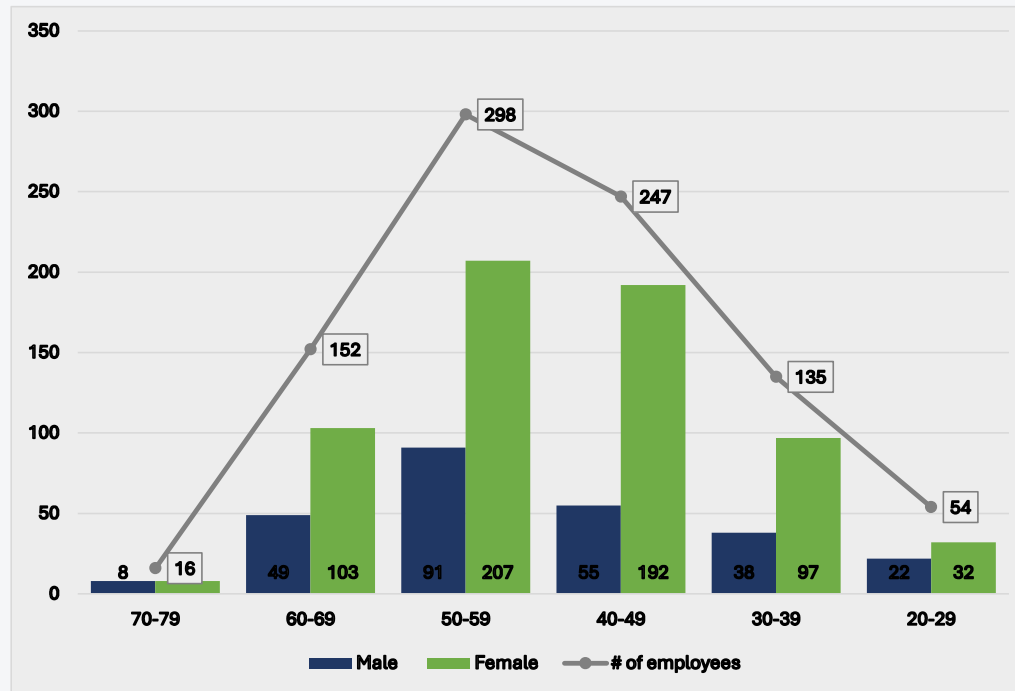
- **902** FTE Employees
 - 77% General Program
 - 23% Disability Determinations Services*
- **194** Temp employees
 - 76% General Program
 - 24% Disability Determination Services

**Subject to federal hiring authority.*



Recruitment and Staffing

Personnel Age & Gender Demographics

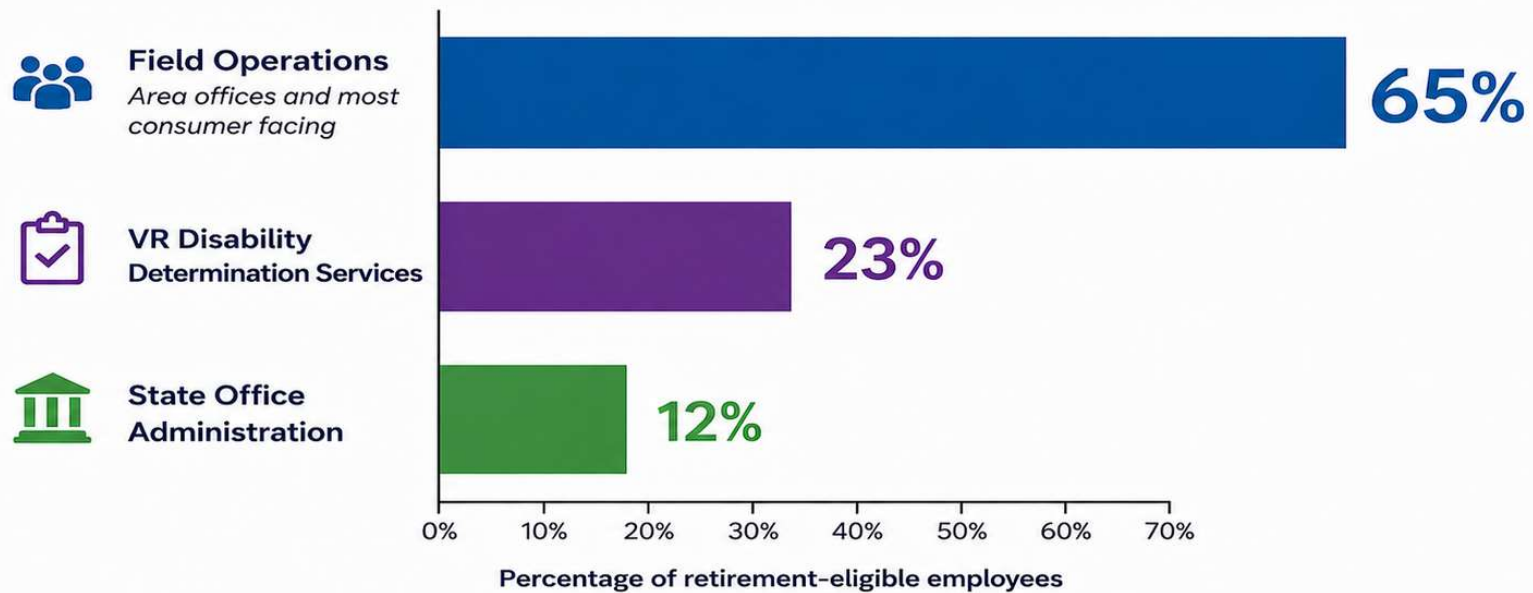


- 6% between the ages of 20-29 years
- 15% between the ages of 30-39 years
- 27% between the ages of 40-49 years
- 33% between the ages of 50-59 years
- 17% between the ages of 60-69 years
- 2% between the ages of 70-79 years

As of 7/24/2026

Employees Eligible to Retire by 2030

distribution of retirement-eligible SCVRD employees by organizational area



By 2030, nearly two-thirds of SCVRD employees eligible to retire will be in Field Operations—the area offices where most direct consumer services are delivered.

Recruitment and Staffing



Recruitment and Staffing

NEOGOV Job Postings

**Average 11 new
active postings
per cycle**

**1/3 of postings
are continuous**

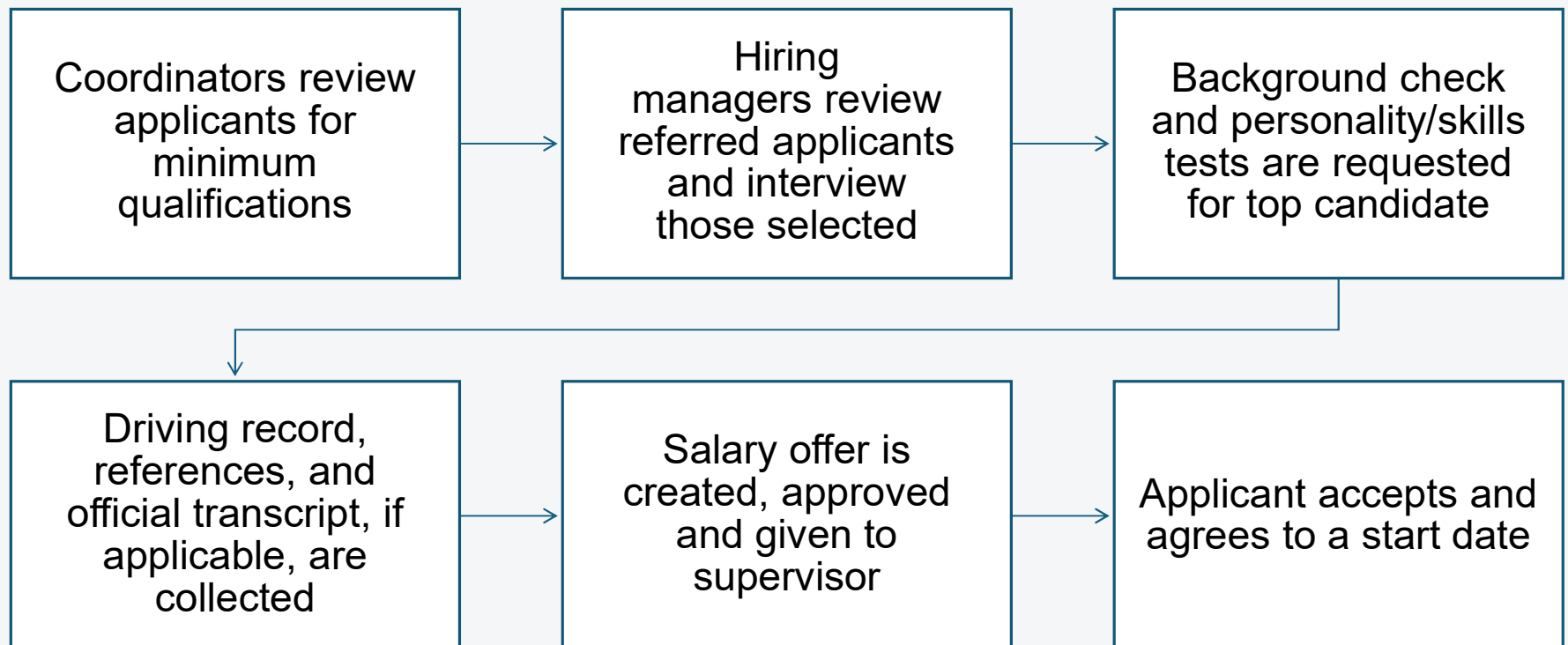
**Released 2nd
and 17th of
every month**

**48 days is the
average time
to hire**

As of 8/7/26

Recruitment and Staffing

Hiring Cycle: Applicant Review to Offer



Recruitment and Staffing

Onboarding

Before employee reports to work:

A Personnel Action Request (PAR) Form is initiated to process through the designated workflow created in OnBase.

Once the Coordinator receives the approved PAR, contact is made.

Employee completes documentation prior to 1st day.

Employee's first day

Teams meeting for employee's first day.

New Employee Orientation on day 2.

Additional training days for specific position titles.

Recruitment and Staffing

Challenges

Requirements

Overqualified

Under skilled

Salary

**Lower
Minimum**

Expectations

Competition

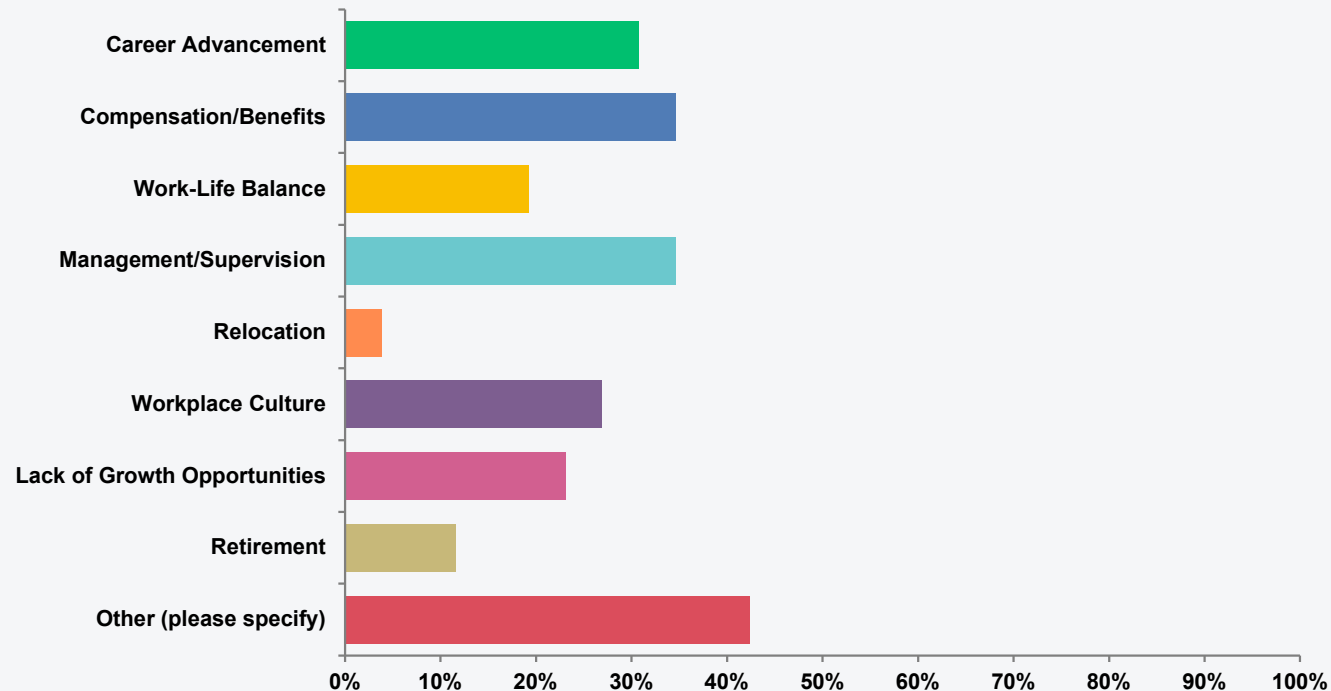
**Private
Sector**

**Other State
Agencies**

Recruitment and Staffing

Exit Interview Responses

Q: Reason for Departure: (Check all that apply)



Cumulative SFY 25/26
Surveyed 2/10/26

Staff Presenters:



Kelly Horner, SHRM-CP
Classification and Compensation Manager
1.5 years with SCVRD
Fun Fact: Enjoys riding motorcycles



Total Rewards/**Compensation**

Compensation (Mercer Study)

Effect

10 Pay Bands to 4 Pay Structures with Pay Grade

113 internal position titles needed to be brought up to the new hiring minimum

45 internal position titles were previously higher than the new minimum

Actions

Adjust and align salary offers

Compensation studies

New salary offer structure

Total Rewards/**Compensation**

**Salary creation
before the new
compensation
structure**



**Salary creation
after the new
compensation
structure**

Total Rewards/Compensation

Compression Compensation Study

Internal Titles	Prior to June 2.25 Min Base	After June 2.25 Min Base	Increase	% Increase
ENGINEERING ASSOCIATE II	\$ 50,173	\$ 66,400.00	\$ 16,227.00	32%
AREA SUPERVISOR II	\$ 56,260	\$ 66,400.00	\$ 10,139.74	18%
COOK I	\$ 24,855	\$ 29,000.00	\$ 4,145.00	17%
ENGINEERING TECHNICIAN III	\$ 38,986	\$ 45,300.00	\$ 6,314.00	16%
CONSUMER SERVICES PROCUREMENT SPEC. I	\$ 34,983	\$ 39,300.00	\$ 4,317.00	12%
FISCAL SPECIALIST I	\$ 31,203	\$ 33,800.00	\$ 2,597.00	8%
BUSINESS DEVELOPMENT SPECIALIST	\$ 48,380	\$ 52,100.00	\$ 3,719.65	8%
CENTER MANAGER I	\$ 48,380	\$ 52,100.00	\$ 3,719.65	8%
COUNSELOR I	\$ 42,072	\$ 45,300.00	\$ 3,227.75	8%
JOB READINESS TRAINING ASSOCIATE I	\$ 31,576	\$ 33,800.00	\$ 2,224.00	7%
ADMINISTRATIVE TEAM SUPPORT SPEC. II	\$ 34,983	\$ 37,200.00	\$ 2,217.00	6%
AREA ADMINISTRATIVE ASSISTANT	\$ 34,983	\$ 37,200.00	\$ 2,217.00	6%
JOB COACH I	\$ 34,983	\$ 37,200.00	\$ 2,217.00	6%
MAINTENANCE COORDINATOR I	\$ 34,983	\$ 37,200.00	\$ 2,217.00	6%
ADMINISTRATIVE ASSISTANT	\$ 38,986	\$ 39,300.00	\$ 314.00	1%

Total Rewards/**Compensation**



% Increase vs. Flat
Adjustment Model

Experience-Based Pay
Differentiation

Targeted Stipend Strategy

Alignment with Agency
Workforce Needs

Total Rewards/**Compensation**

Compression Compensation Study

Internal Titles	Prior to June 2.25 Min Base	After June 2.25 Min Base	Increase	% Increase
ENGINEERING ASSOCIATE II	\$ 50,173	\$ 66,400.00	\$ 16,227.00	32%

- Average salary increase was \$6,780
- Prior Annual Salary was \$87,155
- Current annual salary is \$93,936

Total Rewards/**Compensation**

DDS Examiners

Internal Title	Class Code	Pay Grade	Head Count	Above Max-point	90-99%	80-89%	70-79%	50-69%
DD EXAMINER I	GA45	GEN06	47	1	17	21	8	0
	Proposed	GEN07		0	1	17	22	7
DD EXAMINER II	GA45	GEN06	22	12	7	3	0	0
	Proposed	GEN08		0	1	8	10	3
DD EXAMINER III	GA46	GEN07	25	8	15	2	0	0
	Proposed	GEN09		0	0	4	14	7
DD EXAMINER IV	GA46	GEN07	15	15	0	0	0	0
	Proposed	GEN10		0	0	0	10	5

Total Rewards/Compensation

Benefits are indirect compensation offered to the employee.

Cash Benefits	Non-Cash Benefits
Health, Dental, Vision and Life Insurance	Flexible work schedules
Medical Spending Accounts/Dependent Care Spending Accounts	Tuition Assistance
Long-term Disability	Employee Discount Programs
Retirement – SCRS, ORP, Deferred Comp	Reward and Recognition Programs
Leave Programs	Public Service Loan Forgiveness

Employee Relations (ER)

Purpose and Impact

Employee Relations (ER) ensures the fair, consistent, and lawful treatment of employees by proactively addressing workplace concerns, enforcing policy, resolving conflicts, and reducing organizational risk.

Employee Relations (ER) Manager

Ensures compliance with federal and state employment laws and regulatory standards.

Safeguards employee rights while upholding accountability and public trust.

Drives consistent and equitable application of agency policies statewide.

Minimizes legal exposure, financial liability, and reputational risk.

Employee Relations (ER)

New Employee Orientation

- Establishes early engagement and connection to mission.
- Reinforces compliance, policy awareness, and accountability.
- Provides clarity on roles, expectations, and performance standards.
- Promotes transparency and open communication from day one.

Impact: Strengthens retention, reduces early turnover risk, and ensures employees are aligned with agency standards from the start.



Employee Relations (ER)

Employee Relations ensures alignment with:

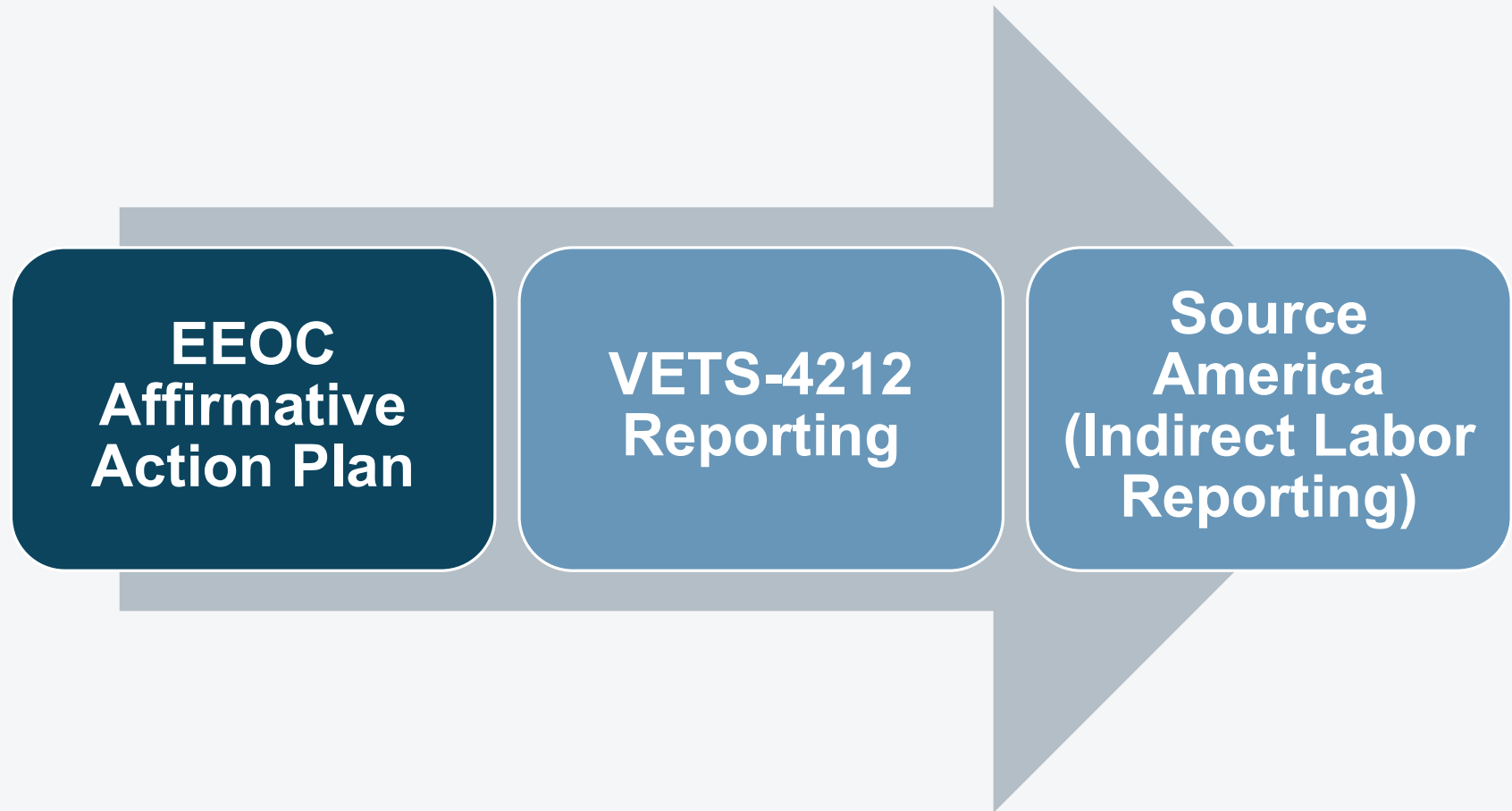
- Agency administrative policies.
- Division of State Human Resources (DSHR).
- South Carolina State Human Resources Regulations.
- South Carolina Human Affairs Commission (SCHAC).
- Equal Employment Opportunity Commission (EEOC).

Impact: Mitigates legal risk, ensures equitable workplace practices, and safeguards the agency from compliance violations and litigation exposure.

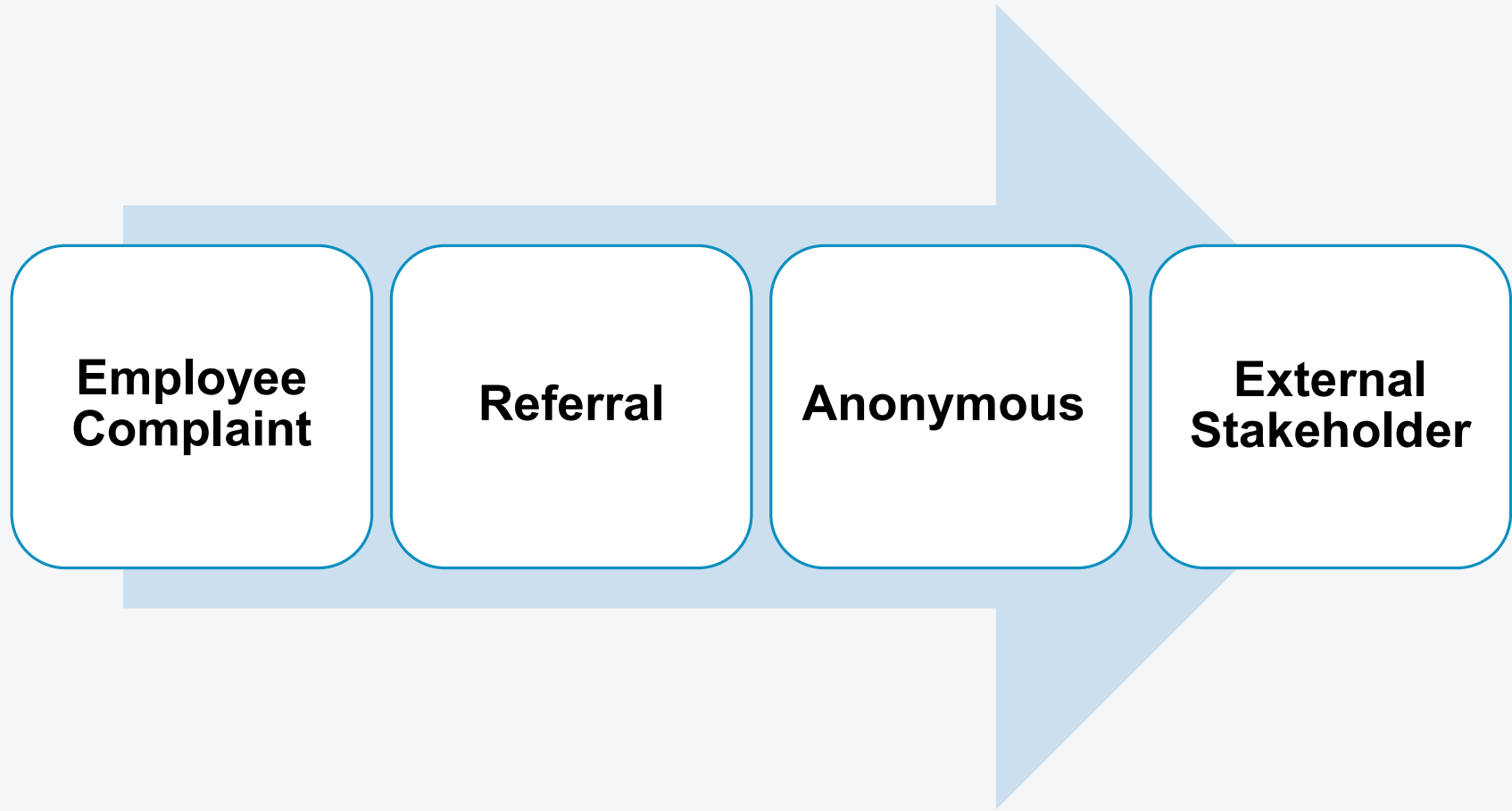
Checks & Balances



Employee Relations (ER)/Reporting



Employee Relations (ER)/Reporting



Employee Relations (ER)/Case Review Process

Weekly HR Staffing Meeting

- ER Manager
- HR Director
- G.P./DDS Director
- General Counsel

Initial Case Review & Review Case Updates

- Policy
- Urgency
- Risk

Investigation Assessment

- Who needs to be contacted
- What is the purpose
- Interim measures

Action

- Additional information needed
- Findings shared
- Closure

Employee Engagement

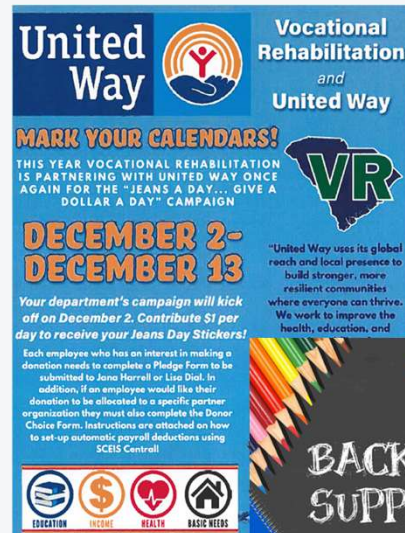
Service Awards



Employee Engagement



Employee Appreciation



Employee Connections



Employee Wellness



Employee Engagement



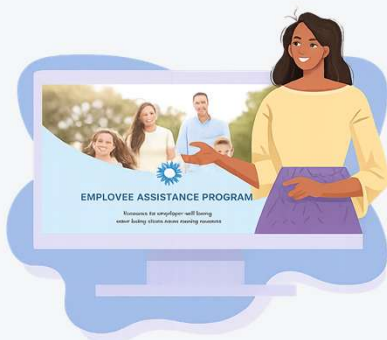
Employee Engagement – Employee Assistance Program (EAP)

Through partnership with First Sun EAP, employees receive confidential mental health and life management support, clear eligibility guidance, and streamlined access to services—promoting well-being, productivity, and workplace stability.

Employee Onentation

Learn everything you need to know about your First Sun EAP benefit in this overview. Free resources and benefits are at your fingertips.

[CONTACT US](#)



WHAT WILL BE COVERED?



Number of sessions available



Overview of mental health services



Overview of life management services



Eligibility



Review or confidentiality



How to access services



Review of the Well-being Center



Q & A session

**Human Resource Development (HRD)
1410 Boston Avenue
State Office Campus (West Columbia)**

MISSION

**To provide training and development opportunities to staff
in support of their job duties and professional growth.**

CORE SERVICES

Coordination and
Planning

Professional and
Leadership Development

Intern and Practicum
Programs

Internships and Practicum Programs



SPARTANBURG
METHODIST COLLEGE®



Future Initiatives



CONTINUE
MODERNIZING HR
PROCESSES



WORKFORCE
PLANNING



SUCCESSION
PLANNING



LEADERSHIP
DEVELOPMENT



DATA-DRIVEN
DECISION-
MAKING

Thank you!