



south carolina STATE LIBRARY

SOUTH CAROLINA GOVERNMENT BIT BY BIT:

HELP! SITUATIONS: WHO TO CALL, WHAT TO DO

A compilation of contacts for a variety of situations in which a resident may need assistance or information from a government entity or other authority.

For crisis intervention requiring law enforcement, fire or ambulance, dial 911

- Part 1: Basic Portals for Information
- Part 2: Victims of Abuse or Violence
- Part 3: Accidents and Emergencies with Natural Resources
- Part 4: Fraud
- Part 5: Consumer Affairs
- Part 6: Other Issues

PART ONE: BASIC PORTALS FOR ASSISTANCE

SC.GOV <http://www.sc.gov>

As the state government homepage, this site has numerous links, including:

- Contact us: <http://www.sc.gov/Pages/contactUs.aspx>
(form to send email with phone numbers for assistance clearly available)
- Text4Help Number: 803-258-0717
(available during normal state business days and hours)
- Live chat link:
http://167.7.51.62/LiveHelp_SC/CuteSoft_Client/CuteChat/SupportClient.aspx
- Online services for residents: <http://www.sc.gov/OnlineServices/Pages/Residents.aspx>
(detailed list of links to specific agency sites for a variety of situations)

STATE GOVERNMENT OMBUDSMEN

- SOUTH CAROLINA GOVERNOR'S OFFICE OF OMBUDSMAN
Website: <http://www.oep.sc.gov/ombudsman/>
1200 Senate Street, Room 104 Columbia, South Carolina 29201
Columbia: (803) 734-5049
FAX:(803) 734-1428

South Carolina State Library

- Website: <http://www.statelibrary.sc.gov>

- Columbia: (803) 734-8026

South Carolina State Legislators

Website: <http://www.scstatehouse.gov/index.php>

SC211.org (Not a State Agency)

- United Way resource for finding assistance in your local community
- Website: <http://www.sc211.org/>
- Toll free: 1-866-892-9211

American Red Cross chapters in South Carolina (Not a State Agency)

Website: <http://www.sciway.net/org/red-cross.html>

PART TWO: VICTIMS OF ABUSE OR VIOLENCE

SOUTH CAROLINA OFFICE OF THE GOVERNOR CRIME VICTIMS' OMBUDSMAN

Website: <http://www.oep.sc.gov/cvo/>

STATE OFFICE OF VICTIM ASSISTANCE

Website: <http://www.oep.sc.gov/sova/>

REPORT SUSPECTED HUMAN TRAFFICKING

- Report suspected human trafficking activity to law enforcement (available anytime in numerous languages)
Toll-free: 1-866-347-2423
Non-toll free international: 1-802-872-6199
Report online: www.ice.gov/tips
- U.S. Department of Homeland Security:
Website: <https://www.dhs.gov/topic/human-trafficking>
- National Human Trafficking Resource Center, operated by a nongovernment organization (service provider connections)
Toll-free: 1-888-3737-888

CHILD ABUSE ISSUES

If you see or suspect abuse, report it to the appropriate authorities.

- **Dial 911**
- **Call the local or state law enforcement agency**
- **SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES**
Website: <https://dss.sc.gov/> (Has Contact Information for Individual County Offices)
State Office of Constituent Services
Children's Helpline (for foster children) and Out of Home Abuse and Neglect:

(800) 645-9789

- CYBERTIPLINE (online crimes against children)
Website: www.cybertipline.com
Toll-free: 1-800-843-5678
- National Child Abuse Hotline: (800) 422-4453

ABUSE OF SENIORS, DISABLED OR VULNERABLE PERSONS

If you see or suspect abuse, report it to the appropriate authorities.

- **Dial 911**
- **Call the local or state law enforcement agency**

Place of Alleged Incident	Resources
Residential facility contracted with or operated by the South Carolina Department of Disabilities and Special Needs or the South Carolina Department of Mental Health	Vulnerable Adult division of the South Carolina Law Enforcement Division (SLED) 1-866-200-6066
Private facility	South Carolina Long Term Care Ombudsman's Office, Lieutenant Governor's Office on Aging http://aging.sc.gov/contact/Pages/OmbudsmanRegionalContacts.aspx . 1-800-868-9505
Private residence	South Carolina Department of Social Services Local county DSS offices contact information: https://dss.sc.gov/content/about/counties/index.aspx DSS State office: 803-898-7318

STATE LAW ENFORCEMENT DIVISION (SLED)

- Website: <http://www.sled.sc.gov/default.aspx?MenuID=Home>
- Citizen Complaint Process :
<http://www.sled.sc.gov/ComplaintProcess.aspx?MenuID=GeneralInformation>
- Amber Alert Information:
<http://www.sled.sc.gov/AMBERHome.aspx?MenuID=AmberAlert>
- Sex Offender Registry:
http://www.communitynotification.com/cap_main.php?office=54575
- Blue Alert Information: <http://www.sled.sc.gov/BlueHome.aspx?MenuID=BlueAlert>
Columbia: (803) 896-7133 (available anytime)
- Vulnerable Adult Investigations Unit:

Website: <http://www.sled.sc.gov/Vulnerable.aspx?MenuID=VulAdult>
Toll free: 1-866-200-6066

LIEUTENANT'S OFFICE ON AGING

- Website: <http://www.aging.sc.gov/>
- Regional Ombudsman offices:
<http://aging.sc.gov/CONTACT/Pages/OmbudsmanRegionalContacts.aspx>

DEPARTMENT OF DISABILITIES AND SPECIAL NEEDS

- How to Report Abuse, Neglect, Exploitation by A Caregiver:
<http://ddsn.sc.gov/about/Documents/How%20To%20Report%20Abuse/Reporting%20Abuse.pdf>
- Financial Exploitation Brochure:
http://ddsn.sc.gov/about/Documents/How%20To%20Report%20Abuse/Financial_Exploitation_Brochure%20070811-2_Final.pdf
- Privacy Violations Complaints:
Website: <http://ddsn.sc.gov/Pages/YourRighttoPrivacy.aspx>
- Civil Right Violations Complaints: [http://www.ddsn.sc.gov/about/directives-standards/Documents/currentdirectives/700-02-DD%20\(Revised%20070110\).pdf](http://www.ddsn.sc.gov/about/directives-standards/Documents/currentdirectives/700-02-DD%20(Revised%20070110).pdf)

SOUTH CAROLINA DEPARTMENT OF PROBATION, PAROLE AND PARDON SERVICES

- Website: <http://www.dppps.sc.gov/index.html>
- Victim Services: http://www.dppps.sc.gov/victims_services.html
- Victim's Bill of Rights: http://www.dppps.sc.gov/victims_bill_of_rights.html

PART THREE: ACCIDENTS AND EMERGENCIES INVOLVING NATURAL RESOURCES

SOUTH CAROLINA DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL

- To report chemical spills, oil spills, or fish kills:
Toll-free: 1-888-481-0125 (available anytime)
Columbia: (803) 253-6488
- First Responders Information:
Website: <http://www.scdhec.gov/environment/behs/EmergencyResponse/>
- Nuclear Power Plant Information:
Website: http://www.scdhec.gov/environment/lwm/html/nuclear_power.htm
- Food Protection Division Contacts:
Website: <http://www.scdhec.gov/environment/envhealth/food/htm/contact-us.htm>
- Food Poisoning:
Website: <http://www.scdhec.gov/environment/envhealth/food/htm/food-poisoning.htm>

SOUTH CAROLINA DEPARTMENT OF NATURAL RESOURCES

- Website: <http://www.dnr.sc.gov/>
- Alligator Complaints: <http://www.dnr.sc.gov/wildlife/gatorc.html>
- Anti-Discrimination Information: <http://www.dnr.sc.gov/admin/discrimination.html>
- Property Watch Program: <http://www.dnr.sc.gov/law/PropWatch.html> (803-734-4002)
- Report a Bear Sighting: <http://www.dnr.sc.gov/wildlife/bear/sightingform.html>
Black bear emergencies: 1-800-922-5431
- Report a Manatee Sighting - <http://www.dnr.sc.gov/manatee/sight.htm>
Report an injured manatee: 1-800-922-5431

SOUTH CAROLINA FORESTRY COMMISSION

- Website: <http://www.state.sc.us/forest/fireburn.htm#wildfire>
- Woods Arson Hotline: CALL 1-800-92-ARSON
- Report wildfires: CALL 1-800-777-FIRE (3473) or dial 911
- Report information about a woods arson case: (803) 896-8838
- Fire and Burning Information: <http://www.state.sc.us/forest/fire.htm>
- Frequently Asked Questions in General: <http://www.state.sc.us/forest/bfaq.htm>

PART FOUR: FRAUD

SOUTH CAROLINA INSPECTOR GENERAL

- Website: <http://governor.sc.gov/Pages/ReportWasteandAbuse.aspx>
- Toll-free: 1-855-SC-FRAUD (1-855-723-7283)
- Email: OIG@OIG.SC.GOV

INSURANCE FRAUD

SOUTH CAROLINA ATTORNEY GENERAL'S INSURANCE FRAUD HOTLINE

- Website: <http://www.scag.gov/insurance-fraud>
- 1-888-95-FRAUD
- Complaint form: <http://www.scag.gov/archives/20779>

MEDICAID FRAUD

1. SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Website: <http://www.scdhhs.gov/site-page/medicaid-fraud-costs-taxpayers-millions>
Medicaid Fraud Hotline: 1-888-364-3224

2. MEDICAID PROVIDER FRAUD OR PATIENT ABUSE TO THE ATTORNEY GENERAL'S MEDICAID FRAUD UNIT

Medicaid Fraud Unit Columbia: (803) 734-3660
Toll-free: 1-888-NO-CHEAT (1-888-662-4328)

Website: <http://www.scag.gov/medicaid-fraud>

FINANCIAL FRAUD (NON-CLIENT)

SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES

- Website: <https://dss.sc.gov/content/about/contact-fraud.aspx>
- Toll-Free: (800) 694-8518
- Columbia: (803) 898-0172

SECURITIES FRAUD

SOUTH CAROLINA ATTORNEY GENERAL'S OFFICE SECURITIES DIVISION

Websites: <http://www.scag.gov/registering-a-complaint>
<http://www.scag.gov/securities-complaint-form>

UNEMPLOYMENT INSURANCE FRAUD

SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

- Website: <http://dew.sc.gov/emp-content-ui-fraud.asp>
- Unemployment Insurance Fraud Hotline: 1-800-868-1488 or 803-737-2400, Option 7
- SC Department of Employment and Workforce Benefit Payment Control
Post Office Box 995 Columbia, SC 29202
- Fax: 803-737-0422

TAX FRAUD

- IRS Website: <http://www.irs.gov/Individuals/How-Do-You-Report-Suspected-Tax-Fraud-Activity%3F>
- South Carolina Department of Revenue Website:
<http://www.sctax.org/Tax+Information/ReportTaxFraud.htm>

PART FIVE: CONSUMER AFFAIRS

SOUTH CAROLINA DEPARTMENT OF CONSUMER AFFAIRS

- Website: <http://www.consumer.sc.gov>
- Complaint Process Information:
<http://www.consumer.sc.gov/consumer/ComplaintInstructions/Pages/default.aspx>
- Consumer Information, including information for struggling homeowners:
<http://www.consumer.sc.gov/CONSUMER/Pages/default.aspx>

SOUTH CAROLINA DEPARTMENT OF INSURANCE CONSUMER SERVICES

- Website: <http://doi.sc.gov/8/Consumers>
- Toll-free number: (800) 768-3467(Accessible only in South Carolina)
- Columbia: (803) 737-6180;
- Email: consumers@doi.sc.gov .
- Online Consumer complaint form:
<https://online.doi.sc.gov/Eng/Public/Consumer/Complaint.aspx>

SOUTH CAROLINA DEPARTMENT OF LABOR, LICENSING AND REGULATION

- Website: <http://www.llr.state.sc.us>
- Online complaints for available for complaints against a licensee, or an unlicensed person practicing a profession or occupation that requires a license

BETTER BUSINESS BUREAU (Not a State Agency)

Website: <http://www.bbb.org/us/>

OFFICE OF REGULATORY STAFF

Website: <http://www.regulatorystaff.sc.gov/consumerservices/Pages/ResolveDisputes.aspx> .

Type of Utility	Resources
City-owned utility	Contact appropriate city government entity
Electric cooperative	Electric cooperative board
Long distance telephone company	Federal Communications Commission http://www.fcc.gov/complaints

SOUTH CAROLINA SMALL BUSINESS REGULATORY REVIEW COMMITTEE

Website: <http://scommerce.com/south-carolina-business-network>

SOUTH CAROLINA DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL

- Restaurants and Food establishments:
<http://www.scdhec.gov/FoodSafety/FileaComplaint/>
- Indoor Tanning and X-Ray Facilities Complaints:
<http://www.scdhec.gov/library/d-3915.pdf>
- Food Safety Complaint about a S.C. Food Service:
<http://www.scdhec.gov/FoodSafety/FileaComplaint/>
- Health Licensing Complaint: <http://www.scdhec.gov/health/licen/complaint.htm>
- Sanitation at a swimming facility in the State: (803) 898-4300 or (803) 898-4015
- Open dump:
<http://www.scdhec.gov/Environment/LW/SolidWaste/>
- Nursing Homes and Assisted Living establishments:
<http://www.scdhec.gov/health/cert/certification.htm>
<http://www.scdhec.gov/health/licen/hlcrf.htm>

SCHOOLS

- **SOUTH CAROLINA DEPARTMENT OF EDUCATION OMBUDSMAN**

Website: <https://ed.sc.gov/agency/pi/Ombudsman.cfm>

Complaint form:

https://ed.sc.gov/agency/pi/documents/Ombudsman_Citizen_Complaint_Form.pdf

School Issue	Resources
Sanitation or safety issues	Local school officials DHEC Environmental Health Office: 803-896-0646
Mold, mildew or indoor air quality issues	Local school officials
Food-safety related issues	DHEC food safety complaint Complaint form: http://www.scdhec.gov/FoodSafety/FileaComplaint/

PART SIX: OTHER ACTIVITIES

VOTER REGISTRATION

- Frequently asked questions http://www.scvotes.org/voter_frequently_asked_questions
- County Offices for registration and absentee voting
http://www.scvotes.org/how_to_register_absentee_voting

HOMELESSNESS RESOURCES

- US Department of Housing and Urban Development (HUD) in South Carolina:
http://portal.hud.gov/hudportal/HUD?src=/states/south_carolina
- 211.org (Not a State Agency)
Homeless shelters:
http://www.sc211.org/index.php/component/cpx/?common_id=277&task=search.query&code=BH-1800.8500
Crisis shelters:
http://www.sc211.org/index.php/component/cpx/?common_id=285&task=search.query&code=BH-1800.1500

SOUTH CAROLINA FREEDOM OF INFORMATION ACT RESOURCES

- Freedom of Information Act: <http://www.scstatehouse.gov/code/t30c004.php>
- South Carolina Press Association (Not a State Agency):
Website: <http://www.scpres.org/>

IMMIGRATION AND CUSTOMS ENFORCEMENT

- Atlanta Field Office (Includes South Carolina as an area of responsibility)
180 Spring Street SW, Suite 522 Atlanta, GA 30303
- Phone: (404) 893-1210

TRAVELER INFORMATION

- Interactive map of road conditions, SC Department of Transportation 511: <http://www.511sc.org/>
- State Highway Emergency Program (SHEP): <http://www.scdot.org/getting/shep.aspx>
- **** For assistance call *HP ****
- Coastal Evacuation Information: <http://www.scdot.org/getting/evacuation.aspx>
- Emergency Response (SCDOT): <http://www.scdot.org/getting/emergencyResponse.aspx>
- Highway Patrol Real time traffic accidents: <http://www.scdps.gov/schp/webcad.asp>