AGENCY NAME:	South Carolina Department of Social Services		
AGENCY CODE:	L04	SECTION:	038

Fiscal Year 2013-14
Accountability Report

SUBMISSION FORM

AGENCY MISSION	To effectively and efficiently serve the citizens of South Carolina by ensuring the safety of children and adults who cannot protect themselves and helping families achieve stability through child support, child care, financial and other temporary benefits while transitioning into employment.

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

	Name	*Phone*	*Email*
PRIMARY CONTACT:	Brad Leake	898-7860	Brad.leake@dss.sc.gov
SECONDARY CONTACT:			

I have reviewed and approved the enclosed FY 2013-14 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN/DATE):	
(TYPE/PRINT NAME):	Amber Gillum, Acting State Director

BOARD/CMSN CHAIR (SIGN/DATE):	
(TYPE/PRINT NAME):	

AGENCY'S DISCUSSION AND ANALYSIS

Overview
The South Carolina Department of Social Services (DSS), as one of the largest public agencies in the state, provides a vast array of services such as the investigation of child and vulnerable adult abuse reports, the distribution of food assistance to hungry families, the collection of child support for custodial parents, and the staffing of emergency shelters.

DSS Mission
> To effectively and efficiently serve the citizens of South Carolina by ensuring the safety of children and adults who cannot protect themselves and helping families achieve stability through child support, child care, financial and other temporary benefits while transitioning into employment.

DSS Vision
- Jobs for parents and other adults living in poverty.
- Safe and thriving children with life-long families sooner.

Strategic Planning and Performance Measurements
The strategic planning and performance measurements sections of this year's Accountability Report reflect a renewed focus on the core functions of DSS and the basic goals, strategies, and objectives needed to perform those functions with excellence. Many of these performance measurements are reported regularly to the federal government and are used by DSS for management and strategic planning purposes.

For the Human Services program area, the strategies, objectives, and performance measurements encompass processes designed to impact safety (such as initiating and completing child and adult protective services assessments timely), permanency (such as reducing time to TPR and Adoption or behaviorally based treatment plans that support reunification) and wellbeing (which includes processes such as ensuring trauma assessments and accessing evidence based services for families).

In the Economic Services program area, the strategies, objectives, and performance measurements include the delivery of financial and other benefits in a timely and accurate manner, assisting more unemployed South Carolinians with preparing for and finding employment, and ensuring the quality and compliance of child care facilities across the state.

The Integrated Child Support Services Division (ICSSD) has established strategies, objectives, and performance measurements which focus on helping families achieve stability by increasing the frequency and consistency of child support payments and providing non-custodial parents with the tools they need to be able to support and engage with their children.

In addition to this emphasis on core functions, the agency is working to establish a culture of continuous quality improvement. The efforts and initiatives discussed in this report will help enable DSS better serve the children and families of South Carolina.

Child Welfare Services
Child Welfare Services programs ensure the safety and health of children. This system of services includes Child Protective Services, Foster Care, Adoption Services, and others.

Front-line caseworkers at the South Carolina Department of Social Services (DSS) are responsible for investigating and managing complex situations that involve children and families going through very difficult and even tragic times. As a result, every county and every worker face unique challenges.

Over the past year, the agency has been engaged in a systemic and comprehensive review of its Child Welfare Services (CWS) programs. In May 2014, DSS initiated an intensive corrective action plan to immediately and sustainably improve child welfare services in Richland County. At the same time, the agency has been working diligently to identify and implement solutions designed to improve child welfare services across the state.

These efforts have resulted in some very positive changes for the agency. In fact, for the first time since a specific department was created to handle child welfare issues in 1937, DSS will now be doing the following:
- Working directly with statewide law enforcement to coordinate responses;
- Implementing a new caseload methodology to determine the number of caseworkers needed at any given time;
- Creating a regionalized intake process to ensure standards are consistent county to county;
- Proactively providing information to the public on the DSS website regarding child fatalities that occurred as a result of child abuse and neglect.

These reforms, and the others included in this document, will mean better service for the children and families under the agency's care, and represent a major upgrade in performance for an agency that has suffered from too little attention for decades.

The demands for DSS' services have increased, and as such, its resources and capabilities must increase, and its mission must be conducted in more effective ways.

Strategic Plan for DSS Child Welfare: 2014-2019
DSS is dedicated to providing improved child welfare services to better protect South Carolina's children. The following highlights are specific goals included in the South Carolina Child and Family Services Plan 2014 – 2019:
- Improve the timeliness of initiating investigations and reduce repeat maltreatment.
- Improve the quality of intake decisions.
- Enhance the capacity of families to provide for their children's needs; ensure the needs and services for the child, parents, and foster parents are identified, recommended and put into place.
- Ensure the physical and mental health needs of children (including dental health), are addressed.
- Ensure children have permanency and stability in their living situations.
- Establish caseload standards to promote the safety, permanency and well-being of children while involved with DSS.
- Strengthen Workforce Development through hiring, retention, training, and support efforts to sustain consistency in provision of critical services that promote safety, permanency and well-being for children involved with DSS.
- Establish and maintain a Continuous Quality Improvement (CQI) System.

The plan was developed to support and fulfill DSS' vision for child welfare services in South Carolina, and incorporated input from staff and stakeholders across the state.

Adult Protective Services
The Adult Protective Services (APS) program protects the health and welfare of elderly and disabled adults. Services are provided to meet their basic needs, including safety.

APS continues to work with the University of South Carolina to develop online tutorials as refresher courses for experienced staff and training for new staff. This collaboration includes scheduling roundtables around the state to discuss APS-related concerns and the roles and responsibilities of APS with our community partners, including the Department of Mental Health, the Department of Disabilities and Special Needs, hospitals, community long-term care providers, and others.

APS is working on a new initiative called Personal Care Assistant which will provide support services to counties when a vulnerable adult requires temporary care and supervision until a long term placement is arranged. The Personal Care Assistant will be available to all counties in need of this service. Additionally, APS is working with SC Thrive to help eligible clients establish and maintain Medicaid coverage.

Economic Services
Family Independence
The federal Temporary Assistance for Needy Families (TANF) program provides temporary financial and employment-related assistance for parent with dependent children. South Carolina's TANF program is known as Family Independence (FI).

Supplemental Nutrition Assistance Program
The federal Supplemental Nutrition Assistance Program (SNAP) provides cash assistance to low-income individuals and families so they can purchase food. The SNAP 2 Work program provides employment-related services. The Family Nutrition Program consists of a network of food assistance programs that improve the health and well-being of children and adults who cannot provide adequate nutrition for themselves.

SNAP Fraud Detection and Prevention
DSS has taken a proactive approach to preventing, detecting, and prosecuting benefit fraud within our state. DSS is striving to become a leader and innovator in the Program Integrity area. Below are several ways the agency has begun to proactively address the issue of benefit fraud in our state:

> *Benefit Integrity Conference – "Preventing, Detecting, and Prosecuting Benefit Fraud in SC"*
> DSS held a two day conference for DSS employees, local law enforcement, and our partners from several federal agencies to discuss policy changes and how everyone can work together as a team to accomplish the common goal of reducing or eliminating benefit fraud. Vital information was shared over the two days and many important connections were made between local and federal agencies. Several local law enforcement agencies expressed interest in executing a cooperation agreement with the DSS Division of Investigation.

> *USDA/FNS Accenture Project*
> South Carolina was selected as one of seven states to take part in a Business Process Redesign project focused on improving our fraud/benefit integrity practices in the SNAP program. The purpose of this project is to evaluate how the state handles fraud and determine what strategies and best practices are needed to develop a more robust fraud prevention, detection, and prosecution system. The primary objective is to improve how effectively recipients suspected of trafficking SNAP benefits are identified and investigated.

> *DSS – Attorney General SNAP Fraud Prosecution Pilot*
> DSS has applied for a grant from USDA/FNS to fund an attorney for 12 months to prosecute client SNAP trafficking cases. The attorney will work at the Attorney General's office in order to provide the ability to

prosecute client traffickers around the state without running into jurisdictional issues. This grant will also pay for another Division of Investigation (DOI) agent to investigate allegations of client trafficking. South Carolina will be the first state to have this pilot project and DSS is looking forwarded to setting high standards for other states.

SNAP Employment & Training
The SNAP Employment and Training (E&T) program assists SNAP recipients in obtaining employment and achieving self-sufficiency. Participation in SNAP E&T is required for able-bodied SNAP recipients ages 18-49 who do not have dependents. Mandatory participants must participate 30 hours per week in an approved E&T program activity. This requirement may be met with a combination of work and, when the total hours worked is less than 30 a week, other education or training activities. These activities include: Job search training, supervised job search, education, vocational training, work experience, and Workforce Investment Act (WIA) services.

Services are provided by DSS county office staff as well as through partnerships and collaboration with other state agencies and community organizations, including multiple Technical Colleges, the South Carolina Department of Employment and Workforce, the South Carolina Department of Education, Goodwill, the United Way, and others.

E&T services are also made available to non-mandatory SNAP recipients seeking employment related training and job search assistance. There is no minimum participation requirement for these individuals.

Early Care and Education Services
The primary focus of the Division of Early Care and Education (DECE), formerly called Child Care Services, is to increase the availability, affordability, accessibility, quality and safety of child care throughout the State. This includes the ABC child care voucher and Child Care Licensing programs (including fire and health safety inspections for licensed child care providers). In addition, the division administers nutrition services funded by USDA such as the Child and Adult Care Food Program and the Summer Food Program.

DECE manages the statewide infrastructure for child care and works with internal and external partners to build new resources that enhance the quality of the state's early care and education system (ECE). This statewide system provides for a continuum of quality in child care programs that meet basic health and safety requirements to programs that evidence use of best practices in quality care for children.

The division has developed and continues to implement a broad range of activities/initiatives designed to increase awareness and enhance the quality of the ECE system across the state. These activities/initiatives range from work that impacts our daily operations to programmatic expansion/enhancements. Examples of current activities/initiatives include:
- Increased community outreach - DECE has embarked on a broad based consumer and community awareness campaign about quality child care. Parents are provided information on how to judge the quality of available child care choices and communities are made aware of quality programs in their town or county. Major accomplishments include more than 300 radio spots and billboards across the state, complete redesign of the child care website, television PSAs, and print and online ads focusing on quality child care.
- Technical Assistance and Consultation – Through several contractual agreements the DECE provides support for the provision of specialized guidance to all types of child care providers across the state which build and enhance knowledge and skills that are critically important to providing high quality care

of young children. These initiatives include the SC Program for Infant/Toddler Care, SC Inclusion Collaborative, and the SC Child Care Resource & Referral Network.

- ABC Grow Healthy – A joint endeavor with the SCDHEC-Division of Nutrition, Physical Activity and Obesity to address the childhood obesity problem. ABC Grow Healthy is defined by policies, standards, and activities that promote good nutrition by serving healthy foods and assuring that children are physically active in child care centers. Other partners in this initiative included the Head Start Collaboration Office, the Child and Adult Care Food Program, USC-College of Education, and USC-School of Public Health.

DECE will continue to seek solutions to current challenges, including the increase in the number of families needing child care to obtain a job, maintain employment, and stabilize their families financially. Likewise, the current economic situation continues to impact child care providers, most of whom are business owners. If these facilities are not accessible and affordable, parent may seek unregulated care. Regulated providers have expressed concerns about the loss of business, which has forced some to close resulting in fewer choices for parents.

Integrated Child Support Services
The Integrated Child Support Services Division (ICSSD) establishes and enforces orders for child support, establishes paternity for children when paternity is an issue, locates absent parents when whereabouts are unknown, and collects and distributes child support payments. ICSSD also provides enhanced fatherhood initiatives and new linkages to child welfare services and employment-related services to improve the capability of both custodial and non-custodial parents to provide their children with the financial, physical and emotional support they deserve and need to be safe and to thrive.

Over the past year, workflow processes were changed to enhance scheduling of child support conferences and service of process. Other tasks, primarily administrative enforcement remedies, were reassigned from the four regional offices to the central office. This has resulted in a 400% increase in wage withholding requests to the State's 46 Clerks of Court and a 17.8% increase in wage withholding collections over the 1st quarter of 2013. License revocation notices to non-custodial parents have increased by 123%. Overall collections have increased by 7.1%, or $9 million, for the first six months of 2014 and the percentage of cases with orders has increased from 70.46% in June 2013 to 74.15% in June 2014.

ICSSD increased efforts to establish partnerships with others to improve the program. In late 2013, a partnership was established with Xerox to refresh the policy and procedures manual and make it available electronically to all staff. Additional partnerships were established with Winthrop and Clemson Universities to develop and operate a formal training program for staff. ICSSD also partnered with Clemson University and the DSS SNAP Employment & Training Division to refer non-custodial parents who are also SNAP recipients to the E&T program for job readiness and job search efforts, thereby increasing the parents' ability to support themselves and their children. Further, enhancement were enacted for the call center to provide for Tier 2 call center services to increase the ability of the customer to get a response within a short period of time.

Through a grant from the federal Office of Child Support Enforcement, ICSSD partnered with the Center for Fathers and Families, the South Carolina Coalition Against Domestic Violence and Sexual Assault, and others to operate a pilot program which will enroll 1,500 non-custodial parents into either a control group or an enhanced services group to study whether providing employment and fatherhood services results in parents who are able to pay more child support more consistently.

While ICSSD has experienced many successes this year, it does face several challenges. A recent Supreme Court decision (Turner vs. Rogers) increased the number of days ICSSD staff are required to appear in court for contempt actions. ICSSD is now reviewing the impact this process has had on the child support system, both for ICSSD and for the family courts. Until the completion of the automated child support enforcement system, federal penalties will continue to be assessed and performance enhancements will be more challenging.   Lastly, staffing levels continue to be an issue. According to the FFY 2013 Preliminary Report to Congress issued by the federal Office of Child Support Enforcement, South Carolina's caseload per Full-Time-Equivalent (FTE) was 949, the highest in the nation, while the national average was 288.

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Program/Title	Purpose	FY 2012-13 Expenditures				FY 2013-14 Expenditures				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I.A. Agency Administration	The Agency Administration Program tracks general state office administrative support costs (such as Human Resource Management, Finance, Budgets, Procurement, etc.)	$ 6,442,112	$ 1,384,776	$ 18,602,701	$ 26,429,589	$ 7,140,696	$ 931,864	$ 21,093,470	$ 29,166,030	All Goal 1, 2, & 3 objectives
I.B. Information Resource Management	Information Resource Management enhances and upgrades technology to improve customer access and accuracy of information as well as worker time.	$ 5,381,687	$ 2,929,058	$ 13,742,909	$ 22,053,654	$ 6,564,435	$ 13,492,139	$ 13,107,094	$ 33,163,669	All Goal 1, 2, & 3 objectives
I.C. County Office Administration	The County Office Administration Program tracks administrative support costs of the counties.	$ 5,207,828	$ 542,831	$ 7,373,455	$ 13,124,115	$ 5,056,026	$ 401,124	$ 8,367,511	$ 13,824,661	All Goal 1, 2, & 3 objectives
I.D. County Support of Local DSS	The County Local Support Program track tracks transactions submitted by County Government for office space, facility services, janitorial services, utilities, telephone services and related supplies, for the county offices.	$ -	$ 1,305,509	$ 3,309,370	$ 4,614,879	$ -	$ 1,051,187	$ 4,312,784	$ 5,363,971	All Goal 1, 2, & 3 objectives
I.E. Program Management	These programs provide assistance to eligible citizens, to improve the quality of life of these citizens, and to assist these individuals to obtain their highest level of functioning.	$ 2,997,537	$ 3,124,183	$ 24,557,216	$ 30,678,936	$ 3,668,913	$ 5,292,215	$ 26,913,187	$ 35,874,315	All Goal 1, 2, & 3 objectives
II.A. Child Protective Services	These programs provide services to families which are mandated by law to protect children from abuse and neglect within their families, in foster care, or by persons responsible for the child's welfare as defined by statue. Services are provided to strengthen families; to enable children to remain safe in the home; to temporarily remove from parental custody a child who is at imminent risk of harm; or to pursue termination of parental rights and assure the child permanency in a substitute family if the custodial family cannot be preserved without serious risk to the child.	$ 8,169,430	$ 674,288	$ 25,495,429	$ 34,339,147	$ 9,118,919	$ 847,882	$ 25,552,993	$ 35,519,794	1.1.1, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.4.1, 1.4.2
II.B. Foster Care	These programs provide within the framework of federal and state mandates, substitute care and to support out-of-home services that are child centered and family focused; to contribute to the protection of children and promote their well-being, and to effectively serve children who are in need of therapeutic placements.	$ 36,932,235	$ 386,218	$ 31,613,189	$ 68,931,642	$ 37,930,509	$ 1,706,738	$ 36,388,967	$ 76,026,214	1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.4.1, 1.4.2
II.C. Adoptions	The purpose of this program is to provide services to children, birth parents, and adoptive families, to suitably and permanently place children; and to provide post-legal services to adult adoptees, birth families, and adoptive families.	$ 15,514,452	$ -	$ 14,509,403	$ 30,023,855	$ 17,594,385	$ 50	$ 15,841,926	$ 33,436,360	1.4.2
II.D. Adult Protective Services	The purpose of this program is to investigate reports of abuse, neglect or exploitation of vulnerable adults that are senile; mentally retarded, developmentally disabled, and/or otherwise incapacitated (age 18 and over) who are unable to provide for their own care and protection, and to provide protective services to these adults in the least restrictive environment.	$ 524,155	$ 512,607	$ 1,698,812	$ 2,735,574	$ 549,786	$ 550,010	$ 1,848,756	$ 2,948,552	1.5.1, 1.5.2

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Program/Title	Purpose	FY 2012-13 Expenditures				FY 2013-14 Expenditures				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
II.E. Employment and Training Services	These programs provide assistance to welfare recipients to maximize their strengths and abilities to become fully employed; to become socially and economically independent.	$ 11,686,354	$ 1,637,255	$ 42,331,186	**$ 55,654,795**	$ 7,703,036	$ 363,868	$ 51,194,993	**$ 59,261,896**	2.1.2
II.F. Child Support Enforcement	The Integrated Child Support Services Division (ICSSD), formerly the Child Support Enforcement Division and the Child Support Enforcement Project, establishes and enforces orders for child support, establishes paternity for children when paternity is an issue, locates absent parents when whereabouts are unknown, and collects and distributes child support payments. ICSSD also provides enhanced fatherhood initiatives and new linkages to child welfare services and employment-related services to improve the capability of both custodial and non-custodial parents to provide their children with the financial, physical and emotional support they deserve and need to be safe and to thrive.	$ 2,504,973	$ 3,399,936	$ 20,307,337	**$ 26,212,246**	$ 3,005,477	$ 3,574,395	$ 20,698,569	**$ 27,278,441**	All Goal 3 objectives
II.G. Food Stamp Assistance Program	The federal Supplemental Nutrition Assistance Program (SNAP) provides cash assistance to low-income individuals and families so they can purchase food. The SNAP 2 Work program provides employment-related services. The Family Nutrition Program consists of a network of food assistance programs that improve the health and well-being of children and adults who cannot provide adequate nutrition for themselves.	$ 2,998,301	$ 569,267	$ 3,475,607	**$ 7,043,175**	$ 3,379,569	$ 467,762	$ 1,828,777	**$ 5,676,108**	2.2.1, 2.2.2
II.H. Family Preservation	This program prevents the unnecessary separation of children from their families, improve the quality of care and services to children and their families, and ensure permanency for children by reuniting them with their parents, by adoption or by another permanent living arrangement.	$ 215,257	$ 650,241	$ 3,733,564	**$ 4,599,063**	$ 164,759	$ 992,859	$ 4,374,805	**$ 5,532,423**	1.2.1, 1.2.2
II.I. Homemaker	The Homemaker Program assists individuals and families with activities of daily living, personal care, and home management in order to overcome specific barriers.	$ -	$ -	$ 1,194,240	**$ 1,194,240**	$ -	$ -	$ 1,091,688	**$ 1,091,688**	1.2.1, 1.2.2
II.J. Batter Spouse	Domestic Violence Services provide support to victims of family violence, their children and abusers through a network of community based/nonprofit service providers. Programs are designed to provide crisis intervention and prevention services.	$ 10,609	$ 662,630	$ 2,742,623	**$ 3,415,862**	$ (10,609)	$ 815,834	$ 3,706,764	**$ 4,511,989**	1.5.2

Program/Title	Purpose	FY 2012-13 Expenditures				FY 2013-14 Expenditures				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
II.K. Pregnancy Prevention	The Pregnancy Prevention program prevents and reduces the incidence of out-of-wedlock pregnancies among participants through services/activities provided to the participant and his or her family. Services/activities will be provided to ensure that the family can provide a healthy, safe, and nurturing environment for all family members. Participants will be encouraged to delay sexual involvement and pregnancy until they are physically, financially, and emotionally ready to care for children.	$ 912,438	$ -	$ 4,660,582	**$ 5,573,020**	$ 1,001,964	$ -	$ 29,391	**$ 1,031,355**	
II.L. Food Services	The Food Services Program consists of a network of food assistance programs that improve the health and well-being of children and adults who cannot provide adequate nutrition for themselves.	$ -	$ -	$ 38,192,893	**$ 38,192,893**	$ -	$ -	$ 38,722,510	**$ 38,722,510**	2.2.3
II.M. Child Care	The primary focus of the Division of Early Care and Education (DECE), formerly called Child Care Services, remains to increase the availability, affordability, accessibility, quality and safety of child care throughout the State.	$ 7,018,491	$ 5,172,207	$ 55,472,266	**$ 67,662,965**	$ 7,014,034	$ 1,346,766	$ 54,516,084	**$ 62,876,884**	2.3.1, 2.3.2
III. Employee Benefits	Employee benefits (also called fringe benefits) include various types of non-wage compensation provided to employees in addition to their normal wages or salaries. Examples of these benefits include: group insurance (health, dental, life etc.), disability income protection, retirement benefits, sick leave, vacation (paid and non-paid), social security, profit sharing, funding of education, and other specialized benefits.	$ 10,946,264	$ 3,711,622	$ 26,846,192	**$ 41,504,078**	$ 13,158,727	$ 3,173,326	$ 28,060,455	**$ 44,392,507**	
IV. Nonrecurring	An entry that appears on an agency's financial statements for a one-time expense that is unlikely to happen again. A nonrecurring charge is a one-time charge for a particular event.	$ 2,500,000	$ -	$ -	**$ 2,500,000**	$ 150,000	$ -	$ -	**$ 150,000**	

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Strategic Planning Template

Type	Item #			Description
	Goal	**Strat**	**Object**	
G	1			Effectively and efficiently serve the citizens of South Carolina by ensuring the safety of children and adults who cannot protect themselves
S		1.1		Investigate and identify child maltreatment through the assessment process
O			1.1.1	Initiate and complete CPS investigations timely
S		1.2		Children are safely maintained in their own homes whenever possible and appropriate
O			1.2.1	Visit children in Family Preservation monthly
O			1.2.2	Decrease repeat maltreatment within 12 months of the closure of a Family Preservation service.
S		1.3		Children are safe and thriving in Foster Care
O			1.3.1	Visit children in Foster Care monthly
O			1.3.2	Increase stability of Foster Care placements
O			1.3.3	Establish permanency goal for all children in Foster Care
O			1.3.4	Recruit quality Foster Homes
S		1.4		Achieve timely positive permanency for children in foster care
O			1.4.1	Safely reunify children with parents and caretakers when appropriate
O			1.4.2	Reduce the time between a child becoming legally free for adoption and being adopted
S		1.5		Protect the health and welfare of elderly and disabled adults through the Adult Protective Services program; Provide support to victims of family violence, their children, and abusers through the Domestic Violence Services program
O			1.5.1	Reduce harm and/or the risk of harm of abuse, neglect, exploitation or self-neglect of vulnerable adults
O			1.5.2	Increase the community awareness of the harm and underlying causes of Domestic Violence and enhance the awareness of the dynamics and indicator of a healthy family
G	2			Effectively and efficiently serve the citizens of South Carolina by helping families achieve stability through financial and other temporary benefits while transitioning into employment
S		2.1		Assist low-income families while they are transitioning into employment
O			2.1.1	Increase timeliness of benefit issuance
O			2.1.2	Increase number of clients ready to obtain and maintain employment
S		2.2		Provide benefits to help the State's low-income citizens purchase food
O			2.2.1	Improve accuracy of benefit issuance
O			2.2.2	Improve timeliness of benefit issuance
O			2.2.3	Effectively administer the Summer Food Service Program, the Child and Adult Care Food Program, the Senior Farmers' Market Nutrition Program, and other federal nutrition assistance programs
S		2.3		Provide access to quality and affordable child care to enable clients to obtain and maintain employment
O			2.3.1	Increase the number of ABC child care vouchers provided to eligible employed parents/families as funding allows.
O			2.3.2	Child Care Licensing will conduct inspections of centers and group child care homes in accordance with state statute and add inspections of registered family child care homes.

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Type	Item # Goal	Item # Strat	Item # Object	Description
G	3			Help families achieve stability by increasing the frequency and reliability of child support payments and by providing non-custodial parents with the tools they need to be able to support and engage with their children
S		3.1		Children with one or both parents absent from the home receive adequate financial support from the noncustodial parent(s)
O			3.1.1	Establish child support orders
O			3.1.2	Collect and disburse child support payments
O			3.1.3	Enforce child support orders through the use of administative enforcement remedies
S		3.2		Provide opportunities for non-custodial parents to engage with ICSSD to enable themselves to better support their children, both financially and emotionally
O			3.2.1	Partner with other agencies/entities who can provide needed services to non-custodial parents and make appropriate referrals to those entities
O			3.2.2	Partner with SNAP and Clemson University to refer eligible NCPs who are SNAP ABAWDs into the SNAP E&T project
O			3.2.3	Provide a means for parents to work together for the benefit of their children
O			3.2.4	Support local fatherhood programs across the state and refer parents to them for classes on parenting, communication, life skills, etc.

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Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method/Definition	Associated Objective(s)
1	CPS assessments initiated timely	97.00%	93.30%	100%	July 1 - June 30	CAPSS	Monthly	The number of CPS assessments initiated timely divided by the total number of assessments. The target value complies with the state standard.	1.1.1
2	CPS assessments completed timely	98.50%	94.50%	100%	July 1 - June 30	CAPSS	Monthly	The number of CPS assessments completed timely divided by the total number of assessments. The target value complies with the state standard.	1.1.1
3	Monthly visits in Family Preservation	93.65%	90.73%	95%	July 1 - June 30	CAPSS	Monthly	The number of visits made in Family Preservation each month divided by the total number of visits that were needed.	1.2.1
4	No repeat maltreatment within 12 months of the closure of a Family Preservation service	90.20%	89.50%	90.40%	July 1 - June 30	CAPSS	Monthly	The percentage of children with a repeat maltreatent within 12 months of the closure of a Family Preservation service.	1.2.2
5	Monthly visits in Foster Care	97.66%	96.00%	100%	July 1 - June 30	CAPSS	Monthly	The number of visits made in Foster Careeach month divided by the total number of visits that were needed. The target value complies with the state standard.	1.3.1
6	Placement stability in Foster Care (<=2 placements)	85.40%	83.50%	86%	July 1 - June 30	CAPSS	Monthly	The number of Foster Care cases that have less than or equal to two placements divided by the total number of cases. The target value complies with the federal target.	1.3.2
7	Children placed in county of origin	62.50%	57.00%	70%	July 1 - June 30	CAPSS	Monthly	The number of children placed in their county of origin in Foster Care divided by the total number of children in Foster Care.	1.3.2
8	Sibling groups placed together	44.66%	43.97%	50%	July 1 - June 30	CAPSS	As needed	The number of sibling groups placed together in Foster Care divided by the total number of sibling groups.	1.3.2
9	Timely Completed Merits Hearings	88.10%	85.50%	86.36%	July 1 - June 30	DSS Court Report	Monthly	The number of merits hearings completed timely divided by the total number of merits hearings completed.	1.3.3
10	Absence of Child Abuse and/or Neglect in Foster Care	99.57%	99.50%	99.68%	July 1 - June 30	CAPSS and ACF Data Profiles	Semi-annual	The number of children served in foster care during the SFY minus the number that were victims of abuse or neglect divided by the number served. The target value complies with the federal target.	1.3.4
11	Of children reunified, reunifications that took place within 12 months of entering Foster Care	79.80%	82.80%	83.63%	July 1 - June 30	CAPSS	Monthly	The number of children reunified within twelve months of entering Foster Care divided by the total number of children reunified after entering Foster Care. The current federal target is 75.20%.	1.4.1
12	Children discharged from Foster Care to reunification do not re-enter foster care within 12 months of the date of their discharge	93.50%	94.10%	95.04%	July 1 - June 30	CAPSS	Monthly	The number of children discharged from Foster Care to reunification that do not re-enter Foster Care within 12 months of the date of their discharge divided by the total number of children discharged from Foster Care to reunification. The current federal target is 90.10%.	1.4.1
13	Of children adopted, adoptions that took place within 24 months from the date of their latest removal from the home.	29.80%	34.30%	36.60%	July 1 - June 30	CAPSS	Monthly	The number of children whose adoption took place within 24 months from the date of their latest removal from the home divided by the number of children adopted. The target value complies with the federal target.	1.4.2
14	APS assessments initiated timely	92.00%	89.20%	100%	July 1 - June 30	CAPSS	Monthly	The number of APS assessments initiated timely divided by the total number of assessments.	1.5.1
15	APS assessments completed timely	85%	78%	100%	July 1 - June 30	CAPSS	Monthly	The number of APS assessments completed timely divided by the total number of assessments.	1.5.1
16	APS cases with no monthly acitivty	95.05%	87.14%	95%	July 1 - June 30	CAPSS	Monthly	The number of APS cases with monthly activity recorded divided by the total number of APS cases.	1.5.1
17	FI: Timeliness of benefit issuance	26.30	19.75	15.00	July 1 - June 30	CHIP Report MR161	Monthly	The number of days between application received date and case disposition.	2.1.1
18	Work Keys certifications	N/A	N/A	350	July 1 - June 30	Economic Services Data	Monthly	The number of clients who complete Work Keys employment readiness certification.	2.1.2
19	SNAP: Accuracy of benefit issuance	98.41%	98.25%	98.50%	October 1 - September 30	SNAP QC Data	Annual; FFY	The SNAP error rate is calculated from the results of reviews of a sample of cases selected each month from the state's universe of issuance. The selection is a valid sample, resulting in a statistically valid error rate. The total allotments issued in error in a month are divided by the total allotments issued in the same month.	2.2.1
20	SNAP: Timeliness of benefit issuance	85.36%	95.22%	97%	July 1 - June 30	CHIP Report MR271	Monthly	The percentage of SNAP applications approved within federal timeframes.	2.2.2
21	ABC child care vouchers disbursed	28,523	25,832	27,124	July 1 - June 30	Data stored in the ABC Voucher System	Quarterly	The number of ABC vouchers provided for children.	2.3.1
22	Annual child care licensing visits	4,449	4,351	4,569	July 1 - June 30	Data report gathered from regional licensing supervisors	Monthly	The number of supervisory visits made to licensed child care facilities.	2.3.2
23	Registered family child care homes receiving an annual visit	N/A	N/A	100%	July 1 - June 30	Child Care Licensing Database	Monthly	The percentage of registered family child care homes visited. Under new law, every registered family child care home will be visited at least once a year.	2.3.2
24	Percentage of child support cases with child support orders established	70.46%	74.15%	80%	July 1 - June 30	ICSSD Data System	Monthly	The number of child support cases with support orders established divided by the number of child support cases.	3.1.1
25	Amount of child support collected	$ 250,756,629	$ 262,757,047	$ 270,640,000	July 1 - June 30	ICSSD Data System	Monthly	The amount of child support collected during the state fiscal year.	3.1.2
26	Percentage of cases paying on arrears balances	49.65%	55.04%	57.00%	July 1 - June 30	ICSSD Data System	Monthly	The number of child support cases with payments made on arrears balances divided by the number of child support cases with arrears balances.	3.1.2

	Agency Name:	South Carolina Department of Social Services							
	Agency Code:	L04	Section:	038					

Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method/Definition	Associated Objective(s)
27	License revocation notices	3,899	8,697	9,500	July 1 - June 30	ICSSD Data System	Monthly	Administrative enforcement remedy: The number of license revocation notices granted by the court against delinquent non custodial parents.	3.1.3
28	Financial institution data match collections	$ 163,484.59	$ 141,636.19	$ 148,717.99	July 1 - June 30	ICSSD Data System	Monthly	Administrative enforcement remedy: Child support funds recovered from data matches with financial institutions.	3.1.3
29	Insurance match collections	$ 543,561.08	$ 615,726.14	$ 700,000.00	July 1 - June 30	ICSSD Data System	Monthly	Administrative enforcement remedy: Child support funds recovered from insurance settlements through data matches with insurance companies.	3.1.3
30	Wage withholding collections	$ 148,026,628.00	$ 161,126,468.00	$ 175,205,918.00	July 1 - June 30	ICSSD Data System	Monthly	Administrative enforcement remedy: Child support funds recovered through wage withholding actions.	3.1.3
31	Enroll non custodial parents in the Child Support Parent Employment Demonstration program	N/A	26	500	July 1 - June 30	ICSSD Data System	Monthly	The number of non custodial parents enrolled in the Child Support Parent Employment Demonstration Program.	3.2.1
32	Referrals ot ABAWD NCPs to SNAP E&T	N/A	N/A	300	July 1 - June 30	ICSSD Data System	Monthly	The number of non custodial parents who are ABAWDs (SNAP recipients who are able-bodied and without dependents) who are referred to SNAP Employment & Training for employment services.	3.2.2
33	Non custodial parents referred to fatherhood programs	684	633	700	October 1 - September 30	Data from the Center for Fathers and Families	Annual; FFY	The number of non custodial parents referred to fatherhood programs.	3.2.4